

# Gas Lines Newsletter Spring Edition 2015

## Editors Note



Hi Everyone,

Welcome to the Spring Edition of Gaslines.

The warm spring weather is finally here! Enjoy the warm weather but make sure to stay protected in the heat, remember Slip Slop Slap!

This is my first edition of the Newsletter with some help from Natasha so I hope you enjoy. ©

Amy

## In This Edition

**Page 2:** Directors Note

**Page 3:** A message from the Senior Manager

**Page 4:** WH&S Update

**Page 5:** What to do on the weekend?

**Page 6:** Thought of the Month

**Page 7:** Employee of the Quarter

**Page 8:** Interview with Greg Mack

**Page 9:** Recent Complimentary Letters

**Page 10:** Recent Events

**Page 12:** Up Coming Events, Footy Tipping

**Page 13:** Quote of the Month, 10 Fun Facts & Joke of the Month



## BIRTHDAYS THIS EDITION

## Toolbox Talks

**TBT#82:** Corrective Action- Incident Reporting

**TBT#83:** Recommissioning Gas Supply

**TBT#84:** APA Environment Procedure

**TBT#85:** APA Sediment and Run-Off Control Procedure

**TBT#86:** APA Spoil Management Procedure

**TBT#87:** APA Disconnecting Gas Consumers Work Instruction

**TBT#88:** APA Reconnecting a Gas Consumers Work Instruction

**TBT#89:** APA Purging Domestic Gas Meters Procedure

**TBT#90:** APA Setting Regulator Pressures Procedure

**TBT#91:** APA Summary- Mainlaying

**TBT#92:** APA Mainlaying- PE Procedure

**TBT#93:** Safety Alert- Snakes

**TBT#94:** Safe Removal of Concrete Capping

## September

Gary Ainscough  
Scott Borchers  
Tracie Elvidge  
Tamara Geddes  
Fred Ghaby  
Murray Overton  
Cassie Pignataro  
Karina Portelli  
Issac Jones  
William Bullock

## November

Gregory Le-Merton  
Tony Ussia  
Greg Whitton  
Mick Cownie

## October

Gokhan Akturk  
Karen Borchers  
Butch Borchers  
Robeka Dinkha  
Ben Hennessy  
Kellie Magnone  
Stephen Micallef  
Stacey Ogle  
Sean O'Keefe  
Justin Pascoe  
John Origlia  
Eddie Zajac  
Eddy Colusso  
Peter Watt

## Directors Note



*In the last newsletter I was talking about the cold wet days being behind us and looking towards the warmer Spring weather (I actually got the season wrong and referred to Autumn?) any way, following the sudden hot days last week I'm rethinking that a bit –talk is of a long hot Summer heading our way and we could all be wishing for a return to Winter!*

*We are still maintaining our zero lost time injury, and low frequency of minor (first aid) injury/treatments, but we are experiencing an increase in number of incidents resulting in damage to property and assets, some of this increase is due to our commitment of reporting all incidents no matter how minor, however there has been a significant number of at fault motor vehicle accidents which is concerning.*

*While on HS&E, the assistance being provided during the incident investigations, and more importantly, the suggestions and feed back from you has helped us understand what we can do to reduce the severity, if not the in incident entirely. It's reassuring to me seeing this type of attitude among our employees and contractors and I extend my thanks to you all.*

*We had a small gathering at the Albion Hotel in Parramatta last month to farewell Jeff Lockley and wish him well with his early retirement and move to Queensland, it was a great afternoon with a mix of people from Jeff's early years in AGL, through to some who had only spent a few months at Mac Gas with him, the office won't be the same without him!*

*Hope you enjoy the Spring weather before it heats up too much, and have a well earned break over Christmas (are we having Christmas twice a year? It can't be nearly 12 months since last Christmas can it?) Keep up the good work, attitude and commitment to our safety, lets all ensure we are going to spend Christmas with our families injury free!*

*Thank you for your efforts throughout the year, and welcome to all those who have joined us for the journey into next year.*

*Stay alert, think safe, act safe and enjoy life.*

*Regards,*

*Chris O'Keefe*

**Safety Integrity Teamwork Enjoyment**

## *A Message from Senior Manager Tony Ussia*



*Hi Everyone, I hope this edition finds you all well and ready for a hot summer ahead.*

*The Operational areas of Mac Gas have gone through what I call “pretty ordinary times” since the last edition. The company has always had a focus on continuous improvement and talking to Chris and Dennis we are focusing on our employees/contractors over the next few months as we feel that we may have lost a little of our customer focus mentality. I don’t mean that employees/contractors are doing the wrong thing, I am saying that companies like Mac Gas are focusing more on “COMPLIANCE” and at times totally forgetting about the people that pay us for what we are good at.*

*The following is something I picked up years ago and to this day I pass it on to many employees as I do think this is the correct formula to be successful in business.*

*“A customer is the most important visitor on our premises: they are not dependant on us. We are dependent on them. They are not an interruption in our work. They are the purpose of it. They are not an outsider in our business. They are a part of it. We are not doing them a favour by serving them. They are doing us a favour by giving us the opportunity to do so”.*

*I am a firm believer that customer focus and interaction is what got Mac Gas to where it is today. Cleaning up when you complete a job, knocking on the door and asking the owner of the house if it is OK to use his or her hose. Simple things like this go a long way in a business. Over the years one of the hardest things for me to do was to keep my cool when dealing with difficult clients, I soon learnt that I was satisfying myself by telling these clients what I thought of them, but I was doing a lot of damage to the whole of Mac Gas. The secret is to keep your thoughts to yourselves and “vent off” after you drive off or hang up the phone.*

*You will notice a couple of young Englishmen working for Mac Gas. Mark and Tom Berry (yes they are brothers) have been sponsored by Mac Gas to work here for the next three years. They will be spending the next three months training and working in all the operational areas so they get a good understanding of what we are all about.*

*Mark, Tom and all other new employees/contractors; welcome to Mac Gas.*

*Cheers and stay cool over the coming months.*

*Tony Ussia*

**Australia has one of the highest rates of skin cancer in the world. In 2011, more than 2000 Australians died from this almost entirely preventable disease. Fortunately, being Sun Smart is a simple and effective way to reduce your risk of developing skin cancer.**

## Check for signs of skin cancer

*The sooner a skin cancer is identified and treated, the better your chance of avoiding surgery or, in the case of a serious melanoma or other skin cancer, potential disfigurement or even death. It is also a good idea to talk to your doctor about your level of risk and for advice on early detection. It's important to get to know your skin and what is normal for you, so that you notice any changes. Skin cancers rarely hurt and are much more frequently seen than felt. Develop a regular habit of checking your skin for new spots and changes to existing freckles or moles.*

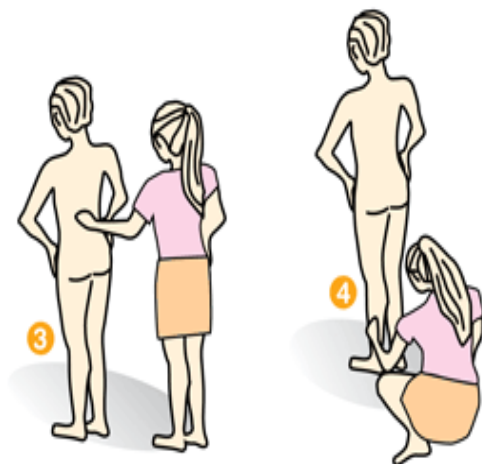
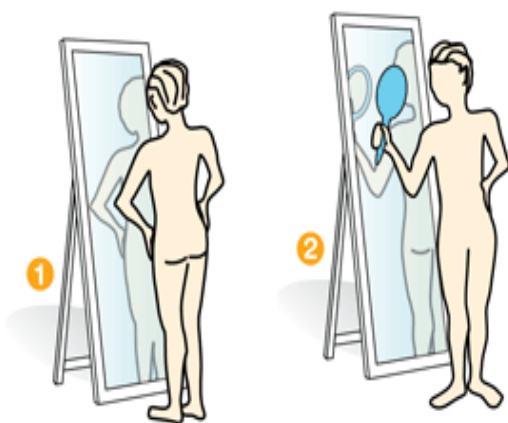
## How to check your skin

- *Make sure you check your entire body as skin cancers can sometimes occur in parts of the body not exposed to the sun, for example soles of the feet, between fingers and toes and under nails.*
- *Undress completely and make sure you have good light.*
- *Use a mirror to check hard to see spots, like your back and scalp, or get a family member, partner or friend to check it for you.*



**Some of our contractors being Sun Smart for the Summer ahead!**

Diagrams 1-2 are examples of a person using a full length mirror and hand-held mirror to check their own skin.



Diagrams 3-4 are examples of two people checking skin.



**Don't know what to do on the weekend...**

*Don't worry we have it covered!*

## Sydney

Paddington Markets

Saturdays 10am-4pm  
Oxford Street, Paddington

Sydney Harbour Cruise

September 2015- March 2016  
King Street Wharf, Darling Harbour

Wet N Wild Sydney

October 2015- April 2016 (check website for schedule)  
Reservoir Road, Prospect

## Wagga Wagga

Willans Hill Miniature Railway

Selected dates until Sunday 20<sup>th</sup> December 2015  
Wagga Wagga Botanic Gardens, Wagga Wagga

Markets by the Lake

Selected dates until Saturday 12<sup>th</sup> December 2015  
Apex Park, Lake Albert

Wagga Wagga Christmas Spectacular 2015

Sunday 13<sup>th</sup> December 2015  
Wagga Music Bowl, Botanic Gardens, Wagga Wagga

© Jill McDonald 2011

## 6 tips for getting your Christmas shopping done in a day

Here are 6 expert tips for getting your holiday shopping done stress-free!

'Tis the season to **feel stressed** -- or is it? Do you dread the thought of crowded malls, crammed with weary shoppers all jostling for the same items? Do you arrive home after exhausting shopping trips, with nothing gained apart from sore feet and soaring blood pressure? Well fear not, we've taken the hassle out of Christmas shopping. Follow these simple tips and you'll soon be relaxing with all your gifts under the tree.

### 1. Navigate the Net

During the Christmas rush, as shopping centres get more crowded by the second, the Internet will be your best friend in winning the shopping battle. Before you even contemplate hitting the stores you can order many gifts online. Everything on a typical **Christmas wish list** is available: books, toys, DVDs, electronics, etc. And these days, most major stores have online services and often have great specials on shipping. The best thing about Internet shopping is there's no traffic, fights for parking, grumpy sales assistants or other shoppers. You can shop peacefully from the comfort of your own home, while still dressed in your housecoat.

### 2. it's all about the list

Before you wage war at the shops, it's imperative to have a detailed shopping list. Prepare contingency gifts just in case. Getting kids to provide you with an extensive catalogue of Christmas wishes isn't usually a problem, but if you're stumped for ideas, toss some thoughts around with your partner or a friend. Perhaps ask the person what they would like. Quite often, people are grateful to offer ideas for something they really need instead of receiving yet another **unwanted gift**.

### 3. Miss the mall mayhem

Hit the mall as soon as the stores are raising their shutters. You'll be amazed how much more shopping gets done when you're the early bird - no lengthy lineups and store clerks fresh and eager to help. If you can shop during the week, even better, and don't wait until Christmas Eve. The sooner you get your shopping done, the better.

### 4. Go solo

If you're honestly going to get all your **Christmas shopping** accomplished in a day, it's a quest you'll have to brave alone. Kids can make the shortest shopping trip an epic journey, and going with a friend often means too much time spent in stores you don't need. Lose the distractions -- you'll check more names off your list by going alone.

### 5. Always be prepared

How often do you receive an unexpected gift from a neighbour, family member, or thoughtful colleague at work? To avoid a last-minute scramble, buy a few extras to cover such emergencies; a nice **bottle of wine**, some quality chocolates, aromatic toiletries -- generic gifts that can save the day and even if they don't get used, they won't go to waste.

### 6. Share the burden

If conquering your shopping list in one day feels daunting -- call in the reinforcements. Even the most shopping phobic spouse can navigate the stores when armed with a list and cellphone! Finally, remember that it's only shopping! Take a deep breath, try to enjoy the experience and be thankful that **Christmas** only comes once a year.

## ***Congratulations***



***Matthew Wheatland***

who has been awarded

***Employee of the Quarter!***

Matt has been commended for being extremely diligent in his role and his commitment to completing any work that is given to him without question. He is the ultimate quiet achiever.

Well done Matt on your outstanding effort and commitment!





# Interview with Greg Mack



**Name:** Greg Mack

**Age:** 57

**Interests and Hobbies:** Horse Racing, Gym & Cooking

**Favourite food:** Thai

**Favourite drink:** Jack Daniels

**Favourite football team:** Warriors

**Favourite travel destination:** New Zealand

**Favourite Movie:** One flew over the Cuckoos Nest

**Favourite TV show:** Third Planet from the sun

**Pick one word that describes you:** logical

**Where did you grow up?** Blacktown in Sydney

**What is your 5 year plan?** Work hard & see where it gets me.



Greg is one of our Crew leader's  
and has worked at Mac Gas  
since 2011.

**What celebrity would you choose to have dinner with and why?** Quentin Tarantino: always wanted to be in movies.

**Who do you admire as a role model and why?** Barack Obama, he is trying to make the world a better place.

**What do you like most about working at Mac Gas?** Working outdoors, the variety and learning new skills.

**What is one of your worst habits?** Smoking

**If there was one thing that you could change in the world, what would it be and why?** Global warming and pollution: it will kill off the earth as we know it.





## Recent Complimentary Letters

Hi Keven

I just wanted to say thank you for your assistance and the super quick installation of our gas service. It was truly above any of my expectations!

Thanks again. Very much appreciated.

Regards,

Nicole Friedman

Hi All,

I would also like to congratulate you and your teams on a job well done.

This job has been with Jemena for over 5 years and since ZNX became involved, Luke and Macarthur Gas put in a considerable amount of time and effort to successfully complete the repairs to a very high profile customer who has strict site requirements and is one of the top 10 gas consumers in NSW.

I would like to thank Troy and Luke from the Mac 30 team who came and installed our new gas meter on Monday and Tuesday of this week. Troy especially did an exceptional job in very difficult conditions (Thunderstorm and constant rain) and kept myself and, on the Tuesday, my brother informed of the progress at all times. He is clearly customer focused, very personable and you should consider him an asset to your company. Feel free to contact me if you need further feedback.

Regards, Scott.



Join us for the Christmas Festivities at  
*Macarthur Gas' Annual Christmas Party*

Saturday 28th November 2015

At the Watershed Kitchen  
1 Henley Marine Drive Drummoyne  
12:00pm to 4:00pm

Please note: This is a ADULTS ONLY event.

## Melbourne Cup *Luncheon*



Tuesday 3rd November 2015 at 12:00pm

Mac Gas Main Kitchen Area

Pizzas will be served.

LADIES WEAR YOUR  
DRESSES, & FASCINATORS

GENTS WEAR YOU SUITS & BOW TIES

All Mac Gas Personnel will be placed in the  
Melbourne Cup Sweeps with Ca\$h prizes to be won!

NOTE\*\*\* Please ensure all muffi clothing worn is appropriate.  
Clothing with derogatory images, thongs, middrifts,  
short skirts & stillefos are not to be worn.

# Footy Colours Day 2015!



**On Friday 4<sup>th</sup> September 2015 all Mac Gas personnel got involved in Footy Colours Day once again to support the fight against cancer.**

For the past 25 Years Fight Cancer Foundation has supported cancer patients and their families and through Footy Colours Day, they have been able to help thousands of young Aussies.

A BIG thank you to everyone who came along participated and wore their favourite team's jersey and donated to this wonderful cause which helps raise vital funds for children and teens living with cancer.



Congratulations to Bevan McWha and his wife Monique on the birth of their second child!

*Scarlett Rosina McWha*

Born on Monday 7<sup>th</sup> September 2015 at 4:50pm, weighing 3.6kg & 52cm long.





# Footy Tipping

The footy competition has come to a close for 2015 and what an exciting and nail biting end!

*Congratulations to our winners:*

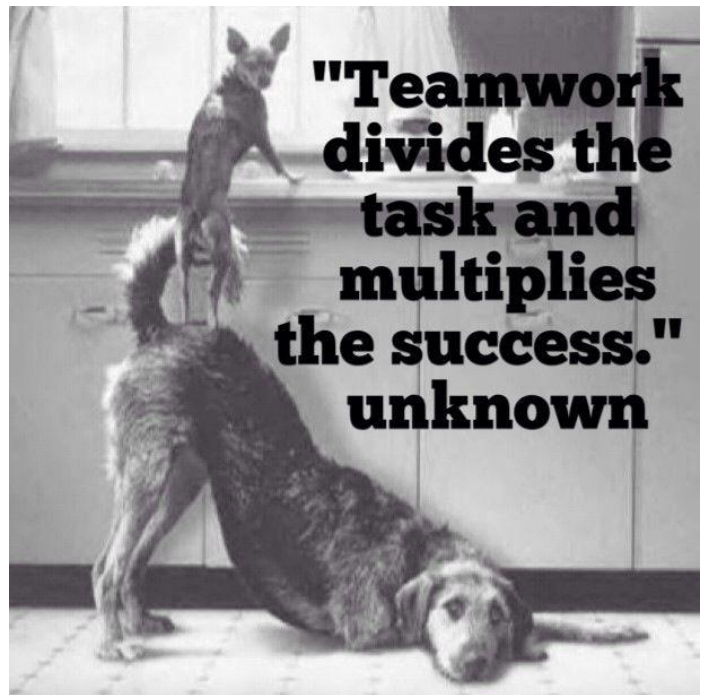
1<sup>st</sup> PLACE: Sarah Jeffes with 121 points winning the major prize of \$500!

TIED 2<sup>ND</sup> PLACE: Keven Gambell, Cassie Pignataro & Stephen Kearnes with 120 points winning the shared money prize of \$133 each 😊



## Quote of the Month & 10 Fun Facts

- ♣ A snail can sleep for 3 years
- ♣ Chewing gum while peeling onions will stop you from crying!
- ♣ The average person walks the equivalent of twice around the world in a lifetime
- ♣ You share your birthday with at least 9 million other people in the world
- ♣ Most people who read the word 'yawning' will yawn!
- ♣ The most productive day of the work week is Tuesday
- ♣ Walt Disney, the creator of Mickey Mouse, was afraid of mice
- ♣ Chocolate does not cause acne
- ♣ Babies start dreaming before they are even born
- ♣ The only King without a moustache in a deck of cards is the king of hearts.



## Joke of the Month

### A Really Bad Day

There was this guy at a bar, just looking at his drink. He stays like that for half of an hour.

Then, this big trouble-making truck driver steps next to him, takes the drink from the guy, and just drinks it all down. The poor man starts crying. The truck driver says, "Come on man, I was just joking. Here, I'll buy you another drink. I just can't stand to see a man cry."

"No, it's not that. This day is the worst of my life. First, I fall asleep, and I go late to my office. My boss, outrageous, fires me. When I leave the building, to my car, I found out it was stolen. The police said that they can do nothing. I get a cab to return home, and when I leave it, I remember I left my wallet and credit cards there. The cab driver just drives away."

"I go home, and when I get there, I find my wife in bed with the gardener. I leave home, and come to this bar. And just when I was thinking about putting an end to my life, you show up and drink my poison."



**Thank you for reading the final edition of  
Gas Lines for 2015.**

**We hope you have enjoyed all of the editions this year.  
Please feel free to send through any funny stories, photos, jokes or  
encounters for future Newsletters.**

**Until the next Gas Lines Summer Edition 2016 please take care,  
stay safe, and have a wonderful Christmas and New Year.**

**See you in 2016!**

**Stay tuned for the Gas Lines "Christmas Special" in December.**





Macarthur Gas Pty Ltd  
Gas Lines Newsletter

**Spring Edition 2015**



**Created by**

Amy Wheatland

&

Natasha Nedanovska