

# Gas Lines Newsletter

## Summer Edition

### 2014



## Editors Note



Hi Everyone,

Welcome back to 2014. We hope you had a lovely Christmas break and are ready for another exciting year.

Don't forget to send through any funny encounters, email, jokes or photos that you would like to share to [hr@macgas.com.au](mailto:hr@macgas.com.au)

I hope you all enjoy this Fun Summer edition of Gas Lines.

Natasha ☺

## In This Edition

**PAGE 2:** Directors Note

**PAGE 3:** A message from Operations Manager

**PAGE 4:** A message from Gas Networks & AUM Manager

**PAGE 5:** A message from Plumbing Manager & Civil Manager

**PAGE 6:** Recent works

**PAGE 7:** What's happening in Sydney & Wagga Wagga

**PAGE 8:** WHSE Update

**PAGE 9:** Thought of the Month

**PAGE 10:** Interview with Neil Lamb

**PAGE 11:** Employee of the Quarter

**PAGE 12:** Recent Complimentary Letters

**PAGE 13:** Recent Events

**PAGE 14:** Upcoming Events & Public Holidays

**PAGE 15:** Quote of the month, Joke of the month, Trivia

## Toolbox Talks



**TBT # 16** - Accident & Incident Investigation for Wangaratta Stage 4 Mains Renewal project

**TBT # 17** - APA HSE Lessons Learnt - Lacerations to hands

**TBT # 18** - Snake Bite Awareness

**TBT # 19** - Skin Protection

**TBT # 20** - Slip Trip Fall Awareness

**TBT # 21** - Use of Mobile Phones on Work Sites

**TBT # 22** - Controlled Waste Envirogram

**TBT # 23** - Use of crow bar around exposed services

**TBT # 24** - Water Meter Testing

**TBT # 25** - New Customer Hot Water Meter Urgent Response Card

**TBT # 26** - Saw cut of Telstra Cable

**TBT # 27** - Incident Reporting

**TBT # 28** - ZNX Safety Gram - Electrical Cable Impacted

**TBT # 29** - APA Toolbox Talk - Incident Reporting

**TBT # 30** - APA Bushfire Protection Plan & Rural Fires ACT 1997

**TBT # 31** - Dehydration

**TBT # 32** - The Importance of Silt Fencing

**TBT # 33** - APA PPE Requirements

**TBT # 34** - Safe use of Hand Tools

**IMPORTANT:** If you haven't read any of these toolbox talks please speak to your Supervisor or contact HR to obtain a copy.

## Birthdays



### Employee's

#### December

Graham Collins  
James Dill  
Zoran Gjorgijovski  
Bevan McWha  
Neil Lamb

#### January

Nathan Bartlett  
Paul Bennett  
Luke Dixon  
Benjamin Harris  
Paul Origlia  
Nicholas Padjen  
Leif Scowcroft  
Aaron Wallace  
Jason Wallace  
Michael Wise

#### February

Okhan Akturk  
Richard Collins  
Ken Drew  
Keven Gambell  
Natalija Gicevska  
Cory Mitchell

### Contractor's

#### December

George Gorgijoski

#### January

Gavin Richardson  
James Wallis  
Petr Buchanan  
Kurt Thessman

#### February

Mohammed El Hage  
Abdul Sakar

# Directors Note



Welcome to Mac Gas 2014!

I hope you all enjoyed your Christmas break with family and friends and are feeling re-energised for the year ahead, Easter is on the horizon and this normally marks the start of the busy period. I'm sure we'll be arranging Christmas festivities before we know it! Speaking of which, I hope you enjoyed the Mac Gas Christmas party as much as we did. We tried something a little different this time, and all the feedback we have received so far has been positive. If you missed it, don't be too disappointed, I'm sure we'll have another one this year!

The start of the year has seen a few extremes weather wise, hot and dry, then hot and wet, with a few almost winter days thrown in for measure. With conditions changing so erratically, and sometimes within a few hours, the start of the day can be very different to the afternoon, and I urge you to consider the working conditions in your risk assessments regularly, not just at the start of day.

As you are all aware last year was a big one for Mac Gas with the Implementation of the Quality Management System, and certification to Occupational Health and Safety AS:18001, Environmental Management ISO:14001, and Quality Management ISO:9001. This was a lengthy process which involved a lot of patience and co-operation, without the support and assistance of you all this wouldn't have been achieved, so thank you once again. Although the implementation is finished, it will always be an ongoing task to ensure this system is followed and accreditation is maintained, doing so will ensure our sustainability, both commercially and more importantly our health and safety.

As we all know, an important aspect of a business is Image. We will be focusing on this over the next couple of months to see how we can improve our presentation, our personal appearance, cleanliness of trucks and equipment, the way we interact with our clients, the public and each other. Remember that you are representing the whole organisation and first impressions are lasting ones.

I would like to welcome all the new employees who have chose to work with us at Mac Gas over the last couple of months and wish them all the best with their career. I hope you find it rewarding to be part of our culture, and I look forward to your contribution to our success.

Work safe, play safe, and enjoy the "Summer Edition" of Gas Lines.

*Chris O'Keefe*

# A message from Senior Manager Tony Ussia



I hope you all enjoyed the festive season and I wish you and your families a prosperous, healthy and successful 2014.

This year I can see that there will be numerous changes to our existing workforce, which will allow us to stay on top of our forecasted work volumes. One of the changes that has already taken place is the appointment of Neil Lamb who is Managing the Gas Networks department (Construction and R&M). Neil's has shown that he has the capability of developing, implementing and monitoring processes which is a vital part of this department. Good Luck in your new area Neil.

The Civil department has just completed a 1.7km licensed pipeline at Orange and the "lessons learnt" from this project has immensely strengthened this team and they are now prepared for their next steel main job. The client was impressed with the quality of our works performed and has indicated that they would like to discuss future works with us. A big thank you to Romy Eldahr, Steve McDiarmid and his crew for their efforts.

On another note, I would like to take this opportunity to welcome our new Project Engineer Fred Ghaby.

Romy Eldahr has decided to accept an opportunity that will further develop his career, It has been a pleasure to work with Romy over the years and I would like to wish him and his wife all the best. Romy's wife Daisy is expecting twin boys soon and we wish them both lots of love, happiness and good health. I have had a word with Romy about calling one of his boys Anthony, I will let you know the boys names in the next Gas lines edition.

Also, I would like to Wish Sal our Civil Manager all the best of luck with his pending wedding in March. I will have the privilege of attending this and if it is anything like Romy's I think we are in for a big night.

Thank you to Peter Magnone (Project Supervisor Wagga) and his team for the great job that they are doing in the Riverina under extreme weather conditions. The insertion team lead by Mick Cownie is playing "catch up" and to date they are on target to deliver the ten kilometre project by the 30<sup>th</sup> June in keeping to our client requirements.

We will be focusing on our company image over the coming months so please ensure your uniforms and company vehicles are maintained to a high standard. It is pleasing to see Murray Overton and his Plumbing team have taken the initiative to improve their image and customer focus development. Please feel free to contact myself or any of the management team with suggestions.

STAY SAFE, WORK AS A TEAM AND HAVE FUN OUT THERE.

Tony Ussia

# A message from Gas Networks & AUM Manager Neil Lamb



The festive season has passed with the blink of an eyelid and we are now at the end of our 2<sup>nd</sup> month of the New Year. The commencement of 2014 has been somewhat slow however the works associated with building maintenance are starting to accelerate. Through the ongoing efforts of Nathan Garard we are seeing an ongoing steady flow of works coming in from several Real Estate agents for repairs and maintenance associated with rental properties, and our insurance repair works are now on the rise. Due to the current Government legislation associated with pool registration we are also receiving a large volume of requests for repairs and maintenance associated with pool fence compliance, and believe that this will become an ongoing source of business and potentially a new stream of revenue.

As you may all be aware I have recently been appointed the new role of Manager for the R&M/Construction team. I would like to thank the team at Mac Gas for the warm welcome they have given me in undertaking this role. Everyone would be aware that we have entered into a new contract arrangement with our client ZNX, which has resulted in numerous changes to both work inclusions and processes. As a result we have had to adapt to these changes in a responsive manner. Whilst there have been numerous teething problems during the inception period of the contract, I feel that we are moving forward in a positive direction, with the ongoing assistance between Mac Gas employees and ZNX representatives the outcomes will be achievable, and we are striving at all times to improve our business practices and ultimately the delivery of our services, team work and co-operation will determine the success of all parties concerned.

Further to the above I would also like to advise that we have recently signed a new 2 year contract arrangement for leakage survey. Congratulations must go out to Karen Borchers in particular for the diligent manner in which she approaches her role, as well as the high standard of customer service she has provided over an ongoing period. The existing hot water meter replacement contract is still active and the volumes of meter changes are still on the increase with an average of 1500 meter changes being performed per month.

We have continued our involvement with Jemena in performing services associated with MDL repairs, battery changes etc and have also recently been awarded a project associated with upgrading modems from the 2G network to 3G network. These works are due to commence over the coming weeks. Special thanks to our committed technician Peter Watt for his ongoing commitment in delivering these value added services for our client.

I will be able to have further input into the following newsletters once I have settled into the new role and become further involved in the day to day operations.

Neil Lamb



# A message from Plumbing Manager Murray Overton

I would like to start off by welcoming you all back to the New Year.

So far 2014 has kicked off well in the plumbing department. We have been continually busy with a number of projects and have recently finished part 1 of Edensor Park Medical Centre and are waiting for occupants to move in so we can continue with part 2.

Also, we have recently completed the installation of a commercial LPG installation at Brandown recycling facility in Kemps Creek. *(Please see recent work section for pictures)*

We are currently installing a 250m nylon private main through Macquarie University and are due to start a 220m PE private main at Sydney Olympic Park.

I will be meeting with Department of Commerce in the coming weeks to schedule the school heater program which is expected to start around April this year. This should keep us busy for about 3 months.

With the Meter Fabrication, last year we managed to build and deliver over 140 kits which was a fantastic team effort from all involved.

We have also been involved in a major renovation to the hall at Liverpool Girls High, which we installed the Gas Supply and heating for the building.

All in all, it has been a good start, and I look forward to seeing what we will achieve together throughout the year.

Murray Overton

# A message from Civil Manager Sal Khachan

On behalf of the Civil Department i would like to welcome you all to 2014 and wish you all the best for the New Year.

Things have steadily been picking up in the Civil area. In the last quarter alone we completed an Exeloo installation servicing the Parramatta Ferry terminal. It was a tricky project, in a difficult location however the end result was desirable. Troy from plumbing played a big hand in this project and we would like to thank him for all the support he provided us. *(Please see recent work section for pictures)*

As we are coming into autumn projects seem to be ramping up for us. We are commencing a project in Hexham near Newcastle where we are exposing 130m of a 500mm high pressure pipeline. It has been a slow start getting here (this project was initially slated for September last year) however we are looking to commence moving dirt in the coming weeks. ARTC and Aurizon are constructing railway lines over this high pressure pipeline, we are helping to ensure the integrity of the pipeline is in good condition prior to the commencement of other construction activities.

At present it is both a happy and sad time for all of us in the Civil area. Romy has decided to leave us to advance his career, which is sad but on the bright side we cannot be happier for him as he and his wife Daisy are soon expecting twin baby boys. I would like to take this moment to wish Romy all the best in his future endeavors and thank him for all the effort and hard work he has put into building up the Civil Department. I have greatly appreciated Romy's assistance during my transition into the Civil Managers role. He has not only been a work colleague but has also become a close friend.

Although we will miss Romy we would like to welcome Fred Ghaby who has recently joined our team.

Sal Khachan



## Recent Works



*Installation of 250m Nylon Private Main  
At Macquarie University*



*Completed LPG Installation at Brandown  
recycling facility in Kemps Creek*



*Completion of the Exeloo installation at Parramatta Ferry Terminal by the Civil Team.*



*Mitchell Road (Riverina) project 2kms of 110 mm PE*

## What to Do



## This Weekend

### SYDNEY

#### NSW Food & Wine Festival

Friday 21st February to Friday 21st March 2014  
Around Sydney and regional

#### Maltesers Moonlight Cinema, Sydney

Open until 23rd March 2014  
Belvedere Amphitheatre, Centennial Park

#### Wog Boys Live

Saturday 1<sup>st</sup> March & Sunday 2<sup>nd</sup> March 2014  
Enmore Theatre  
Buy tickets at [www.ticketek.com.au](http://www.ticketek.com.au)

#### Easter Show

10th -23rd April 2014  
Sydney Olympic Park

For more info on these events visit:

[www.sydney.com/events](http://www.sydney.com/events)

### WAGGA WAGGA

#### Little Aussie Cinema

Monthly on the 1st Saturday  
Sat 01 Mar 2014  
Tarcutta Soldiers Memorial Hall, Sydney Street

#### Sunday Markets

Every Week on Sunday until Sun 28 Dec 2014  
Myer Carpark, O'Reilly Street

#### Reece Mastin Concert

Wednesday 12th March 2014  
Wagga Wagga Civic Theatre, Burns Way, off  
Tarcutta Street

#### Wagga Wagga Food and Wine Festival

Sat 29 Mar 2014  
Civic Centre Precinct

For more info on these events visit:

[www.waggawaggaaustralia.com.au](http://www.waggawaggaaustralia.com.au)



## Compliance Manuals

As you all may be aware, we have recently obtained our accreditation for Quality, Environmental and Safety.

In order to ensure that we comply with this accreditation, we have implemented a Compliance Manual for all field personnel to ensure they follow the correct procedures at all times. The compliance manual contains company policies, SWMS, Risk Assessments and relevant forms required for day to day activity.

Please ensure you utilise and maintain this folder at all times, as this will be one of the main observations during the upcoming Audits.

All personnel should have been inducted on the Compliance Manual and how to navigate through it correctly.

If you haven't been inducted or you are unsure of anything please do not hesitate to contact Vanessa Sanders (Business Support Supervisor) on 8786 3800 or alternatively email her at [vanessa@macarthurgas.com.au](mailto:vanessa@macarthurgas.com.au)

## MSDS Folders

We are currently in the process of updating all MSDS's which will shortly be implemented to all personnel.

The new MSDS folders will be categorised in product "sections" for simple navigation. i.e: all glues together, all paints together etc.

**Your feedback on the compliance manuals, MSDS folders and any WHSE related issues would be appreciated in order to improve our processes. Email [vanessa@macarthurgas.com.au](mailto:vanessa@macarthurgas.com.au) with any feedback or suggestions.**





# Thought of the Month

## Depression

### What is depression?

While we all feel sad, moody or low from time to time, some people experience these feelings intensely, for long periods of time. Depression is more than just a low mood – it's a serious illness that has an impact on both physical and mental health.

### Typical Symptoms

#### Behaviour

- not going out anymore
- not getting things done at work/school
- withdrawing from close family and friends
- relying on alcohol and sedatives
- not doing usual enjoyable activities
- unable to concentrate

#### Feelings

- overwhelmed
- guilty
- irritable
- frustrated
- lacking in confidence
- unhappy
- indecisive
- disappointed
- miserable
- sad

#### Physical

- tired all the time
- sick and run down
- headaches and muscle pains
- churning gut
- sleep problems
- loss or change of appetite
- significant weight loss or gain

### \*FACT\*

On average, 1 in 6 people – 1 in 5 women and 1 in 8 men – will experience depression at some stage of their lives. There are different types of depression. Symptoms can range from minor (but still disabling) through to very severe.



John Bowe  
Aust Motor Sport Legend



Dane Farrell  
Aust Ironman Champion



Nathan Thompson  
Professional AFL Footballer



Jessica Rowe  
TV Presenter



Brad McEwan  
TV Presenter

## Anxiety

### What is anxiety?

Anxiety is when these anxious feelings don't subside. Anxiety is when they are ongoing and exist without any particular reason or cause. It's a serious condition that makes it hard for a person to cope with daily life. We all feel anxious from time to time, but for a person experiencing anxiety, these feelings cannot be easily controlled.

### Typical symptoms

- feeling very worried or anxious most of the time
- finding it difficult to calm down
- feeling overwhelmed or frightened by sudden feelings of intense panic/anxiety
- experiencing recurring thoughts that cause anxiety, but may seem silly to others
- avoiding situations or things which cause anxiety (e.g. social events or crowded places)
- Experiencing ongoing difficulties (e.g. nightmares/ flashbacks) after a traumatic event.

### \*FACT\*

Anxiety is the most common mental condition in Australia. On average, 1 in 4 people – 1 in 3 women and 1 in 5 men – will experience anxiety. There are many types of anxiety, each consisting of a range of specific symptoms.

*"Depression and Anxiety is not a sign of weakness it means you have been strong for far too long"*

**Above are some pictures of celebrities who have suffered from anxiety and depression at some stage in their lives.**

**If you or someone you know needs help, talk to a doctor or another health professional about getting appropriate treatment or alternatively call Life Line on 13 11 14.**

# Interview With Neil Lamb

Neil started working with Australian Utilities Maintenance in November 2010 as the AUM Manager. Over the last 3 years he has shown to be a very dedicated, valuable employee taking on an abundance of work without hesitation. Neil has recently been appointed as the Gas Networks Manager as well as continuing his role as AUM Manager.

His colleagues describe him as a very systematic and professional individual who always strives to succeed with the best outcome possible.

Below are some facts about Neil;

**Name:** Neil Lamb

**Age:** 48

**Interests & Hobbies:** Golf & Chilling out

**Favourite Food:** Anything to do with MEAT!

**Favourite Drink:** Beer and plenty of it

**Favourite Football Team:** Sydney Roosters

**Favourite Travel Destination:** Briars Bowral

**Favourite Movie:** Happy Gilmore

**Pick one word that best describes you:** Persistent

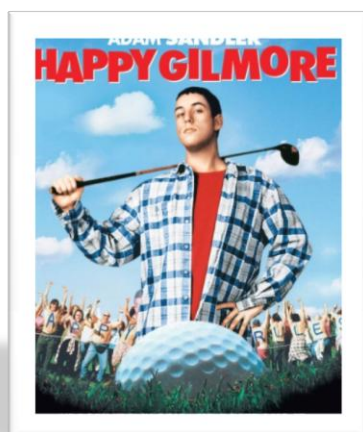
**Where did you grow up?** Georges Hall

**What is your 5 year plan?** Invest my Superannuation wisely, grow personal wealth & have 1 more child

**What celebrity would you choose to have dinner with and why?** Donald Trump. To obtain knowledge on his investment and business strategies.

**Who do you admire as a role model and why?** My Father. He stands by his decisions. He is hard but fair and always consistent.

**What do you like the most about working at Mac Gas?** Friendly Environment & Team Work



# Employee of the Quarter

Congratulations to ***Peter Magnone*** (Project Supervisor Wagga) who has been nominated for the “Employee of the Quarter”.



Peter has been proactive and stood strong to implement change in the APA contract for Wagga and TAG. He has been commended on his hard work and persistence from the APA group which is a fantastic achievement.

***Congratulations to Peter on his outstanding effort and commitment.***

## Recent Complimentary Letters

Below is a compliment from an applicant who applied for a position which we were advertising in the paper in the Riverina. An automatic/generic email was sent from the HR department that said the following;

*Thank you for your application.*

*We have had a high number of candidates for this position and are currently screening all applications.*

*We will be in contact with you should you be successful for an interview.*

*Regards HR Department*



The candidate's response to this email;

*Hi Natasha,*

*I just wanted to write and say that I was impressed with your message. It's not often that a message from a person is sent. It seems to me that it reflects a great culture in your company.*

*Anyway thank you for the message.*

*Carl*

---





## Recent Events

On the last day of 2013 Macarthur Gas held a christmas lunch for all personell.

Congratulationss to ***Karen Kobersy, Mark Dawson & John Nemar*** who each won a prize from the christmas raffle!

*We hope you all had a wonderful christmas with familly and friends!*



We would to take this opportunity to farewell **Romy Eldahr & Stephen Micallef** who are leaving Mac Gas to pursue new careers.

*We wish them all the best with their future endeavours.*



## Up Coming Events



Date: **Friday 14<sup>th</sup> March 2014**

Time: **Breakfast 6:30am & Lunch 12:00pm**

Location: **16 Hargraves Place Wetherill Park**

**Mac Gas will serve egg and bacon rolls for breakfast and pizzas for lunch!**

**\*\$2 coin donation required from all participants!**

**You can choose to shave or colour your hair to support this cause on the day!**

Visit <http://my.leukaemiafoundation.org.au/macgas> to make a donation, or alternatively donate to this cause by placing your donation in the blue shave for a cure boxes located at reception and at plumbing.

**Monday 17<sup>th</sup> March 2014 – St Patricks Day**



### **Macarthur Gas Easter Egg Competition**

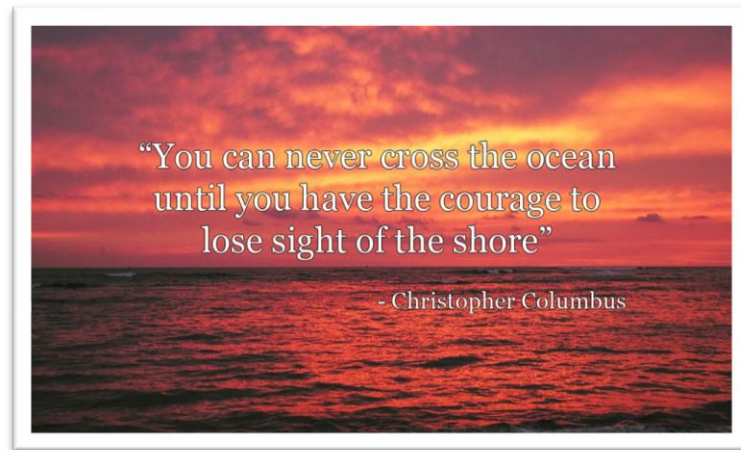


## Public Holidays



**Friday 18<sup>th</sup> April 2014 – Good Friday**  
**Sunday 20<sup>th</sup> April 2014 – Easter Sunday**  
**Monday 21<sup>st</sup> April 2014 – Easter Monday**  
**Friday 25<sup>th</sup> April 2014 – Anzac Day**

## Quote of the Month



## Joke of the Month

*A little girl is out with her grandmother when they come across a couple of dogs mating on the side walk.*

*'What are they doing grandma?' asks the little girl.*

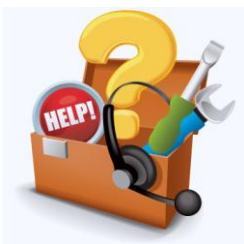
*The grandmother is embarrassed, so she says, 'the dog on top has hurt his paw, and the one underneath is carrying him to the doctor.'*

*'They're just like people, aren't they grandma?'*

*'How do you mean?' asks the grandmother, 'offer someone a helping hand.' Says the little girl, 'and they screw you every time!'*



## TRIVIA C H A L L E N G E



1. Name the high-profile Australian singer who will join *The Voice* in 2014 as a coach.
2. What date was Analog television switched off forever?
3. One kilometre is how many millimetres?
4. Who replaced Melissa Doyle as co-host of *Sunrise*?
5. What does QANTAS Stand for?

\*see trivia Answers on pg 17





Please send through any photos or information you have to share with us about your weekend recreations, outings, hobbies or anything else to [hr@macarthurgas.com.au](mailto:hr@macarthurgas.com.au)



Macarthur Gas Pty Ltd  
Gas Lines Newsletter  
**Summer Edition 2014**



Created by  
Natasha Nedanovska

Trivia Answers

1. Kylie Minogue
2. December 3<sup>rd</sup> 2013
3. 1000, 000
4. Samantha Armytage
5. Queensland And Northern Territory Ariel Service