

# THE CONDUIT

2018



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# WELCOME

Welcome to Edition 11 of the Conduit. With only a couple of months to go until the silly season it is – as always – hard to believe where the year went. With October being National Safe Work Month, we have included a feature on what the CV team is doing for the month, including a focus on being in the moment. During the month mindfulness expert, Manish Singh, will be talking to our teams about using mindful breathing techniques to ensure that they are in the moment. Also on the safety front, CV is proud to be able to announce that we are finalists in the 2018 National Safety Council of Australia's safety awards.

From a business perspective, we are pleased to advise that CV will be opening an office on the Gold Coast to better serve the Gold Coast and northern NSW market. In addition, we will be setting up an Electrical Construction team in Sydney working with Metricon in the housing market. As you will read in this edition, it is also great to see the first of the digital taxi-tops (Adflow) on the road at the Gold Coast. This development has been two years in the making, working with P2P Transport.

A few other things you will read about – work is well underway on Hilton Foods Australia's 45,000 square metre purpose built processing plant at Heathwood. Our Energy Services team

continues to expand our offer with an integrated design service. We have gone bush with our Asset Services team doing Asset Condition Inspections at Mount Isa and Longreach airports, and our Media & Signage team have been working with Woolworths on their latest 3.0 store model and with Guzman Y Gomez on introducing drive-through Mexican into the Australian market.

Last but not least, we had the privilege of hearing from world renowned big wave surfer, Mark Mathews, about his inspirational story on conquering some of the biggest waves in the world and living a life beyond fear.

Hopefully there is something of interest in here for you. Thanks for your continued support and all the best for the run into Christmas.

Andrew McMaster  
Executive Director

Ed Phelan  
Executive Director





# HILTON FOODS' NEW FACILITY ELECTRICAL CONSTRUCTION

Since its establishment in 1994, Hilton Food Group has grown swiftly to now encompass six factories across Europe, as well as two joint ventures. This has allowed their products to be sold in supermarkets across 14 European countries and Australia. They have also recently announced an expansion into New Zealand. Hilton has become a leading international food packing business, with a focus on state of the art facilities.

Hilton's latest venture is no different. Located at the Logos Heathwood Logistics Estate, Hilton in conjunction with Woolworths is currently constructing a purpose-built meat processing and distribution facility. The 45,000 square metre factory will supply beef, lamb, pork and added-value products to Woolworths stores.

Planning to invest up to \$115m into the plant and equipment within the warehouse, and with a primary focus on automation and robotics technology, Hilton aims to make the plant one of the most advanced processing facilities in the world.

Five years ago, Hilton entered into their joint venture with Woolworths and have since gained operation of two production sites; one near Melbourne and one in Bunbury, Western Australia. The two facilities supply meat products to approximately one third of Woolworths' stores. Their new factory, located south of Brisbane, is set to be Hilton's third facility and is strategically located with optimum access to service Woolworths stores in Queensland and northern New South Wales.

Our Electrical Construction team has worked closely with Hansen Yuncken on the project, providing the electrical construction to ensure their vision of a state of the art facility comes to life. We have also been able to provide Hansen Yuncken with an integrated Communications, Energy Services, Media & Signage and Asset Services solution to the project.

With 35 CV team members on site for over 12 months, we have delivered:

- HV switchboard
- 4 2500A main switchboards
- 11 distribution boards under 630A
- 2 standalone communications rooms
- Over 2600 LED light fittings
- 4 transformers
- 7 distribution boards over 630A
- 2500kVA backup generator
- 17 communications racks
- Kilometres of cable, cable tray and conduit

Construction is due to be completed by the first quarter of 2019, with the facility expected to be fully operational by January 2020. Hilton's new factory is expected to boost the Brisbane economy with \$850m of spend and 500 new jobs.





# ELECTRICAL DESIGN OFFER

## ENERGY SERVICES

Our Energy Services offer continues to expand with the growth of our design capability, providing our clients with an even more comprehensive solution. Our team's focus is to deliver innovative, sustainable and quality outcomes, across all types of urban development.

With a focus on continual innovation, the CV Design team has worked on some ground-breaking projects, including the largest master-planned development in Australia and the first standalone off-grid sales office in Australia.

### PROJECT SNAPSHOT - AURA

Stockland's master-planned community, ultimately encompassing 20,000 homes, is currently in development on the Sunshine Coast. A feature of the current precinct's development is the stylish terrace homes built in quiet laneways and green walkways.

CV was required to develop innovative solutions to align with the style of the development and also address the reduction in available space for the usual services. CV petitioned the electricity authority, on behalf of Stockland, to replace the above ground 'greenboy' with an underground service pit. This modification significantly improved the aesthetics of these laneways to align with Stockland's overall vision of the community.



### PROJECT SNAPSHOT - KALINA

Located in the heart of Springfield, the new Kalina Sales Hub is a standalone, off-grid sales office. The Energy Services team installed 6kW of photovoltaic cells with nearly 10kWh of battery storage. This allows the office to operate as a usual office and run air conditioning, refrigeration, computers, light, power, security, etc.

At an equivalent cost to a grid connection, the self-sufficient nature of the office allows it to be relocated as needed. The project was completed within three weeks of engagement, including both design and construct.

### OUR DESIGN CREDENTIALS

Led by Michael Hodge, the CV Energy Services Design team has combined industry experience of more than 40 years and qualifications across electrical engineering and construction with particular focus on utilities within urban development. "No matter what your energy utility need is, we are confident we have the right team with the right experience to deliver" says Michael Hodge.

Offering a complete design solution, the team are able to deliver:

- Electrical & communications (overhead & underground)
- Traffic signals
- Sports field lighting
- Renewable energy solutions
- Smart city networks
- Architectural/decorative lighting
- Parks and pathway lighting

The Energy Services design team has full Energex accreditation to undertake underground and overhead work on Energex assets, including design and construction. This accreditation covers the following WCQA ratings:

- 34.0 Earthing Systems
- 47.1 Subdivision Design
- 02.0 UG Construction
- 12.3 OH LV Service Lines
- 37.0 Public Lighting Installations
- 47.3 Street Lighting Design
- 06.2 Public Lighting Maintenance
- 25.0 OH Mains Electrical Construction





# ASSET CONDITION INSPECTIONS

## ASSET SERVICES

The nature of regional airports and the role they play in their areas' economy and resident's livelihoods, make their ability to function absolutely essential. Regular inspections and maintenance ensure that airports are able to continue to run smoothly all year round, which is especially critical for remote airports.

Our Asset Services team recently conducted Asset Condition Inspections at both Mount Isa Airport and Longreach Airport to identify any issues which would potentially disrupt airport operations in the near future.

The inspections looked at the built fabric and the HVAC System – focusing on chillers and package units. The Asset Services team also identified any current or foreseeable compliance related issues – particularly from a fire perspective. The client was provided with reports which provided a clear action plan for maintenance over the next five years to ensure that there would be no disruptions to airport operations.



### REGIONAL AIRPORT SNAPSHOT - MOUNT ISA AIRPORT

Mount Isa Airport is located approximately eight kilometres from the city of Mount Isa. The airport acts as a gateway to outback Queensland, servicing a city of approximately 22,000 residents and the surrounding region. Mount Isa itself encompasses an area of over 43,310 square kilometres which makes it the second largest city by area in Australia. With its closest major city (Townsville) around 900km away, Mount Isa relies significantly on air travel, making the airport vital to the region's economy, its residents and their way of life.

The town is a mining hub and is one of the top ten producers of some of the world's most sought after minerals. The high frequency of air-travel that Mount Isa experiences mostly comes down to the fly in, fly out nature of the mining industry as well as the remoteness of the region. Business-based travel is responsible for 82% of all air-travel as reported in the 2017 Mount Isa Airport Annual Passenger Survey.

Mount Isa Airport has had regular expansions and upgrades since its inception in 1922, with its last major upgrade in 2010, involving \$13 million for a complete runway overlay and a terminal upgrade.



### PROJECT SNAPSHOT - DRYANDRA ROAD UNDERPASS – PUMPING

The Dryandra Road Underpass will run underneath the new runway at the Brisbane Airport. Once the runway has been constructed, the underpass will enable vehicles to continue to travel between the Domestic Terminal and the airport's northern facilities.

As the Dryandra Road project progresses, Asset Services has assisted our on-site Energy Services team with the pumping requirements of the project. The Plumbing and Pumping team were contracted to supply and install the pumps for the underpass stormwater pump station. During flooding the pumps allow up to 9,000 litres of water to be pumped away per minute. With both pumps being over nine meters long and weighing approximately 13 tonnes each, it was a challenging yet very successful installation.







## ASCOT RETAIL INNOVATION MEDIA & SIGNAGE

Ascot is now home to Woolworths' most innovative store yet, called "Woolworths 3.0". The new store has grown out of extensive research into customer expectations and shopping requirements, offering a variety of premium features which align with the catchment's customer-base.

The new Ascot store is a classic Woolworths but with all its traditional elements completely reinvented. Building on the Woolworths focus on fresh food, the new store includes a fruit and vegetable section with water misters to keep produce fresh, a bakery with made-to-order custom cakes, and a wider range of health food. The store also has a variety of new features including takeaway sushi and poke bowls, an on-site butcher, and a drive-through to collect online shopping orders.

Described as a next generation store, Woolworths Ascot has a marketplace feel with local, healthy and fresh products as its central focus. The adjacent BWS has also been renewed, providing customers with a seamless integration between the two stores.

Our Media & Signage team worked closely with Woolworths and BWS to deliver a comprehensive range of internal signage in line with the client's requirements. The use of a range of innovative signage has taken the stores to the next level in terms of overall look and functionality. Incorporating a combination of gantry framing and timber panelling, the team successfully achieved the client's vision of a rustic marketplace design.

Manufactured on site in Brisbane, the new look signage has delivered on Woolworths' vision for their latest offer in Ascot. The team focused on the customer experience, utilising a strong understanding of the internal environment, to deliver products that are high quality and visually appealing.

The new Woolworths Ascot has given shoppers a taste of what's to come in the future of grocery stores. As Woolworths continues their next generation store journey, our Media & Signage team are proud to be part of the supermarket giant's journey.



## MEXICAN DRIVE-THROUGH MEDIA & SIGNAGE

Guzman Y Gomez is the largest Mexican fast food franchise in Australia and is on a mission to reinvent fast food for the 21st century. Experiencing rapid growth, the GYG team are looking to expand their 117 Australian stores to 500 and open their first US store in early 2019.

Having only opened their first drive-thru in 2015, GYG are now in the process of opening 24 new drive-thru stores throughout Australia to meet the demand for drive-thru takeaway. Queensland accounts for the majority of new store openings with Toowoomba, Acacia Ridge, Maroochydore, Springfield, Capalaba and Burleigh Heads.

The franchise recently opened a new drive-thru in Moorabbin, Victoria with our Media & Signage team providing the signage needed. With GYG's agile approach to marketing and push to be part of the fast food revolution, digital drive-thru menu boards were the next logical step.

Utilising industry-leading products, the technology allows the digital menu boards to sync together and alternate through traditional menu content, animations, and displays of new products and special offers. Through a cloud-based content management system, the content is easily updated in real time and in accordance with each store's requirements.

Along with the delivery of the digital menu boards, the Media & Signage team also provided internal and external signage. Manufactured on site in Brisbane, the team supplied GYG with custom-built solutions which adhered to the brand's design specifications while also providing flexibility to fit the different locations. Bursts of colour from Mexican tiles and street art contribute to a warm and energetic vibe in all GYG locations.







## LIFE BEYOND FEAR

To mark the end of another financial year, the CV team assembled for our annual CV Team Brief. This event is a great opportunity to bring the whole company together under the one roof to celebrate the achievements of each of our four businesses over the past year.

To kick start the new financial year and motivate our team, we invited renowned big wave surfer, Mark Mathews, to join us and share his inspirational story. Mark spoke about his own childhood fear of the ocean and how he overcame that fear to become one of the best big wave surfers in the world.

Ever since Mark was young, he was terrified of the ocean. He would head out to surf but time after time he would get stuck out behind the break, too paralysed with fear to catch another wave. Embarrassingly for Mark, this often resulted in his mother having to paddle out and rescue him.

Mark's fear did not simply stop over time. Taking to research to solve his problem, Mark read everything he could on the topic, only to discover the unsatisfying reality – you can't stop fear... however, you can overcome it. Mark formed a motto, "want it more than you fear it", and that's what he used for every big wave he would catch.

Mark's key motivator was his mother. His success in a career as a big wave surfer meant he could provide financial freedom for his family. He wanted to be successful and provide for his family more than he feared the ocean. Mark's ability to overcome his fear drove him to become one of the most successful big wave surfers in the world. Yet fear wasn't the only thing Mark would have to overcome in his career.

In 2016, Mark experienced the worst wipeout of his surfing career. While attempting to surf one of the most dangerous waves in Tasmania, he struck a reef feet first, blacking out immediately on impact. With a fractured right shin, snapped anterior and posterior cruciate ligaments, and torn artery and nerve, he was airlifted to Canberra Hospital. There he was told by doctors that he would never surf again.



After 14 months of rehabilitation and multiple surgeries, Mark caught his first wave with a little assistance from a foot brace which enabled him to stand upright. He applied the same mindset to his recovery as he did to big wave surfing, showing just what you can achieve with the right motivation.

Mark intends to return to competitive surfing, but for now his career now largely encompasses something he says is even scarier than surfing big waves - public speaking. Mark emphasises that it's all about finding what motivates you and using it to push yourself out of your comfort zone to do something you fear. This is a practice we can all incorporate into our everyday lives. A great message to inspire our team as we launch into the new financial year.





# NATIONAL SAFE WORK MONTH

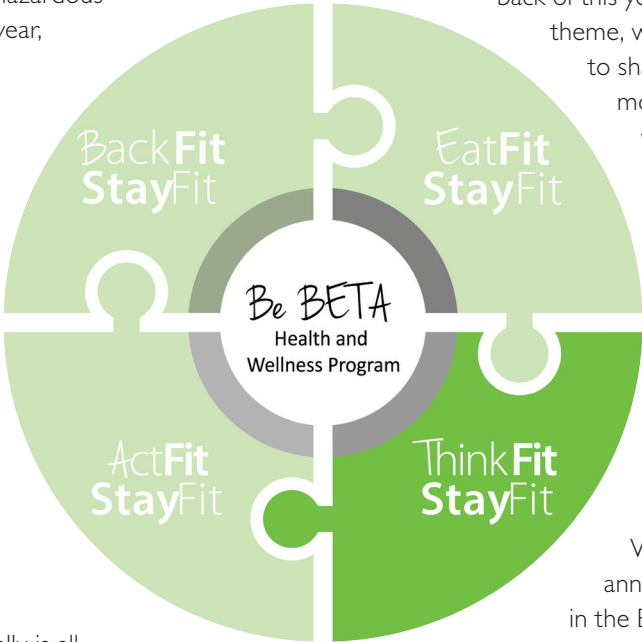
October marks a significant time of year for the construction industry with the month recognised as National Safe Work Month across worksites around Australia. This puts a spotlight on safety and its importance, especially for those working in notoriously hazardous fields such as construction. Each year, the CV team actively participates in National Safe Work Month, taking this opportunity to highlight our safety programs, conduct training to heighten the awareness of safety procedures and encourage our team to practice safety in the workplace. At the end of the day, the most important thing is that all our team members come to work safely and return home safely.

In light of this year's theme, "a moment is all it takes", we've realised how much this phrase resonated with us. A moment really is all it takes for something to happen. Looking at statistics, 31% of fatalities in the construction industry are from falls and 15% are as a result of falling objects - accidents which would have occurred in seconds. When a person is either not concentrating, distracted, or just trying to complete a task quickly, those are the times when incidents are more likely to occur.

So this year we've put a focus on the importance of mindfulness at work and also outside of work. Toolbox talks with an emphasis on mindfulness will be delivered to all our teams in the field during the month of October. On the back of this year's "a moment is all it takes" theme, we are also encouraging our team to share their own everyday safety moments as part of a company-wide competition.

Safety is always a key CV value and this is reflected in our team's attitude. We have had zero Lost Time Injuries for the second year in a row and team satisfaction has climbed even higher to 89% with 96% of people believing CV is a safe place to work as found in our annual team survey. We are also proud to have been announced as one of six finalists in the Best Continuous Improvement of a WHS Management System category for the 2018 NSCA Foundation / GIO Workers Compensation National Safety Awards of Excellence.

Looking to the future, we endeavour to continuously improve our safety programs and put in place new safety initiatives to ensure that CV is, and always will be, a safe work environment for our team.



# MEET THE TEAM



Kieran Francis

**Kieran joins us as Project Manager in our Energy Services business. In his role, Kieran is a driving force leading our project teams in delivering quality electrical infrastructure solutions to our clients.**

**Best advice you've ever been given?** Popular quote, 'Aim for the stars, if you fail, you'll land on the moon.'  
**What do you do in your down time?** Time with family, playing field hockey since I was 5 years old and being hands on around the house.  
**What life achievement are you most proud of?** 100% wife and 3 daughters who are 3, 5 and 7 years old.



Maurice Litzow

**Maurice joins the Asset Services team as Client Service Manager, working closely with our clients to provide superior customer service excellence and ensure open lines of communication at all times.**

**Best advice you've ever been given?** Don't get caught and never give your real name.  
**What do you do in your down time?** Gym, movies and motorcycles, but not always in that order.  
**What life achievement are you most proud of?** At my age the fact that I am still vertical and breathing.



Tegan McFarlane

**Tegan has re-joined the CV team as Senior HR Business Partner. After spending three years in Darwin, we warmly welcome Tegan back to deliver our Human Resources support.**

**Best advice you've ever been given?** Never have regrets; from every tough experience comes something good and will lead you to where or who you are today.  
**What do you do in your down time?** I love having 'me time' but I also love being by the water and spending time with my family and friends.  
**What life achievement are you most proud of?** I have a lot more I'd like to achieve in life but so far I'm proud of stepping out of my comfort zone and moving to Darwin (for 3 whole years) and also completing my Master's Degree in 2016 – a lot of tears went into that degree.



Irena Horsley

**Irena Horsley has joined the Media & Signage team as Business Development Manager for our Melbourne Office. Irena has a strong background and focus on innovation within the retail, FMCG and corporate industries.**

**Best advice you've ever been given?** Don't rush, slow down - you make less mistakes when you give yourself a chance to stop and smell the roses.  
**What do you do in your down time?** Visit wineries/cheese factories/chocolate factories with and without the kids - we all enjoy eating decadent food.  
**What life achievement are you most proud of?** Raising my four daughters, two of which are already all grown up and have established a career. I have influenced them and taught them that working hard will get you what you want in life.



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