

Gas Lines Newsletter Spring Edition 2016

Editors Note

Hi Everyone,



Welcome to the Spring Edition of Gas Lines. You will also see the Christmas Special at the end.

I hope you're all enjoying the spring weather and keeping safe as it gets hotter! Have a great Christmas and New Year.

Enjoy!

Amy

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Toolbox Talks

TBT#148: APA Locating Underground Assets

TBT#149: APA Health, Safety & Environment Non Negotiables Policy

TBT#150: Repair Failure Results in First Aid Injury



BIRTHDAYS THIS EDITION

September

Gary Ainscough
Scott Borchers
Tracie Elvidge
Fred Ghaby
Blake Murdoch
Murray Overton
Cassie Pignataro
Karina Portelli
Isaac Jones
William Bullock
Paul Tait
Matthew Tait

October

Gokhan Akturk
Ben Hennessy
Kellie Magnone
Stephen Micallef
Sean Murray
Stacey Ogle
Sean O'Keefe
Justin Pascoe
Craig Thompson
John Origlia
Eddie Zajac
Eddy Colusso

November

Mick Beasley
Greg Le-Merton
Tony Ussia
Greg Whitton
Jordan Zammit
Mick Cownie



Downunder installation bottle replacement by our Plumbing dept.

Directors Note



As we near the end of another year I can't help thinking where has that time gone! I'm sure I'm not alone there. The pressure on us all to perform at such a high level these days, not just in our work but also our personal life, seems to have left us all time poor and those who are super-efficient time managers are not living life at a slower pace, they're just able to fit more in.

Every week I have conversations about "efficiency" and "Value", along the lines of "I'm doing more work, more compliance, everyone wants it done cheaper or faster, where does it all end?"

We're all entitled to get anxious about this, especially when it's directed at us, but are we entitled to be irritated by this? Do we not all try to get more for less with our own spending? I'm sure all of us will get two or more quotes to have work done at home and even when you find the best value quote, do you ask if they can do the job any cheaper? When you go shopping for an appliance or car would you just pay the price they have on the tag without asking if they can do it cheaper or shop around for a comparison? My point is don't take it personally, everyone is just trying to get the best deal and Macarthur Gas (and you as our representatives) should always aim to ensure we are offering the best value, it's just business!

Overall the year has been hard but positive, plenty of external influences to keep us on our toes and surprising success from many challenges, a big welcome to all the team in Energy Services who joined us in the latter half of this year, never have I seen a business implementation go so well (it's a credit to them more than us), and my congratulations to all for the care and level of safety maintained over the year, a few incidents that we have learnt from, but no lost time injuries which is a credit to you all.

By the time you read this we would have had our Christmas party and I trust those who could attend enjoyed the celebration, for those I missed hopefully I will see you before we break for the Christmas shut-down, and just in case I don't I'll take this opportunity to wish you and your family a happy and relaxing Christmas. Thank you for all your efforts over the last year and I look forward to seeing you all back safe in the New Year.

Merry Christmas.

Chris O'Keefe

Safety Integrity Teamwork Enjoyment

A Message from Senior Manager Tony Ussia



It's no secret the Gas Industry is going through massive changes (or is that **still** going through massive changes) our Gas Networks team lead by Neil is being impacted the most by this, from my experience and knowledge I can only say "Good Luck" to anyone managing the "behind the scene stuff" that we have mastered over the past twenty-five years. I'm sure Neil and his team are looking forward to the Christmas break, the continual frustration I see them experiencing is well deserving of some time away from the coal face.

Mac Gas evolved from a small Plumbing company to what it is today, and I can assure you it has been no easy task, along the way I've lost count of the number of times we have been confronted with changes that we thought could've spelt the end of business as we knew it, but we survived, and usually in a much better place! I've learned that to a large extent you have to let nature take its course, and many of you have probably heard me say "don't believe anything you hear, and only half of what you read. There is a shortage skills in our industry, along with people that understand how it works day to day rather than on any written business plan – need I say more!

The Riverina team have got on board with the Mac Gas culture and thinking, and its showing in the performance results I see each month, this may be the fastest growing area within our company. Peter and his team have come a long way in a relatively short time, and I look forward to my trips south, especially now our client has a new management team consisting of young people that are very focused and pro-active, making them easy to work for (if you're doing the right thing).

Civil and Engineering is another area that has been growing at a nice manageable rate, I do see this area having the greatest opportunity, with the infrastructure planned for NSW, and the right people in this team, they could be in for a big time and a very interesting 2017.

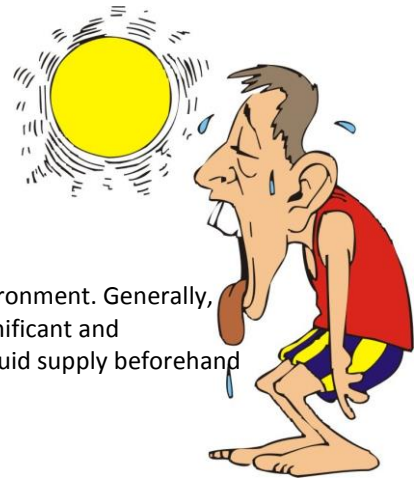
Going into 2017 I see Murray's Plumbing area and Sean's Energy Services team working together for great results. The synergies of these two areas will be very powerful and I'm sure very successful. The advertising of Macarthur Gas from these two areas is an enormous boost for the whole of Mac Gas.

As we welcome in yet another season, don't forget the SLIP, SLOP, SLAP and keep yourself hydrated.

Stay safe out there, keep up the team work and enjoy yourselves, wishing you and your families a very merry Christmas, and enjoy your well-earned break.

Tony Ussia

Heat Stress



What is Heat Stress?

Heat stress is an occupational hazard associated with working outdoors or in a hot indoor environment. Generally, unprotected normal skin burns after only 10 minutes in the summer sun. Fluid loss may be significant and dehydration may begin. Don't wait until you are thirsty to rehydrate. You will need to have a fluid supply beforehand to keep ahead of the rate of fluid loss and not play catch up.

Prevention of Heat Stress

To reduce the risk of heat stress and sunburn:

- Wear protective clothing, such as a wide brim hat, long sleeves and long pants, sun glasses & sun screen.
- Replace fluid loss by drinking water at regular intervals.
- Rest in a cool place with some type of air circulation.
- Maintain a healthy lifestyle.
- If you know you are going to be working in an environment where there is potential for heat stress drink plenty of fluids such as cool water prior to commencing the task.
- If possible alter the time you do the task to a cooler time of the day or when you may be able to do the task in a shadier, cooler environment.

Heat stroke

This is characterised by dry hot skin and sometimes a bluish skin colour. This is extremely serious, and can easily result in brain damage or death as the body's cooling function is effectively shutting down and the person begins to overheat. A speedy response can mean the difference between life and death. Cool the person as quickly as possible, with wet towels or water. Do not use really cold water. If you are alone with the person, call for help as soon as the person is starting to cool. If there are others, have someone call an ambulance and report a heat stroke in progress. Do not wait for your supervisor or anyone else to arrive. Give the person something to drink, if they are able to swallow and get them to sip it slowly. Do not let the person have anything other than water or a thirst quencher to drink. Especially avoid tea, coffee or alcohol. Do not let the person gulp down fluids.

Heat exhaustion

This is characterised by clammy skin and usually dizziness. Heat exhaustion occurs when the body cannot perspire enough to cool its core temperature. If you feel you are suffering from heat exhaustion, ask someone near you for help. You may be tempted to "wait until a break" or walk to the first aid room by yourself, but don't do that. In this condition, you could easily faint and suffer additional injury. If a fellow employee believes you are suffering from heat exhaustion, follow their simple instructions and move to a cooler place where you can sit or lie down and begin to recover. The employee should loosen their clothing a bit to allow additional airflow. Give the patient some water and get them to sip it slowly. Don't let them gulp it down as doing so may cause vomiting or bring on heat cramps. Report the situation to your supervisor and first-aid officer.

Heat rash

A rash appears when the perspiration glands get clogged, but the body continues to perspire. This is a sign of diminished cooling capacity. If this condition appears, drink only water - especially avoid tea and coffee. Be especially alert to further heat stress. After work, shower in lukewarm water to help open the pores. Raise your water intake to help prevent a recurrence.

Stay Safe and Remember SLIP, SLOP SLAP!

Employee of the Quarter



EMPLOYEE OF THE QUARTER



Congratulations to Greg Le-Merton from the Gas Networks Department who received employee of the quarter.

Greg has been commended for taking complete ownership of the admin role with Leakage Survey and excelled in planning, finalisation and scheduling of work. Since Greg has moved into the role the Leakage Survey group have produced the best KPI performance to date and field errors have reduced. Greg looks for solutions and exhausts every avenue to resolve problems.

Great work Greg!

Interview with Stacey Ogle

Name: Stacey Ogle Age: 32

Interests and hobbies: Dinners with the girls

Favourite food: Italian

Favourite drink: Wine

Dream travel destination: Hawaii

Favourite Movie or TV Show: Too many to name...

What is your favourite holiday to celebrate? Christmas

Pick one word that best describes you: kind-hearted

Where did you grow up: Campbelltown

What was your favourite subject at school? Dance

Stacey has worked as a Receptionist in the Business Support team since July 2015. We can't imagine it here without her!



What celebrity would you choose to have dinner with and why: Channing Tatum because he's beautiful

What would you do if you won a million dollars? Pay off my house, buy a house on the beach and go on a holiday!

Who do you admire as a role model and why: My mum

What do you like most about working at Mac Gas: My Mac Gas team

What is one of your worst habits: Whinging
If there was one thing that you could change in the world, what would it be and why: Hate

Recent Complimentary Letters



(Plumbing- Zoran)

Hello I organised my Nan a new gas fireplace. My initial dealings were with a gentleman named Zoran who went to my nans place to give a quote. My Nan is in her 90's and she even noticed how nice he was otherwise it would not have gone ahead. It's hard to put into words but Zoran liaised with me throughout the whole job, calling to see if we had right parts and also with tips. Come installation day things could not have gone smoother. My Nan enjoyed all of the attention. We failed to see that we needed a sparky. Zoran was onto it. I would just like to say what a pleasure it was dealing with a gentleman like this who has customer service standards of 100 out of 100. He even turned back up to my nans when there was a mix up. It was not his issue but he was polite enough to do so. In summary you have hands down the best worker in Australia, customer service and interaction is exceptional. Please pass this on as interpreted this for my Nan.

Thanks,
Chad

(Civil- Mick Robertson)

Michael Matthews said he had a job done today at Bexley.

The job was rectified by Mick today after he had troubles previously with AGI & Jemena so he was very happy to have someone who was professional and polite.

He was extremely happy with the work and service provided.

(Gas Networks- MAC 85)

Mark

Please thank the crew for how they carried out this work.

Wayne Roberts

(Plumbing – Justin & Peter)

Please pass on our thanks to Peter and Justin for being very helpful and professional in their conduct.

Regards

Ram & Lewis



(Wagga- Blake Murdoch)

Hello Kellie

Advising that I have inspected 2 sites where gas installations were connected and I am very happy with the way the footpaths have been reinstated.

Regards

Kerry Wallace

Recent Complimentary Letters Continued...

(Gas Networks- MAC 19)

Hi Neil,

I was at this site this afternoon doing a Post Construction Inspection & also spoke with the customer.

The customer wanted me to pass on his thanks to Mac 19 Sam & Frazer for a job well done,

Customer was very happy with the way Sam spoke with him & explained what they had to do & also was polite to the elderly lady who lives next door

Thanks,

Andrew Moore

(Plumbing- Katrina & Zoran)

Thank you and Zoran for taking fantastic care of our job (gas oven and cook top install) the professionalism displayed by both yourself in allocation in prompt time and Zoran with his great workmanship makes it enjoyable dealing with your company I will highly recommend and use your services again without doubt. Please pass this on to your company directors so they too know that their business is in great hands with staff like you and Zoran working for them.

Thanks again for everything,
Reno Faga

(Wagga- Ben Harris & Mitch Bennett)

Hey Peter,

Just received a phone call regarding a job done at 52 Hodson Avenue. Calling to let you know he was very happy with the work done and with the boys that worked on site, He said they did a great job, very friendly and had a great experience with Macarthur Gas.

(Civil-Fred Ghaby re: integrity dig job)

Very good job..!

Thanks

Andre Escare

(Plumbing- Regarding gas repair by Sean O, Peter, Nick and Paul)

Dear Mr Overton

I would like to express our appreciation on behalf of our building for the very professional job on the repair works to the Consumer Service Pipe at 11 Annadale Street, Darling Point.

The work is progressing well and Macarthur Gas plumbers are a very impressive professional group.

Thank you again.

Simone

**Job
well
done!**



Footy Tipping

The footy competition has come to a close for 2016 and wasn't it a close one!

Congratulations to our winners:

TIED 1st PLACE: Dennis O'Keefe & Justin Pascoe with 133 points winning the shared money prize of \$375 each!

3rd PLACE: Stephen Kearnes with 132 points winning the money prize of \$100!

TIED 4th PLACE: Keven Gambell & Tracie Elvidge with 131 points winning the shared money prize of \$25 each 😊



BABY NEWS



Congratulations to Sarah
Jeffes and her husband
Ryan on the arrival of
their baby girl Ivy Melissa
Jeffes born 28/10/2016
weighing 3.9kg and 52cm
tall.

Mackenzie looks like she's
loving being a big sister!

DOING
WHAT YOU LIKE
IS FREEDOM

LIKING
WHAT YOU DO
IS HAPPINESS

—



Recent Company Events

Congratulations to the lucky winners in the sweeps on Melbourne Cup Day Tuesday 1st November 2016!



1st Place Winners \$100

Kayla Davis
Blake Murdoch
Matt Wheatland



2nd Place Winners \$50

Mitchell Bennett
Tiarna Henry-Wharton
Mac 20

3rd Place Winners \$25

Keven Gambell
Sean O'Keefe
Mac 1



Christmas Special



Mac Gas Christmas Party 2016

On Saturday 26th November, Macarthur Gas employees and contractors attended the annual Christmas party. This year we took it back to a party favourite at the Albion Hotel in Parramatta.

It was a great day for everyone to socialize, catch up on the past year and of course have a great laugh! A great opportunity for our new Energy Services team to get to meet other departments.

Thank you to everyone who attended and helped celebrate a great year.



Christmas Special



A message from the APA Group This Christmas

APA Group

Don't speed...



Don't drive while under the influence of any substances...







Stop. Revive. Survive.



Avoid distractions. hands off the phone!



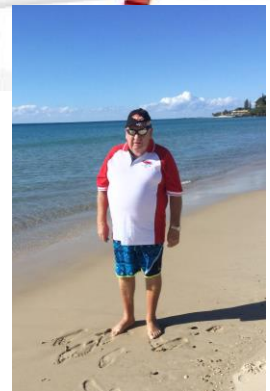
-  Drive to the conditions - don't **speed**
-  Focus on driving - avoid **distractions**
-  Rest if you're tired - manage **fatigue**
-  Don't drive while under the influence of **drugs or alcohol**

Stay safe this Christmas...



Christmas Special

Mac Gas 2016 as a whole...



On behalf of Macarthur Gas we would like to wish you and your families a safe and Merry Christmas and all the best for 2017!





Macarthur Gas Pty Ltd
Gas Lines Newsletter

Spring Edition/Christmas Special 2016



Created by
Amy Wheatland

