

THE CONDUIT 2019

CV



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WELCOME

With the new financial year just starting as this Issue 12 goes to press, we reflect on some of our major projects and key business achievements from FY19. As you will see in this edition, the CV team have been busy with a lot of effort being put into strengthening the platform for the future on three fronts.

First, with the implementation of an ERP system which is the culmination of nearly two years of effort by a dedicated project team. Second, CV has expanded our footprint with the opening of our Gold Coast office, an increased presence in Sydney, expansion of our Hendra Head Office, and a Caboolture office.

And last, but not least, our Asset Services team has broadened their fire services offer with the acquisition of the FirePro (Qld) business. FirePro (Qld) has been around for over 20 years with significant expertise and experience in the wet fire services area. CV is very pleased to be able to welcome the FirePro (Qld) team to the CV family.

At the same time, the team has been kept busy in delivering of a wide range of diverse jobs. In this edition, we include The Avenue Maroochydore – a state of the art residential

development on the Sunshine Coast, working at Brisbane Airport to deliver the Dryandra Road Underpass, and rolling out an innovative new digital taxi-top signage medium called Adflow.

We hope things are going well in your business and will continue throughout the new financial year. The market seems to be fairly subdued at the moment with flat conditions in the retail and construction sectors which means that all of our businesses need to work hard to keep revenues on track. In these times, as always, we thank you for continuing to choose CV – we know you always have a choice and we are grateful that you choose to trust CV to deliver for you.

Andrew McMaster
Executive Director

Ed Phelan
Executive Director



THE AVENUE MAROOCHYDORE ELECTRICAL CONSTRUCTION

The Sunshine Coast is becoming an increasingly popular retirement destination. The population of over 65s is growing with more and more locals entering retirement age, as well as retirees choosing to relocate to the coast due to its appealing lifestyle. As the population continues to age, there is a predicted shortage of independent living apartments over the next decade. The Avenue Maroochydore will help to meet the demand for aged care living on the Sunshine Coast.

The Avenue Maroochydore is the coast's newest luxury retirement community with the recent completion of Stage 1 of the development. The community will be home to a total of 117 spacious two and three bedroom independent living apartments, all including high quality fixtures. 49 apartments have already been completed as part of Stage 1, with another 68 to be constructed during Stage 2.

With state-of-the-art community facilities, The Avenue Maroochydore provides for its residents' health and wellbeing. With features such as a billiards room, library, craft room, café and dining room, residents are provided with entertainment and social outlets. Health needs are taken care of with consulting rooms for Allied Health providers and an onsite gym providing exercise classes. Residents are able to enjoy the outdoors with amenities including a heated pool (to be constructed in second stage of development), courtyard and BBQ area.

Located in the heart of Maroochydore, the retirement community is within walking distance to Sunshine Plaza, the new CBD precinct and Maroochy River, providing residents with easy access to retail, restaurants, health care facilities and public transport.



CV worked closely with Woollam Constructions to deliver the electrical works for this leading edge project. Commencing in June 2018, our Electrical Construction team of five to six members worked on the project throughout Stage 1, with the team growing to nine members at the project's peak.

During Stage 1 of The Avenue Maroochydore, our team delivered:

- General lighting and power
- Standby generator
- MATV
- Security
- Audio visual
- Switchboards
- Communications
- CCTV
- Access control

Stage 2 will commence three months from the completion of Stage 1 with a duration of approximately 10 months. CV is looking forward to continuing to work with Woollam Constructions on this industry leading project.





DRYANDRA ROAD UNDERPASS ENERGY SERVICES

Brisbane Airport is Australia's largest capital city airport (by size) and is welcoming a new parallel runway due to be completed in 2020. The runway is the country's largest aviation construction project and has been part of the airport's long term plan since the 1970s.

By 2030, 10 years after the runway is scheduled to open, the region will benefit from an estimated \$5 billion boost to the economy as a result of the increased airport capacity from the additional runway.

The Dryandra Road Underpass is a critical part of the project, providing essential road access between the Domestic Terminal and the airport's northern facilities. Located beneath the future airplane taxiway connecting the new runway to the airport terminals, the underpass allows traffic to travel through the tunnel while airplanes taxi overhead.

The underpass is an incredible feat of design and engineering, able to withstand the weight of an airplane up to 710 tonnes. The structure is made of nearly 20,000m3 of heavily reinforced concrete, including over 700 concrete piles.



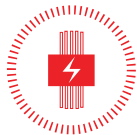







The Dryandra Road Underpass project needed to overcome some challenging conditions due to the coastal location of Brisbane Airport. Built five metres below sea level, this required the removal of 750,000m3 of sand and 1,000+ Olympic swimming pools of water.

Working with McConnell Dowell, our Energy Services team delivered the critical electrical infrastructure works for the project. The team delivered:

- 38.7km of new conduits
- 11km of communications and new fibre networks
- 24km of HV and LV cables
- 20 high specification networked security cameras installed and commissioned
- Design and installation of the underpass LED lighting system
- Design and installation of 500 control street lights and luminaires
- 55,000 man hours over 12 months

For their outstanding performance on the project, last year the Dryandra Road Underpass team was awarded the CV 'Team of the Year' for the Energy Services business.

DRYANDRA ROAD UNDERPASS FAST FACTS

 <p>over 38km of new conduits</p>	 <p>700+ concrete piles</p>	 <p>20,000m3 heavily reinforced concrete</p>	 <p>withstands up to 710 tonnes</p>
 <p>5m below sea level</p>	 <p>750,000m3 of sand removed</p>	 <p>1,000+ Olympic swimming pools of water removed</p>	 <p>400 jobs created</p>



FIREPRO (QLD) ASSET SERVICES

CV is proud to announce the expansion of our Asset Services offer as we welcome FirePro (Qld) to the team. The acquisition of FirePro (Qld) has allowed the business to broaden its fire services offer, further expanding Asset Services' integrated trade services package.

Established in 1995, FirePro (Qld) has broad experience across a diverse range of sectors servicing critical infrastructure and major construction, making them well suited to service CV's existing broad client base. From performing routine fire servicing through to new major construction installations, refurbishments and renewals, the team provides a complete fire solution.

Possessing strong company values closely aligned with CV's, FirePro (Qld) provides a stable and secure offering in this critical industry. With a commitment to industry training and maintaining full time employees, the business has developed into the largest fire protection installation labour force in Queensland and has also become one of the leaders in fire protection training with an in depth commitment to apprenticeships.

As a specialist fire services business with particular expertise in the wet fire services sector, FirePro (Qld) enhances our Asset Services offer in the areas of mechanical fire protection installations, as well as maintenance and service of automatic sprinkler systems, special hazards projects, pump configuration, hydrants and hose reels and extinguishers.

As part of Asset Services' integrated trades offer, the fire service team is able to deliver a broad range of major construction installation and maintenance services including:

Installation

- Major construction works
- Full range of installation services
- Initial commissioning requirements

Maintenance

- Periodic maintenance and overhaul requirements
- Fire hydrant and sprinkler systems testing
- Routine testing

FirePro (Qld)'s contract expertise extends to:

- Hydrants and hose reels
- Sprinkler systems including deluge, pre-action and dry systems
- Control valves, booster assemblies
- Portable fire equipment including extinguishers
- Suppression systems including applications for gas turbine enclosures, computer rooms, switchrooms and transformers
- Pumps and tanks
- Fire detection and alarm systems
- Occupant warning systems

FirePro (Qld) is a welcome addition to the Asset Services offer and CV is looking forward to working with the team to provide an even broader and more seamless service to our clients.





ADFLOW MEDIA & SIGNAGE

Out-of-Home (OOH) advertising is one of the fastest growing advertising segments in Australia due to the ongoing growth in digital outdoor marketing. Digital is transforming the OOH advertising space providing advertisers with greater control and a visually superior medium when compared to the traditional static format. Digital provides advertisers with format flexibility enabling static, video or animated content; control of scheduling including when, how often and how long their ads are displayed; and a better visual experience for their customers allowing ads to be viewed clearly even in challenging environmental conditions.

As the first digital taxi top advertising platform in Australia, Adflow is set to transform the traditional static taxi advertising model, while at the same time providing a unique proposition for the OOH segment - a platform that is both digital and mobile. This innovative platform provides advertisers with even more flexibility by allowing them to control where their advertisements are displayed.

Adflow has market leading scheduling and reporting capabilities, utilising Broadsign's Content Management System. Advertisers can control when and where their ad is played through Adflow's geofencing technology. This allows for precision targeted advertising with control of what ads are played based on where the taxi is located. With real time GPS location, ads can be programmed to play within predefined geofences to deliver more contextual ads, optimising the advertising budget and reducing wastage. Detailed reporting capabilities provide advertisers with information including when, where and for how long each ad is played.

The CV Media & Signage team designed and developed Adflow in partnership with P2P Transport. Custom designed to aesthetically blend into the vehicle, the Adflow advertising platform provides a seamless visual experience. Adflow has undergone rigorous testing to ensure a durable digital platform for operators and advertisers that is able to withstand even the harshest Australian conditions. Each module has been manufactured locally by our team at CV's Brisbane factory.

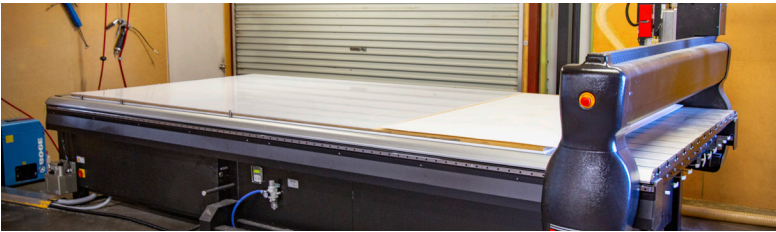
Utilising technology that is market leading in visual impact, targeting and reporting capabilities, Adflow provides advertisers with a powerful medium to reach potential consumers. With over 2,650 vehicles in P2P Transport's fleet, Adflow provides a unique opportunity to connect with millions of consumers.

BEHIND THE SCENES

Our Media & Signage team prides themselves on providing industry leading products and services to our customers. For us, this means utilising cutting-edge technology in everything we do, whether we are manufacturing signs or developing bespoke signage solutions.

NEW TECHNOLOGY

Our manufacturing and print facility has recently taken delivery of a new state-of-the-art router allowing us to process an even wider range of materials. The Tekcel Enduro is both a heavy duty and precise production machine allowing us to produce a high quality product no matter what material is used.



INTERNATIONAL SIGNAGE EXPOS

Our management team have been travelling around the world to track down the latest industry trends and innovations to hit the market. Attending major expos in Europe and America, the team have been able to network with suppliers, attend panels with industry leaders and gain valuable insight into digital signage trends at the global level.

Integrated Systems Europe (ISE) 2019

Attended by our Media & Signage General Manager, Damian Nielsen, ISE is the largest AV and Systems Integration tradeshow in the world. The 2019 expo in Amsterdam was attended by 1,301 exhibitors and over 81,000 industry professionals from 188 countries.

One of the highlights of the expo was the Creative Panel which focused on Digital Out-of-Home (DOOH) advertising - an increasingly popular segment. DOOH sets itself apart from print and online with the ability to generate higher levels of consumer engagement. Not only is DOOH less saturated than other channels, it provides advertisers with the opportunity to take advantage of data feeds such as environmental, traffic, audience and their own data. With the ability for more targeted advertising, DOOH is the ideal platform for highly creative and engaging advertising content.

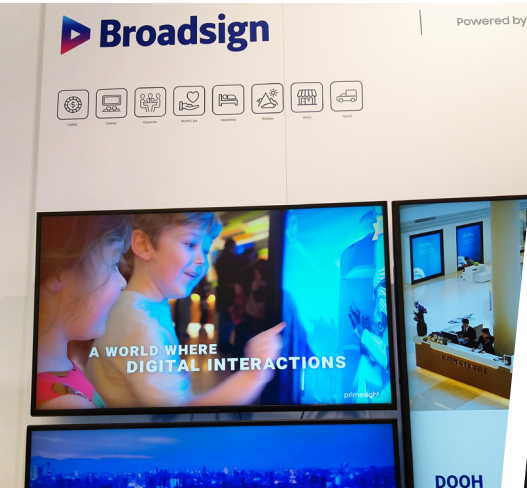
Digital Signage Expo (DSE) 2019

Executive Director, Ed Phelan and National Business Development Manager, Wayne Randerson attended DSE 2019, joined by over 200 suppliers and over 4,000 professionals from 63 countries. The Las Vegas digital signage solutions expo covers digital and interactive display, including concept, design, content and analytics.

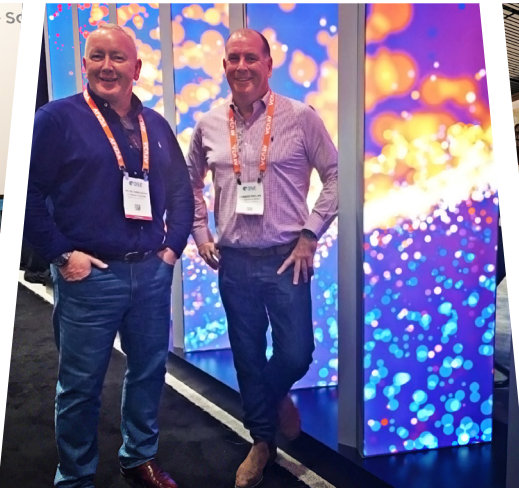
A key trend observed at DSE involves the use of digital signage to create a captivating customer experience. Digital signage enables us to create real-life experiences and interactions that aren't quite possible in the world of print and online.

This trend is exemplified at Terminal 4 in Changi Airport, Singapore. Designed to entertain passengers, the media wall provides a cinematic experience with an engaging love story between two neighbours. The animation blends seamlessly with the real life shop fronts creating an immersive experience for travellers.

The desire to be part of the social media phenomenon has a strong part to play in the emergence of digital signage installations becoming customer experience venues. Consumers are driven to the venues in order to share their own experience online, thus driving up revenues for both the venues and the social media platforms.



ISE 2019



DSE 2019



TERMINAL 4, CHANGI AIRPORT



CV EXPANSION

To accommodate the growth in our team and our expanded geographic footprint, CV has recently reviewed our needs in terms of locations and space. In the last few months we have made a number of changes which will provide the business with a stronger facility platform to support our customers and our people.

With a strong eastern seaboard presence including offices Townsville, Sunshine Coast, Brisbane, Gold Coast, Sydney and Melbourne this platform provides a strong base for CV to service our client base no matter where they are located.

BRISBANE HEAD OFFICE

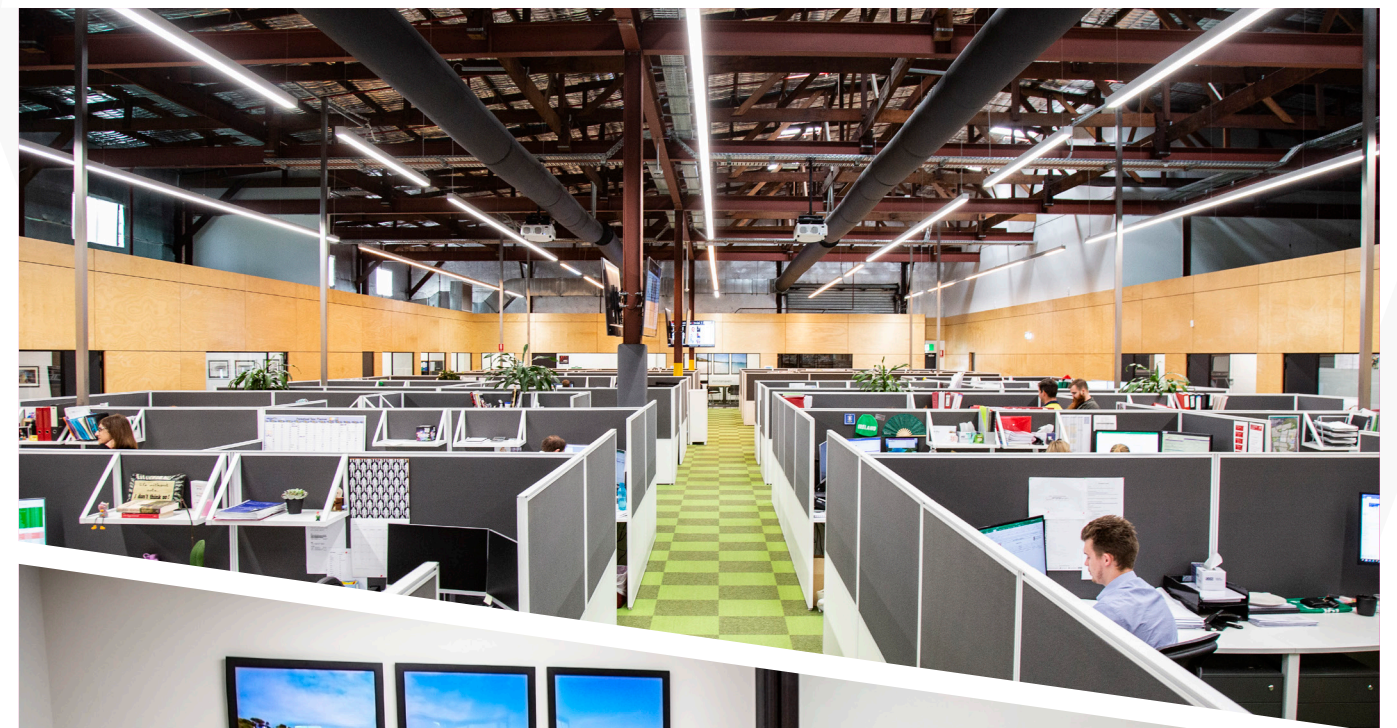
Our Hendra Head Office has undergone an office expansion to make room for our growing workforce. Expanding our total office footprint by a third, we have 32 more desks, four additional meeting rooms and an extra three offices. To allow for informal meetings, brainstorming and collaborating, we have new break out areas which are shown to increase creativity and productivity, and also reduce stress in the workplace.

SYDNEY OFFICE

We have opened a new office in Sydney, home to a dedicated Electrical Construction Housing team. The team is delivering the electrical works for numerous residential projects, working alongside Metricon, one of the largest home builders in Australia. Providing a full range of electrical installation services for the housing sector, we deliver house wiring, air conditioning, solar and home automation.

GOLD COAST OFFICE

Our new Gold Coast office is now open at Burleigh Heads. This new location provides us with greater access to the region, enabling us to deliver an even better service to our clients in this growing market.



TRANSFORMING OUR SYSTEMS

A key part of CV's strategic direction is making sure the business has the capability and capacity needed for the future. In 2017 when CV undertook a review of its systems platform, it was clear that whilst the legacy systems worked effectively, they did not deliver the systems platform that the business needed to be successful in the long term. As a result, in 2018 CV went to market through an extensive brief and EOI process for an ERP (Enterprise Resource Planning) implementation. A shortlist of four potential providers went through a detailed submission phase with MYOB Greentree selected as the best fit for CV Services. After a formal due diligence process, CV formally commenced the MYOB Greentree ERP implementation project (called Project ARC in May 2018) with Star as our implementation partner.

Led by systems experts, George Baso and Dimi Hughes, the Project ARC team was formed from key business users to ensure effective business representation and consultation. It was clear at the outset that teamwork, consultation and strong project disciplines were going to be the key to a successful ARC implementation. It was also clear that there would be a significant change management effort to ensure that all users were on board and committed to the changes needed. The ARC team was set up as a formal project team, with a clear project scope, a structured project plan, dedicated project space and clear reporting lines to the project sponsors. The project plan consisted of five distinct phases and milestone gates including:

1. Discovery
2. Proof of Concept
3. User Acceptance Testing
4. User Training
5. Go-live Configuration



The CV team is pleased to announce that on 1 April 2019, the ARC system went live. Due to an amazing effort by the team - effectively working for 21 days straight during the final run home - day one went better than could be expected. ARC Project Leader, Dimi said, "The team was amazing. It was great to see the team grow in experience over the period of the project as they went about re-shaping how CV does business." With Stage 1 of the implementation now finished, the ARC team is continuing to work through the next stages which comprises of the implementation of the HR and HSE system capabilities.

Executive Director, Andrew McMaster said, "This is without doubt one of the biggest transformative projects CV has undertaken in our 14 plus year history. Everyone in the business has embraced the change and are looking forward to the benefits that ARC will bring".



MEET THE TEAM



Steve Balnaves

Steve is an Estimator for our Electrical Construction business. Responsible for pricing construction projects, Steve performs estimation, budget setting and cost analysis for the project team.

Best advice you've ever been given? Stop, look up! Sometimes you need to feel the day and take in what is around you, live in the moment.

What do you do in your down time? Love the outdoors, exercising either at the gym, hiking or kayaking. I also enjoy tinkering on my cars.

What life achievement are you most proud of? Seeing my two kids grow into beautiful young adults who are now 23 & 20. I'd like to think I had some influence in who they have become.



Simon Bliss

Simon initially joined our Media & Signage team to drive the ARC implementation for the business. As Commercial Manager, Simon is responsible for the operations of the Installation and Manufacturing divisions.

Best advice you've ever been given? Own it, fix it, move on.

What do you do in your down time? Follow and coach rugby and earthy pursuits like camping and sailing.

What life achievement are you most proud of? Commonly with most parents, my children who never cease to exasperate and amaze me.



Brett Mooney

Brett is a Client Service Manager for FirePro (Qld), Asset Services' recently acquired specialised fire services business. Brett works closely with a wide range of clients to understand their business needs and provide a tailored fire services solution that works for them.

Best advice you've ever been given? Be respectful - treat others how you want them to treat you.

What do you do in your down time? Enjoy socialising with friends and generally having a good time.

What life achievement are you most proud of? If you have to have one, it would be the support of family.



Chris Newby

Chris is a Project Manager within our Energy Services team. Responsible for end to end project delivery, Chris ensures quality electrical infrastructure services are delivered on time and on budget.

Best advice you've ever been given? Calm seas never made a good sailor.

What do you do in your down time? Boating, spending time with my family.

What life achievement are you most proud of? Moving to Darwin with \$50 to my name and leaving 10 years later with a second trade, a house, a wife, a child and a dog.



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