

ISSUE 10

THE CONDUIT

2018

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WELCOME

Welcome to the first edition of the Conduit for 2018. It has been a busy start for the CV team and hard to believe that we are nearly half way through the year. On the work front all of our CV teams have been busy across a broad range of projects. Outside of work we were all mesmerized by the great results from the Gold Coast Commonwealth Games – CV was proud to do our part in delivering the electrical infrastructure for the athlete's village – read more about this in this edition.

Some key highlights for us include;

- › In May we celebrate our one year anniversary at the new Hendra Head Office plus we have finished a major renovation of our Maroochydore office
- › The integration of the static and digital signage offers into an integrated signage solution under the Media & Signage brand is complete and delivering outstanding results
- › The Electrical Construction team are working on the Mission 58 charity home at Aura on the Sunshine Coast, and the Media & Signage team are lending their services to the Daniel Morcombe Counselling Centre at Palmwoods

- › Our Energy Services team has signed off on a new four-year Enterprise Agreement with a very strong (90%+) yes vote

This edition features some interesting news on recent CV efforts including the work we are doing in the ever expanding aged care sector; the expansion of our Asset Services offer to include direct delivery of fire services and how our Media & Signage team are working with Brisbane Airport Corporation (BAC) to improve their customer experience through better signage.

Also featured is our 2018 CV Leaders Workshop where Bruce Sullivan continued the development of our leaders' skills.

We hope you enjoy the read – and even more importantly hope it provides and insight for your business. As always thanks for your continued support and patronage and we look forward to continuing to be part of your journey.

Andrew McMaster
Executive Director

Ed Phelan
Executive Director

BRISBANE AIRPORT SIGNAGE

MEDIA & SIGNAGE



Brisbane Airport Corporation (BAC) has been a valued client of our Media & Signage team for a number of years. With the growth of both terminals, the addition of new precincts and their migration to the use of digital technology we have been proud to be part of their journey. As Australia's largest airport in land size (2,700 hectares) and the third largest passenger numbers, with (22.9 million passing through in FY16/17), BAC strive to remain on the front foot with intelligent innovation in process efficiencies and customer service delivery.

With the ongoing evolution of the airport, the CV team has collaborated with BAC on some exciting projects over the last twelve months including a new state of the art billboard, signage for the international terminal expansion and increased use of digital technology to improve the BAC customer experience

MORETON DRIVE BILLBOARD – situated on Moreton Drive, the new BAC Billboard is an eye-catching sign providing strong visual impact when entering



and exiting the precinct. The sign structure was completely designed, manufactured and delivered by the in-house CV teams. The team had to navigate a number of obstacles including unexpected ground water, requiring a redesign of the sign's foundation and a new approach to the installation. After navigating through these obstacles, the team was able to successfully deliver the double sided billboard, complete with the banner art work.

INTERNATIONAL TERMINAL EXPANSION – the signage team has been involved in the recent growth of the airport's international terminal expansion. The \$120-million-dollar investment provides six more boarding zones, two new walk out gates, four new aerobridges and three additional aircraft parking bays. Our team manufactured and delivered the bay markers, gate identifiers, statutory signage, general wayfinding and directional signage throughout the new terminal expansion. All works were delivered on schedule and in time for the April opening.

DIGITAL CUSTOMER EXPERIENCE – the airport has increased their investment in digital technology, with the integration of two new video walls. Situated in the international terminal, the four screen and nine screen walls provide space for dynamic messaging, used for advertising and informational purposes. With the ability to manage and update all of their content via the cloud based system, BAC have been able to leverage the value of their digital assets, through the increased flexibility to deal with the ongoing changes often experienced in an airport environment. With dozens of food, retail and duty free stores, the screens provide the precinct with the capability to share advertising for the different outlets.

With the ongoing growth of the airport, BAC are focussed on continuing to deliver high quality and consistent customer service levels. Effective signage plays a key role in keeping their customers informed and aware, and assists with minimising stress, which is often heightened in transit. CV Media & Signage are pleased to be able to continue to contribute to the ongoing improvement in the precinct.



SUPPORTING AGED CARE

ELECTRICAL CONSTRUCTION

The Aged Care sector across Australia is experiencing very strong growth with the ageing of our population. Older Australians (65+) are now growing at more than twice the rate of the 18-64 age bracket. As a result, the demand for retirement homes and aged care facilities has increased. For Australia, the aged care provision target ratios (GEN aged care data) are seeking to reach 125 operational places per 1,000 people aged 70 and over by 2021-2022. To achieve these ratios, an additional 62,000 home care packages and 49,000 residential places will need to be made operational.

Working towards these goals, government agencies, not-for-profits and privately owned companies have been delivering a wide range of aged care precincts varying in style from housing communities, apartment buildings and more comprehensive care precincts.

Our Electrical Construction team has been working closely with a number of clients to deliver the electrical works across the Aged Care sector, including apartment style and housing communities. Across Brisbane, the Sunshine Coast and Townsville, CV teams have delivered the electrical design and installation for aged care providers such as BlueCare, Wesley Mission, Prescare, St Vincents and specialist private providers; Aveo, Village Retirement and Arcare.

With experience across a number of different Aged Care facilities, the team have an in depth understanding of the specialised requirements for the electrical, automation, security, nurse call, data and communications services required for this sector:



PROJECT SNAPSHOT OCEANSIDE RETIREMENT VILLAGE Sunshine Coast

Stockland's new \$63-million-dollar development shows the way forward in innovative aged care, with their Oceanside Retirement Village. With one, two and three-bedroom low maintenance apartments, the facility will provide retiring Australians with the opportunity to downsize and move into tailored connected communities. With a central location, Stockland have carefully planned the facility to ensure "world class health and wellbeing services right on their doorstep."

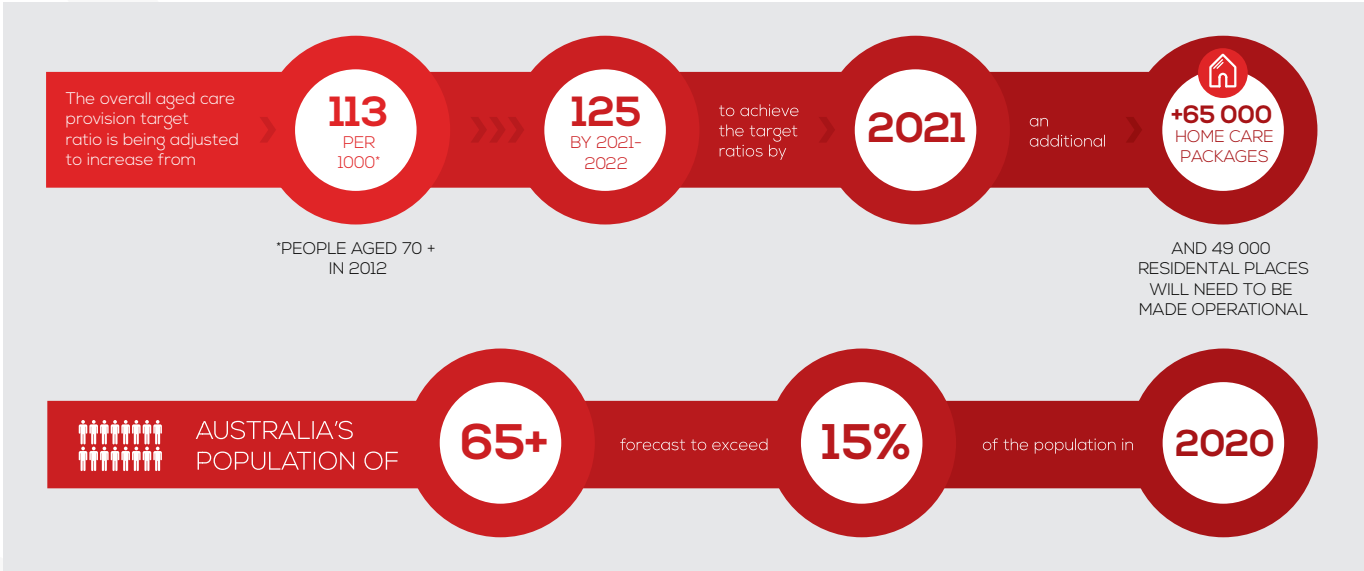
Our Electrical Construction team on the Sunshine Coast worked alongside McNab to deliver the electrical design and installation services for the project. With Stocklands commitment to a 4 Star Green Star Rating, the team ensured that the most energy efficient materials were used, and that they delivered increased longevity. Having delivered the first two stages, the final stage three is due for completion in May, alongside the village, as part of Stockland's \$5 billion Oceanside Development.



PROJECT SNAPSHOT AVEO Brisbane

In response to the growing demand for Aged Care facilities, Aveo have been developing a number of properties across greater Brisbane to service the need. The Electrical Construction team are currently working on developments at Springfield, Tanah Merah and Robertson, delivering the electrical works as well as the data and communications installation.

Aveo have been providing aged care and retirement living options for over 25 years. The new sites at Springfield and Robertson will become premiere retirement villages for independent living and Tanah Merah a provider for specialists aged care services.





FIRE SERVICES OFFER

ASSET SERVICES

Our Asset Services offer has continued to expand to deliver a more comprehensive integrated service offering for our existing and future client base. The development of the CV Fire Services offer has resulted from identifying an opportunity to provide greater value for customers through minimising costs and streamlining service delivery efficiencies.

Our dedicated Fire Services team has the capability to provide a complete fire solution including performing routine fire servicing, corrective maintenance, refurbishments and renewals across all aspects of a facilities fire protection system.



We are licensed to perform, supervise and certify the following common components of a fire protection system;

- › Fire pump sets,
- › Portable appliances including extinguishers, fire blankets and hoses,
- › Fire doors and penetrations,
- › Fire and smoke detection systems,
- › Fire hose reels,
- › Fire hydrants,
- › Fire suppression system including sprinkler systems, and
- › Emergency lighting, emergency procedures and evacuation plans.

Our experience extends beyond just a narrow perspective of fire systems, as we have a comprehensive understanding of the mechanical, electrical and building services that form part of an integrated fire solution. This enables a complete understanding of the entire fire protection system.

By having a Fire Service provider as part of an integrated facilities offer, customers can access tangible and intangible benefits through a more cost effective and centralised approach. Through the provision of preventative and corrective maintenance, the team are proactive towards asset servicing needs. This helps minimise the need for potentially costlier corrective maintenance and maximises the economic life of assets and equipment.

Delivery of an integrated trade services offer with Fire Services included has the additional benefit of:

- › Centralised knowledge base,
- › Consolidated information for future planning considerations,
- › Rapid communications channels,
- › Flexible and expandable offering, and
- › Aligned service and business objectives.

The Asset Services team have implemented the integrated Fire Services offer with some key clients – providing a more comprehensive service offering.





COMMONWEALTH GAMES ATHLETES VILLAGE

ENERGY SERVICES



The 2018 Commonwealth Games on the Gold Coast was a highly anticipated global event that saw the host city transform into a mecca of the best sporting and cultural activities for 14 days. The games saw the creation of a number of large infrastructure projects, including extensive upgrades to a number of sporting facilities, progression of the G:link public transport service and the building of a new state of the art accommodation facility for the Athletes Village.

With 71 nations and territories competing, the spotlight on the Gold Coast in the lead up to and across the games was phenomenal. The city delivered a world class platform for the event, with the games, and Gold Coasts hosting, being seen as a great success.

CV Services was contracted by BMD urban to complete the High Voltage (HV) and Low Voltage (LV) network, ITS systems and communications network for the Athletes Village. The project delivery included the supply and installation of all Energex civil and electrical infrastructure, Rate 2 & 3 street lighting, and NBN civil infrastructure.

During the life of the project, the CV team installed;

- › 6 km of HV cable,
- › 12 transformers,
- › 4 sets of traffic signals,
- › Over 12km of street lighting cable,
- › 120 streetlights, and
- › More than 38 Km of conduit.



With large amount of activity happening in the Parkwood precinct, our team needed to be on top of their game at all times to ensure all activities were delivered safely and in line with targeted outcomes. Working closely with BMD Urban, the Energy Services team were able to deliver all aspects of the project as per the agreed specification, on time and in line with the client's needs. CV Services was very proud to be part of the 2018 Commonwealth Games experience.



HENDRA HQ TURNS ONE!

Our Hendra HQ turned one, with our team celebrating 12 months in the Hedley Avenue facility. The time has flown and the team has reached some key milestones. Highlights including the merge of our Media & Signage teams, more work pods popping up to support our growth, in house toolbox talks, BBQs and the welcome addition of Kenny, our office pooch. The facility has exceeded all expectations in providing an environment to facilitate business growth through collaboration, culture and the consumption of coffee.

We asked a few of our team to tell us what they value the most about the new facility;

*I like the fact that everyone is under the one roof,
therefore you can discuss project requirements/specifics
with other aspects of the business.*

— CHRIS BREN, ESTIMATOR

*I find the people at CV very friendly and it's nice to be
greeted with a smile rather than a grumpy face!*

*The office is open, clean and modern, we can personalise
our desks AND I'm allowed to bring my dog in!*

— HOLLY KEYS, GRAPHIC DESIGNER

*Great workspace that encourages easy access to communicate
with all areas of the different businesses.*

Feels more like a community than a work place.

— BRIAN GODWIN, GROUP MANAGER HSEQ

Our Maroochydore office has also recently undergone a large scale renovation. The refurbishment has maximised space, with the construction team continuing to grow. The space will also provide hot desks for team members from other businesses, particularly for our Energy Services team who currently have some large projects on the

Sunshine Coast. It was great to see a collaborative team effort with the project being managed by Steve Warne, artwork supplied by Holly Keys and all electrical, data and communication works delivered by the Electrical Construction team.



2018 CV LEADERS WORKSHOP



In February 2018 CV brought 70 of our leaders together once again to continue their leadership development journey. We launched the **Be B.E.T.A.** leadership model which outlines the CV leadership program (see schematic).

This was the second year that Bruce Sullivan was our key speaker, continuing with his 2017 challenge to the team to bring the best you to the business each and every day.

Bruce focussed this year on how our CV leaders can work with their team to ensure that they are at the best and are bringing the best team to the business. Some of the key areas that Bruce focussed on were understanding your leadership brand, identifying behaviours that are ok and not ok and having a behavioural agreement with your team.

LEADERSHIP BRAND – Bruce challenged the team to understand what your leadership intention is, make sure you can easily articulate it, and share it with your team.



He asked the leaders to identify what they want to be “famous” for as a leader.

BEHAVIOURS – every business has things like purpose, mission values etc. In terms of driving these the focus needs to be on people’s behaviours. The team worked through a process of identifying behaviours that are ok and behaviours that are not ok. This has become the CV Way which the leadership team can use when talking with their teams.

TEAM AGREEMENT – building on the what is ok and what is not ok outcomes, Bruce talked about making sure they had an agreement with their teams on behaviours that worked across the whole team. His key message was “optionality is the cancer that kills teams” which means that each team should have no doubt on what behaviours are expected.

The feedback from the workshop has been very positive and all agreed that the session provided them with tangible outcomes to help them be better leaders.

Bruce Sullivan is a proven performer in achieving results in people for over 30 years. His practical, hands on experience is based on working with individuals, families, businesses and communities providing education and opportunities for personal improvement. It is this experience that has given Bruce a unique understanding of our ability to relate to one another in the workplace and at home. This is what sets his work apart and gives a very practical and timely insight into relationships at work and home.



MEET THE TEAM



Darren Farrell

Darren joins the CV Media and Signage team, leading the Media team as Business Unit Manager. Darren’s history in digital media will be invaluable as he looks to guide the team into its biggest growth period to date.

Best advice you’ve ever been given? If you change the way you look at things the things you look at change.

What do you do in your down time? Enjoy time with the family, walking the dog on the beach, gardening, watching a good flick and live shows. I also volunteer as a life guard at SALT SLSC in Kingscliff and find this a great way to give back to my local community and enjoy the social aspect of the club.

What life achievement are you most proud of? I can’t look past my family, seeing my two boys growing into fine young men and knowing that my wife Trudy and myself helped mould them in the people they are today.



Mick McDaid

Mick is an active member of our Sunshine Coast Electrical Construction team. As Project Manager, Mick is experienced in the delivery of electrical construction works for projects across the different sectors.

Best advice you’ve ever been given? Never look back with regret, learn and move on to the next thing. A setback is never a bad experience, just another one of life’s lessons.

What do you do in your down time? Time with family – I have two young kids (2 years and 3 months) who keep my wife and I very busy. Otherwise I try to spend as much time as I can surfing.

What life achievement are you most proud of? I am most proud of my two beautiful children.



Mitch Luxford

Mitch joins the Energy Services team as a Project Manager. With extensive industry knowledge and experience, Mitch hit the ground running, taking the lead on a number of large scale infrastructure and ITS projects.

Best advice you’ve ever been given? Never confuse activity with progress.

What do you do in your down time? Firstly, spending quality time with my family, then reading a good book, mainly bio’s.

What life achievement are you most proud of? Good question! Speak to me before I die and I’ll tell you all about then.



Katrina Miles

Katrina leads the Asset Services Administration team at the Hendra Head Office and the Brisbane Airport. Katrina’s team deliver best practice in the ongoing support to the Asset Services business and ensuring the highest level of customer service.

Best advice you’ve ever been given? My Dad often says – “I’m here for a good time not a long time” and it’s so true, you only live once, it’s a good thing to remind yourself of.

What do you do in your down time? I love the beach and watching movies, and spending time with friends and family. We are also renovating, and have three teenagers to support and cheer on the sporting sidelines.

What life achievement are you most proud of? Easily my family, 20 years married to Stephen with three great children - Abbey, Eddie and Toby. Enjoying the rollercoaster every day and always looking forward to what the future brings us.

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