

THE CONDUIT 2022

IN THIS ISSUE

BRINGING FIBRE TO QLD SCHOOLS

JBS DINMORE EXPANSION

STOCKLAND PROVIDENCE

AUSTRALIA-SINGAPORE
MILITARY TRAINING INITIATIVE

FLOOD RECOVERY

BUILDINGS ALIVE PARTNERSHIP

COLES CLICK & COLLECT

WEST VILLAGE

TEAM BRIEF IS BACK – HEARING
FROM THE BEST IN THE GAME

INTEGRATED APPROACH TO
OUR HR SYSTEMS

MEET THE TEAM



IN THIS ISSUE

Bringing Fibre to QLD Schools	4
JBS Dinmore Expansion	5
Stockland Providence	6
Australia-Singapore Military Training Initiative	7
Flood Recovery	8
Buildings Alive Partnership	9
Coles Click & Collect	10
West Village	11
Team Brief is Back – Hearing from the Best in the Game	12
Integrated Approach to our HR Systems	14
Meet the Team	15



WELCOME

Looking back, it is hard to believe that it has been 12 months since our last Conduit communication. To say the least it has been an interesting year with a new federal government, the ongoing effects of the La Nina weather pattern, the rise of costs in general and interest rates, the boom (and now softening) of property prices and ongoing disruption at the global level.

From a CV perspective we have been privileged to work with a lot of great clients on some amazing jobs – a few of which are featured in this edition. Despite the ongoing challenges in the labour market, our team has grown to over 700 exceptional CV team members. For the first time in two years we were able to get the whole team together recently at our annual Team Brief which is also featured in this edition – together with some inspirational messages from four time Olympic kayaker Dan Collins.

As we head into 2023 it looks like there are uncertain times ahead at both the global and domestic level. Power prices, inflation, labour shortages and the changing IR landscape will

make for another interesting year. CV is confident we have the right team with the right skills and experience to see us through whatever challenges 2023 may bring.

As always, thanks to our clients for choosing CV – we treat your confidence in us to deliver with the utmost respect and appreciate your ongoing support. Even though the Christmas – New Year festive season is a few weeks away yet, we would like to take this opportunity to wish you all the best for the festive season and a safe and prosperous 2023.

Andrew McMaster
Managing Director

Ed Phelan
Non-Executive Director



BRINGING FIBRE TO QLD SCHOOLS

ELECTRICAL CONSTRUCTION

CV's Fibre & Communications team recently delivered a project which has brought fibre optics to a number of schools across South East Queensland. With a fibre optic connection, the schools can now benefit from high speed and reliable internet which is critical for education today relying heavily on digital technology. This capability enables teachers to have access to the latest tools and technologies, providing their students with more learning opportunities and a first-rate education.

The CV team delivered the complete installation of new fibre optic infrastructure required to provide connection for the schools. The project involved hauling the fibre from pit to pit until the comms room within each school could be reached.

The team was required to survey the site, validate a path for the fibre to be hauled and complete any necessary civil works to repair any blockages or obstructions to the conduit allowing for a clear pathway to the schools.

Once hauled by the team, the new fibre could then be spliced with the existing fibre by stripping the existing fibre ribbon into individual strands to splice to the new fibre.

Critically, CV's skilled fibre splicers ensured each school's connection was maintained throughout project which was particularly important during the NAPLAN testing period.

Our team was proud to work on delivering this much needed capability for our schools and our next generation.



JBS DINMORE EXPANSION

ELECTRICAL CONSTRUCTION

JBS Foods Australia is the largest meat and food processing company in Australia and is part of JBS Foods which is the largest animal protein processing company in the world, operating in North America, South America, Europe, Australia and New Zealand.

Owning some of the largest and most technologically advanced production facilities in Australia, JBS operates 10 processing facilities and six feedlots across the country and exports to more than 50 countries worldwide.

At the JBS processing facility located in Dinmore, Queensland, CV is delivering the electrical package and the control and automation package for the latest expansion of the facility. The upgrade will enable JBS Dinmore to handle the processing of 3,500 head of cattle per day.

As part of the project, CV is responsible for connecting and automating more than 150 conveyors which feed into numerous machines including Nitrogen Tunnels, Cryovac Tunnels, Labelling machines, X-ray machines and TMS machines.

This project has been a combined effort across the broader CV group of business, with our Infrastructure Services team completing the HV upgrade and our Asset Services team installing the air-conditioning.

The CV team has been hard at work most of the year to prepare for the Christmas shutdown period when they will integrate the new works with the rest of the facility.

CV looks forward to delivering the rest of the project and seeing the upgraded facility in operation in 2023.





STOCKLAND PROVIDENCE

INFRASTRUCTURE SERVICES

Stockland is Queensland's largest community developer with almost \$3.6 billion invested in the state. South East Queensland has experienced a heightened demand for housing with strong interstate migration and increased desire for detached homes arising out of COVID. The Greater Brisbane Western corridor is one of South East Queensland's biggest growth areas with Ripley Valley accounting for over 40% of land sales in the Greater Brisbane West area in recent years.

In late 2020, Stockland acquired Providence which is a master planned community located in the Ripley Valley. Having already having seen strong demand in their three residential projects in the area (Augustine Heights, Kalina and Sovereign Pocket) Stockland anticipated the local requirement for quality, affordable housing to continue and saw Providence as a good fit.

Providence spans 700 hectares and is already home to over 3,800 residents, which will grow to more than 20,000 within the next 20 years. In addition to over 7,000 homes, Providence's masterplan focuses on liveability and creating a community with access to a range of facilities. Residents already benefit from access to schools, retail precincts, parks, sports fields and a well-connected transport network with more to come as the neighbourhood continues to develop.

As part of Stockland's Providence development, CV is providing a turnkey design and construction package. The team will deliver the key electrical infrastructure for the new community to accommodate the increased power demand from the area growth.

CV is planning and designing the augmentation of the Energex electrical network to facilitate the construction of new High Voltage (HV) and Low Voltage (LV) feeders. The increased network capacity will be able to energise thousands of additional homes being constructed in the emerging community. CV looks forward to playing our part in the growth of this community.



AUSTRALIA-SINGAPORE MILITARY TRAINING INITIATIVE

INFRASTRUCTURE SERVICES

Singapore is one of Australia's longest standing Defence partners in South East Asia and shares our interests for the region. In 2015, Australia and Singapore signed a Comprehensive Strategic Partnership (CSP) which facilitates further collaboration between the two countries in the long term.

The Australia-Singapore Military Training Initiative (ASMTI) is a key element of the CSP, providing Australia with the opportunity to expand its defence capability and further develop its relationship with Singapore. The initiative builds upon more than 30 years of Singapore undergoing military training in Australia and will see long term economic benefits for both Central and North Queensland.

As part of the ASMTI, Singapore will invest in the development and expansion of training areas in Australia providing mutual benefits for both countries. The increased capacity at Australian training facilities not only also sets the Australian Defence Force up for the future, but also allows for more members of the Singapore Armed Forces to undergo training in Australia.

The ASMTI project focusses on two key training areas: Shoalwater Bay and Greenvale. Located in Central Queensland, Shoalwater Bay is an existing training area located approximately 100 kilometres North of Rockhampton. Under the ASMTI, the Shoalwater Bay training area will undergo an expansion of 110,000 hectares. In addition, a new training facility located near Greenvale in North Queensland is being designed on 310,000 hectares of newly acquired land.

Currently scheduled for completion in 2028, the two training areas will host up to 14,000 members of the Singapore Armed Forces to conduct training for up to 18 weeks a year for 25 years. CV is proud to be working on the Shoalwater Bay training area as part of the ASMTI and to be able to contribute to a significant project for the Australian Defence Force that will further enhance the relationship between Australia and Singapore.



Photograph: northqueenslandregister.com.au



Photograph: shoalwaterbayjobs.com.au



Photograph: cpbcon.com.au

FLOOD RECOVERY

ASSET SERVICES

Earlier in 2022, South East Queensland experienced one of Australia's worst flood events which was brought on by a record amount of rainfall. With the upcoming wet season ahead of us, the community is on alert to respond to the forecast weather events. CV was called upon by a number of our clients during the flooding to help them through the disaster. With a 24/7 call out team, CV had the capability to mobilise our teams rapidly to deal with fast moving events. This capability was put to the test on multiple occasions with our teams rising to the challenge, working long hours to assist our clients and ensure the best outcome for all involved.

FIRE SERVICES

The Fire Services team was required to respond to River Park Central at 120 Mary Street in Brisbane's CBD. The flood damage caused essential services systems to malfunction leaving the building with no fire protection. Our team supplied emergency backup generators and temporary booster pumps sets to power up the essential systems until Energex were able to reinstate power back to the building. All works were completed rapidly to minimise the risk to the building and its occupants.

ELECTRICAL SERVICES

The Electrical Services team responded to multiple call outs during the event. SIMS Metal in Rocklea was particularly affected with the site's switchboards inundated with flood water. With the switchboards needing to be replaced urgently to get their operation back up and running, our teams were rapidly mobilised to carry out the replacement works.

Another customer, Scentre Group, had a switchboard malfunction from flood damage at their Mt Gravatt Shopping Centre. Our crews mobilised swiftly to repair the board and minimise the disruption to the centre's operations.



PLUMBING SERVICES

The Plumbing Services team attended numerous roof leaks at Brisbane Airport and across the Defence bases that CV services. Our teams worked around the clock to minimise the damage to our clients' facilities. With the widespread damage caused by the floods, our plumbing crews were also kept busy clearing dam walls and stormwater pits at sites throughout SEQ.

BUILDING SERVICES

The Building Services team were in high demand throughout the flood period, working hard to repair ceiling collapses and ensure safety at Brisbane Airport and all Defence bases in SEQ. At the Greenbank Military Range, our team carried out extensive fencing repairs for our customer, Downer. It was critical to reinstate fencing rapidly due to the nature of activities that take place at the range. At St Lucia, the team were first to respond to the Regiment Building when it was inundated. The entire ground floor flooded and the team completed a major clean up operation to make the building safe.



BUILDINGS ALIVE PARTNERSHIP

ASSET SERVICES

With the demand for electricity continuing to surge across the globe, it is no surprise that there is growing pressure on the electrical network.

The impacts of climate change have been a key driver in the shift towards renewable energy. Investment in renewables such as wind and solar is not only critical for the environment but also to ensure that energy capacity can cope with future demand.

With about 75% of the electricity that is generated being consumed in buildings (both residential and non-residential), there is a lot that building owners and operators can do to alleviate the pressure on our current power systems.

Now is the time to implement carbon reduction plans and invest in clean energy sources. With enough buildings supporting clean energy generation, we will see the pressure eased on the energy network, driving electricity prices down, as well as significant positive environmental effects.



Buildings *Alive*

CV is proud to partner with Buildings Alive to provide owners and managers of property portfolios and buildings with an integrated trade services solution that will align with their energy, water, gas and carbon reduction objectives.

Our integrated service provides automated feedback, prioritised actionable insights, technical analysis and optimised maintenance activities. All of this will help optimise the energy and environmental performance of large, complex buildings.

We look forward to working closely with our clients on their journey to become 24/7 carbon free.



COLES CLICK & COLLECT

MEDIA & SIGNAGE

Coles accounts for about 28% of all sales from Australian supermarkets and operates more than 800 supermarkets across the nation. Known for its focus on continuous innovation, it is no surprise that the supermarket giant is continuing to reinvigorate and expand its Click & Collect offer.

The COVID outbreak saw a surge in demand for services that promote convenience, and it is not expected that the demand is likely to stop any time soon. With more and more consumers opting for Click & Collect, Coles made the decision to convert a small portion of regular parking spots into dedicated parking bays for customers collecting pre-ordered items.

To transform the company's Click & Collect service, CV delivered an innovative signage solution which encompassed everything from directional and general signage to a complete overhaul of selected parking spots. This large-scale project spanned across 112 sites nation-wide.

One of the most important aspects of the project was ensuring that the Click & Collect parking bays were long-lasting and easy to see in low visibility. To do this, CV used a hot-applied thermoplastic compound in the production of the line markings which improves durability and makes the line markings highly reflective at night and in wet conditions. The designated parking bays were strategically placed in close proximity to the back of the store to maximise the efficiency of the Click & Collect service.

CV created the first trial site for a digital kiosk located at the Click & Collect stations. Boasting a high-quality Samsung screen, the kiosks provide Coles with an avenue to display marketing and operational messages to customers who do not enter their supermarket.

With in-store pick up models predicted to continue rising in popularity, Coles recognised the importance of reinvigorating the visual components of this offer in order to maximise efficiency and optimise future revenue streams. Delivered in line with the Coles brand, CV's durable signage systems provide the company with a competitive edge and reinforce Coles' reputation for innovation.



WEST VILLAGE

MEDIA & SIGNAGE

The rapidly developing inner city suburb of West End has welcomed a bustling new precinct. Inspired by local history and the character of the area, West Village has a unique blend of old and new which is displayed throughout its residences, commercial spaces and retail sites.

The precinct aims to be a lively hub for both locals and visitors with the restoration of the heritage listed 1920s Peters Ice Cream factory buildings inspiring the overall aesthetic.

To complement the vintage character of the development, CV worked closely with Hutchinson Builders to bring the new local hub to life with a variety of custom designed signage elements. The complete signage package delivers not only a visual solution for the precinct, but complete functionality for West Village visitors as well.

A strong focus was placed on wayfinding signage to ensure that the site is easy to navigate. From arrival to the precinct, customers immediately benefit from a range of easy to read directional signage. Illuminated and non-illuminated signage placed in and around the car park provide wayfinding for drivers, taking into consideration those with wheelchairs or prams.

Wayfinding signage is also continued throughout the shopping centre - most notably, aluminium panels fitted with digital printed self-adhesive vinyls are installed on every floor. Utilising a computer cut vinyl solution, various steel and aluminium finger blade panels are attached to posts around the facility to provide directions to shops, amenities and parking.

One of the challenges of this development was ensuring that the new stores did not appear out of place in the vintage themed environment. CV delivered a range of specifically curated tenancy signage to blend seamlessly with the rest of the precinct. In addition to individual tenancy signage, CV also provided a large-scale backlit flex face banner near the centre's entrance, aiming to draw customers in by displaying its most notable tenants.

The comprehensive signage solution ensures that West Village continues to maintain its reputation as one of Brisbane's most recognisable lifestyle precincts. CV is proud to have worked in this precinct and looks forward to seeing West Village continue to thrive in the future.





TEAM BRIEF IS BACK – HEARING FROM THE BEST IN THE GAME

After a two-year hiatus due to COVID, CV welcomed all team members back to the annual face-to-face Team Brief in October 2022. Due to the growth in the size of the business and with over 700 team members, the logistics of finding a venue that can cater to the size of the team and ensuring the event runs well was a challenge.

The CV Team Brief is the one time a year where we have the opportunity to talk face to face to our team members as a group about the business, how we are going and our priorities going forward. We also take the opportunity to celebrate our people, recognising those individuals and teams who go above and beyond, awarding our apprentice of the year and honouring those who have been with us for five or more years.

This year saw eight of our team members tick over 15 years with one person celebrating 25 years with CV. Daryn (Fisso) Fissenden who heads up our Electrical Construction Housing business has been with CV since the John Love days on the Sunshine Coast and has provided strong leadership in that space over a long period of time.



As we have done in the past, CV took the opportunity to get someone to talk to the team on a topic that would help them in both their work life and home life. This year we had the privilege of having Dan Collins talk with the team on the life lessons he has learnt as an elite athlete on the world stage.



Former world champion and four-time Olympian, Dan now works with individuals and companies, to raise the bar on performance and accountability creating winners at all levels.

Dan has spent his life dedicated to the art of excellence - being at his personal best with unwavering commitment to his goals. From preparing for big moments as an Olympic athlete representing Australia to managing elite sporting organisations across the globe, Dan's experience gives him deep insight into the personal quest we all take to discover our best selves.

With a commitment to serving others and making a real impact, Dan, now a widely respected and sought-after international speaker, doesn't shy away from the tough conversations and will roll up his sleeves along with his clients to get to what really matters to them, to light the path to transformation for their people and their organisation, and create inspired and accountable teams that can bring their own excellence each day and at every level.

Dan believes that winners are created at all levels and prides himself on working with leaders to create safe, challenging and purposeful environments - that's where excellence lives. His message of choosing to be the best you can be, avoiding the "Magnum moments" (those times when you choose to not be your best) and staying focussed no matter what are great principles we can all use in our work and home lives. The feedback from the team on Dan's session was unanimously positive with everyone saying that it gave them something to think about and challenged them to be their best no matter what.



INTEGRATED APPROACH TO OUR HR SYSTEMS

Over the last 12 months, CV has undertaken a transformational system implementation in our HR area. Previously we had a range of different systems that covered HR data, recruitment, licensing and training material development. At the same time, our timesheets were paper based and processing manually before input into the payroll system, leave requests were paper based and our performance review processes were manual.

With the growth in the number of CV team members and the increasing need to improve productivity and reduce overheads, CV embarked on a search for the right HRIS system to meet the current and future needs of the business. After an extensive search and due diligence process, UKG (Kronos) was selected as the best fit for CV's needs.

The UKG platform delivers an integrated range of modules, with CV selecting the following modules:

- E-timesheets – enable timesheets to be completed and submitted on mobile devices
- EBA and award interpreter – automated timesheet interpretation to ensure everyone is paid in accordance with their industrial instrument
- HRIS – HR data, online leave requests, team member portal to access leave details and change team member details
- Recruiter – manages recruitment from the request for recruitment through shortlisting and interviewing to appointment and onboarding
- LMS – learning management system to deliver training via an e-learning platform
- Compensation Management – managing remuneration changes
- Performance Management – managing performance reviews against agreed role and individual objectives



UKG

The team tasked with delivery of the UKG platform worked closely with the operational teams with a high priority placed on making sure that everything we did made life easier for our field teams. CV is well progressed in the implementation with the first four modules in place and working. The last three modules (LMS, and compensation and performance management) are on track to go live before Christmas.

Feedback from the field teams and our business admin teams has been very positive to the extent that it is now hard to understand how we managed to get things done through the way we used to. A key learning from the implementation is the need to work very closely with the operational teams, understand their needs and make sure that whatever we do, we don't make their lives more difficult.

MEET THE TEAM



Filipo Wong

As Housing Operations Manager for the Electrical Construction business, Filippo leads the housing Project Management team and is responsible for all aspects of job delivery.

Best advice you've ever been given? Something I use with my team is measure twice, cut once (sometimes I tell them to measure 3-4 times!).

What do you do in your down time? Spending time with family and friends, we enjoy getting to the beach as much as possible.

What life achievement are you most proud of? Personally, my kids as they laugh at my silly Dad jokes (well they used to!). Work wise I'm proud of the strong collaborative relationships I've created through my time at CV.



Chris Flanagan

Chris leads our Growth & Customer Experience team in the Asset Services business and works closely with each service line to delight our customers and drive business growth. With a strong customer focus, Chris ensures a quality service is delivered to our clients.

Best advice you've ever been given? A great mentor once told me, "we have two ears and one mouth because listening is more important than talking."

What do you do in your down time? My wife and I enjoy walking, Brisbane is a great walking city. I also really enjoy cooking; I find the preparation stage very relaxing.

What life achievement are you most proud of? The birth of my twin boys Antony and Ollie would have to be up there. Immigrating from the UK to Australia was also something I am very proud of.



Jodie Sweeny

As a Business Development Manager, Jodie drives long term growth of the Media & Signage business by developing and managing strong customer relationships. Jodie works closely with clients to ensure each project meets their requirements and expectations.

Best advice you've ever been given? It has to be to treat people how you would like to be treated. Regardless of who you are interacting with. (Thanks for the solid advice Mum!)

What do you do in your down time? Stay grounded by checking in with family who are mainly based in NSW. Stay motivated by catching up with my incredible range of friends. Stay inspired by taking in as much nature, music and art as I can.

What life achievement are you most proud of? Being a woman in the early 90s choosing a career in signage. At the time I think the industry was around 3% women. This career has definitely shaped me into the person I am today, and had me involved in delivery of some of Australia's and the world's most well-known destinations and events. Very proud to say the least!



Leon Van Der Weyden

Leon is a HSEQ Advisor responsible for the overall management of the Health, Safety and Environmental systems for the Infrastructure Services business. Leon partners with the team to deliver on the vision for a totally safe workplace with zero injuries.

Best advice you've ever been given? Have you looked in the mirror lately? Do you like what you see? If not, then do something about it.

What do you do in your down time? Usual Dad stuff! Also keen on camping and 4 wheel driving. I'm obsessed with music and I sing in a band. I engage heavily in Fitness/Boxing/Basketball/Mountain Bike riding. Working on my personal development through study and training. I enjoy reading books and watching a multitude of sports, cheesy movies and old sitcom re-runs on TV.

What life achievement are you most proud of? Having kids. Proudly watching them grow up and being able to say they are decent little humans!



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CVSG Electrical Construction Pty Ltd

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