

Gas Lines Newsletter

Winter Edition

2014

Editors Note

Hi Everyone,

As we are now well into the cold and wetter months of the year please remember to stay safe whilst on the roads. Give yourself extra time to get to places, **and don't rush!**

★Check out the New Mac Gas Website

www.macgas.com.au & feel free to email any feedback to hr@macgas.com.au

Natasha



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Toolbox Talks

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

TBT# 38 - Loss of Supply to Natural Gas Customers

TBT# 39 - Breaking Out Inserted Cast Mains

TBT# 40 - Non Authorised Personnel entering Job Site

TBT# 41 - APA - Implementation of Electrical Safety Gloves

TBT# 42 - Changes to APA Work Packs

TBT# 43 - Spotter to monitor excavation

TBT# 44 - Safe Handling of Oxy Acetylene

TBT# 45 - Mac Gas Safety Gram – Laceration to Forearm

TBT# 46 - WHS Consultation



Well what started out as a fairly mild winter with a low volume of work has certainly changed for the colder in the last few weeks and caught us all a bit off guard, although at least up until now it has remained dry – (sorry if it turns wet now, you can blame me) and we can expect an increase in work volumes with the commencement of the 2014/15 insertion program in Wagga, along with the Zinfra exit from mains and services in Sydney.

Can you believe we are half way through the year already? How quick has that gone?

In the last issue I spoke about our safety performance and how it has improved since the implementation of the quality management system, while this continues to be the case, there have been a number of minor incidents that have occurred over the last couple of months, which have failed to be properly reported.

It is imperative that **all** injuries, first aid treatments and incidents, no matter how minor they are considered, be reported to your Supervisor or Manager as soon you become aware, in order for us to take appropriate action to mitigate any re occurrences. This is also important so we can ensure our reporting obligation to our clients and regulatory bodies are met.

With the closing of another financial year I am pleased to say our position is looking much stronger, the difficult and often hard decisions we've had to make over the last 2 years are having a positive impact, and I thank you all for supporting us through them.

On another note, we have taken our new web site live, and although there are still some areas not quite complete, we have received some great feed-back and increased traffic volume, check it out at www.macgas.com.au we are able to maintain and update this ourselves, and are exploring the inclusion of a Facebook page as a further means of communication with you and our clients.

Lastly I would like to extend a welcome to all our new employees that have joined the Macarthur Gas Family since the last edition of Gaslines, I look forward to working with you all.

I hope you enjoy this edition, and let us know what you would like to see in future Gas Lines.

Work and play safe.

Chris O'Keefe

A message from Senior Manager Tony Ussia



For many years I have seen the evolution of Mac Gas and it is very pleasing to see what we have achieved to date. The introduction of the Quality Management System has put everything into perspective and being a old guy I always thought that quality was very important but I was only relating to quality as doing a good job, well it is a lot more than that and when you have a good look at the new Quality Management System you can see why. There has been a lot of hard work put into ensuring the QMS is effective and thank you to the Management team we have succeeded.

My recent trip to The Riverina was very interesting. It was pleasing to see all employees well presented in their company uniform, PPE, trucks and their quality of work. Mac Gas has recently signed contacts with The APA Group to continue doing mains insertion works in the Riverina over the next few years.

The Civil area has recently started to quote projects that are outside the norm. This area will be very stringent when it comes to sub-contractors "sharing the risk." Mac Gas has a vast experience of expertise and we look forward to all the challenges and accomplishments that are yet to come.

It's good to see that the Gas Networks area is fine tuning the grey areas that we have had in the past. When dealing with ZNX it is important that we follow their requirements and get on with the job that we need to carry out.

Murray Overton and his Plumbing team have been very busy over the last six months with Edensor Park Medical Centre and also the school heating service. It is most satisfying when a friend gives you a plumbing lead, you pass it on to The Plumbing area and before you know it your friend is phoning you to thank you for the great job that Mac Gas have done. So don't forget to pass all your plumbing leads to our team who will be happy to help.

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

Anthony Ussia

A message from Gas Networks Manager Neil Lamb



Since our last edition we have surpassed the initial 6 month contract period working alongside ZNX on the construction/R&M contract. Whilst there have been numerous challenges along the way, we believe that we have been diligent in our approach to the contract and performance in the field. There are numerous issues yet to resolve moving forward and we are confident that agreement on these issues will be achieved over the coming month to enable an ongoing and mutually rewarding contract to be executed.

Special thanks must go out to our field crews both R&M and Construction for the manner in which they have been adapting to changes particularly job pack records, there has been a vast change made to records required from the field for which a substantial improvement has been evidenced.

I would request that all crews however be mindful of their responsibility to check their works and in particular restoration requirements as per field guidelines, this will see a reduction in customer complaints and failed field audits, as well as assist our team in striving towards that 100% target.

Our overall delivery performance associated with the contract has been steadily improving over the past months as evidenced from the results indicated in our clients monthly score card, this is encouraging to say the least and further validates that our systems and processes are working. The complete team should be congratulated for their efforts in striving for continued improvement.

As a result of Zinfra Central contracting ceasing works we are pleased to say that we have now expanded our current work area and will be moving into the Blacktown area commencing August 2014. We would like to thank ZNX for the additional business.

Alejandra Galvez (Water Meter Planner) has been performing extremely well and is setting a great example in relation to customer service! Well done Alejandra, keep up the good work.

Cassandra Pignataro has transitioned into a new role and is assisting myself with the day to day issues which have to say the least been very time consuming over the past 6 months. Thank you to Cassandra for your assistance you are definitely making my work load easier.

Until the next edition remain safe look out for your work mates and remain diligent in relation to quality and safety, and customer satisfaction.

Neil Lamb

A message from Plumbing Manager Murray Overton

The plumbing department has been flat out the last couple of months to ensure projects are completed successfully and in a required time frame.

We have recently completed the school heater servicing program for 225 schools and once again completed ahead of schedule. We also carried out overhead heater installations at 20 schools. This was a huge accomplishment and I would like to extend a BIG thank all the plumbers who were involved in both of these programs.

For the Department of Commerce we successfully carried out approx 85 essential repair jobs.

The extensions and refurbishment for the Edensor Park Medical Centre are now complete. This was a lengthy project which commenced in September 2013. With perseverance and dedication from the plumbing team we have successfully executed this project and the feedback from the client has been very positive and rewarding. It was an enormous effort from the boys and I am proud of what we have accomplished.

There has been a large number of meter sets come in so far this year, completing over 60 kits to date.

On another note we have teamed up with Escea Log Fires, to carry out their installations in Eden Brae homes who sell between 900 and 1000 homes per year, together we are looking at expanding as Kevin from Escea is meeting with Masterton homes as well. This will open a new door for new opportunities and future works.

I will update you further on this in the next edition of Gas Lines, until then please take care and stay safe!

Murray Overton



A message from Civil Manager Sal Khachan



I hope you are all enjoying the cold winter weather. It feels like the cold weather has only just recently kicked in.

The Civil team has been inundated this last quarter having now finally completed the project in Hexham. It was a complex project but in the end very successful. I would like to commend, Eddie Zajac, Nick Ussia and Steve McDiarmid for the effort they all put in on this project. We learnt a lot from this project and the experience we gained will benefit us on future projects to come.

It has been a bit difficult but due to the lack of PIO's available, resulting in some projects in the pipeline to be put on hold. However we are looking forward to the month ahead as our next projects are scheduled to begin. We will be commencing work for Jemena and ZNX for the installation of a black box and a couple of integrity digs. In the mean time we are helping the cause with 4 of our own PIO's supervising works on Jemena Primary and Trunk mains to speed this process up.

I am excited for the projects ahead & will update you in the next Gas Lines.

Sal Khachan

A message from Riverina Manager Peter Magnone



Winter is defiantly upon us here in the Riverina where rain and sleet has set in for the past 5 weeks. During the past few months the crews have been extremely busy with projects due for completion by the end of financial year.

I would like to congratulate the mains renewal crews on completing the 10km target within the required time frame. What a great achievement by all involved.

Other crews have been working on mains lay projects which have been completed on time for the client.

Ricky Collins has left the Riverina and is heading back to Sydney with his family. I would like to wish Ricky and his family all the best.

We will be starting a National mains renewal contract this month which is sure to keep us on our toes in the coming months.

I look forward to reporting on the Riverina's projects in the future edition of Gas Lines. Bye for now!

Peter Magnone

Weekend NOTES

WHATS HAPPENING IN SYDNEY & WAGGA

Wagga Wagga

Sunday Markets

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

Sydney

Aroma Festival

Sunday 27th July 2014
The Rocks Sydney
10am -5pm

Sun Herald City2Surf 2014

Sunday 10th August 2014

The Lion King

Tuesday 15th July to Sunday 31st August 2014

Blacktown Drive In Cinemas

Cricketers Arms Rd, Blacktown

23-24 August 2014 The Atrium • Australian Technology Park

INTERNATIONAL EXHIBITION **cutlers** THE SYDNEY INTERNATIONAL KNIFE SHOW

Buy direct & learn from Australian & International makers, manufacturers and suppliers of products and services to the knife & associated industries.

Open to the public. Early bird tickets from \$10*

Register via

www.CutlersExpo.com.au

or call 1300 833 377



*Conditions of entry apply. Early bird offer expires on 31/7/14.

IMPORTANCE OF REPORTING NEAR MISSES, HAZARDS AND MINOR FIRST AID TREATMENTS

Any incident as described below, involving any personnel, visitor(s) or the public occurring on the work site shall be reported to the appropriate Macarthur Gas representative **immediately** after the occurrence. When practical, but within 24 hours after the event an Incident Report Form, MCG-FOR-005D Accident/Incident Investigation, shall be completed.

All Incidents **MUST BE REPORTED IMMEDIATELY.**

Incidents include;

- All injuries (First aid, medical treatment, lost time)
- Near misses
- Damage to gas (after contacting Jemena Response centre.
- Damage to water services
- Damage to power or comms – overhead / underground
- Damage to sewer, stormwater, property
- Plant failure
- Environmental including oil spills, flora and fauna, heritage etc,
- Traffic incidents
- Community incidents

No matter how minor or small the incident/treatment is remember to report it to your Manager/Supervisor IMMEDIATELY!



Macarthur Gas' Dress Code Policy

- ★ It is a requirement that all employees maintain a high standard of neatness and cleanliness.
- ★ All uniforms are the property of Mac Gas and are required to be kept in good condition.
- ★ While we do not wish to limit individuality, we ask that employees are aware that what we wear to work is a reflection of our professionalism and that of the organisation.
- ★ Your clothing should not be hazardous to your own safety.
- ★ Extremely casual dress is generally not considered appropriate for work.
- ★ A professional appearance is especially important for staff that at any time comes into contact with clients and/or potential customers. Please use good judgment and good taste, remembering that you are representing the organisation and this may in part be based on appearance.
- ★ As a safety conscientious organization, we encourage all our office staff to wear enclosed shoes with a minimal heel or flat sole and that has a good grip and fits well.

It is important to understand, that safety is everyone's priority irrespective of the nature of one's work within Mac Gas.



Customer Satisfaction

"If a customer is unhappy they will make your job less enjoyable"

5 ways to make happy customers!

- 1. Finish the job before you estimate**
If you the customer the wait is to weeks, do the job in 1 ½ weeks. You will become a legend in your own lunch time.
- 2. Make your customers feel special**
We all think were special, let the customer think you know them and be empathetic.
- 3. Guarantee Satisfaction**
Back up your guarantee. If there is a problem, fix it TODAY!
- 4. Keep your customers informed**
If you think there is a potential problem, tell them. if there is a delay keep regular contact with the customer.
- 5. Be someone your customer wants to deal with.**
Make your contact with our customer an enjoyable experience for them. They will probably make it enjoyable for you.



Contractor & Employee of the Quarter

Congratulations to *Natasha Nedanovska* (HR Administrator) who has been awarded

"Employee of the Quarter".

Natasha recently engaged in creating the new Macarthur Gas Website. With her Perseverance and passion for Mac Gas' image she successfully delivered our new wesbsite within budget.

Congratulations Natasha!



**Don't forget *ANYONE* can vote for *ANYONE*
as employee/contractor of the quarter.**

To vote please complete the *"Employee of the Quarter Nomination form"* MCG-FOR-002F V.1. If you don't have access to this form you can email Natasha at

hr@macgas.com.au

Or call her on 02 8786 3800.

Recent Complimentary Letters



★ ★

Hi Murray, No surprise Justin did a great job on the weekend. Thanks for enabling it to be done so soon. I also threw a curve ball at him to change over some taps for me. I now have a nice clear hot water shower with no crusty beige plastic taps. Life is good.

Cheers, Judith Fraser

[illegible]

Hi Murray, Gary Stevenson telephoned today to give the following compliment to Jack & Paul for their work yesterday: The customer stated that Jack & Paul were an asset to the company, they were reliable, efficient, well mannered and professional. He also said that Justin was very professional when he did the quotation for the job. Overall, he was very impressed with the workmanship.

Interview with Vanessa Sanders

Vanessa commenced working at Mac Gas in February 2011 as a Business Support Supervisor. She has a generous bubbly nature and is always willing to help out others. In her spare time, she loves to cook and spend as much time with her 1 ½ year old son Austin who she adores to bits.

Here are some fun facts about Vanessa ;

Age: 27

Interests & Hobbies: Family Time & Cooking

Favourite Food: Japanese

Favourite Drink: V

Favourite Sport: Soccer



Favourite Travel Destination: Anywhere Tropical

Favourite TV Show: Game of Thrones

Pick one word that best describes you: Helpful

Where did you grow up? Raby

What is your 5 year plan? Buy a investment property & spend more quality time with my son ☺

What celebrity would you choose to have dinner with and why? Heston Blumenthal – He is an amazing Quirky Chief!

What do you like the most about working at Mac Gas? The family orientated atmosphere.



Some photos of our hard working Field Staff



Iosefo Tuifao & Isaac Jones



Greg Mack, David Linsen & John O'Mahony



Troy Sutton, Daniel Collins & Cory Mitchell



Mick Cownie, Ray Nobbs & Andrew Collins

Recent Project in the Riverina



This photo is a 1km main lay of 110mm PE pipe to upgrade the city gate at Bomen industrial park in Wagga.

Recent Events

Condolences

Mac Gas would like to send their sincere condolences to the Zajac family for their recent loss of Eddie's (Mac 2) brother Jerry Zajac.
Our thoughts are with their family.

Congratulations to our contractor Alla Omram & his wife on the birth of their precious baby boy *Gebrel Omram* born on the 15th May 2014.



Our best wishes go out to our contractor Craig Jenkins & his daughter *Kaylee* who is recovering from a recent operation on her leg.

We hope *Kaylee* feels better soon and her Chocolate bouquet from Mac Gas cheered her up.

In the month of May a few of Mac Gas employees ventured out for a Footy night to watch the Bulldogs Vs Roosters.

It was a great night, with lots of laughs, food and drinks!

Here is a photo of Neil Lamb (*Gas Networks Manager*) and Tony Ussia (*Senior Manager*) with Troy Castray's (*Leading Hand Plumber*) son Cooper who also ventured out with his dad and work friends for a fun night!



Congratulations to Karina Portelli for being **the first female employee to join "Ten Year Club"**. Welcome to the 10 Year Club and thank you for your valuable contribution to Mac Gas over the last 10 years.

10 YEAR CLUB MEMBERS

Chris O'Keefe	Mick Cownie
Dennis O'Keefe	Eddie Zajac
Tony Ussia	Rod Meagher
Jeff Lockley	Nick Ussia
Gavin Richardson	Murray Overton
Steve McDiarmid	Karina Portelli

Congratulations to Nick Ussia who has recently been commended from the Leighton Group for his assistance with the safety committee at Hexham. Nick also decided to dress up as a fireman – maybe it was to celebrate his achievement. 😊



Mac Gas would also like to Congratulate Nick and his Fiancé Therese on their engagement and wish them all the best in their future together!



Sausage Sizzle Fundraising Day for the Jeans for Genes Day Foundation

Thank you to all personnel who came along to the Sausage sizzle fundraising day on Friday 4th July 2014 and contributed to the Jeans for Gene's day foundation!



Mac Gas raised a total of \$93.50c



Bevan's son Zaviar came for a visit to help dad count some stock in the store.



Vanessa cooking the BBQ and Jeff taste testing.



Employees enjoying their snag. (& nag!)

Birthdays



Employee's June

Chris O'Keefe
Dennis O'Keefe
Jeff Lockley
Greg Mack
Natasha Nedanovska
Percy Hawks
David Linsen
Peter Magnone
Anthony Wallace

July

Troy Castray
Chris Daly
Sal Khachan
Dilhan Lamb
Rod Meagher
Grant Peterson
Matt Piras
Vanessa Sanders5
Benjamin Salan
Troy Sutton
Nick Ussia

August

Aaron Cross

Contractor's June

Allaa Omram
Hassan Mounajed
Craig Jenkins

July

Daniel Coombes

August

Steve McDiarmid
Eddie Zajac Jnr
Luke Cownie
Vincent Burnett
Peadar McGeehan

Employee Service Special



Winter Service Special For ALL Employees

Beat the cold snap and have your room
heater serviced

For ONLY \$60.00

Up coming events

DECEMBER 2014

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

SAVE THE DATE
FOR THE MAC
GAS CHRISTMAS
PARTY!

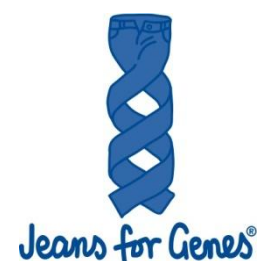
*Invitation to
follow!*



Jeans for Gene's Day

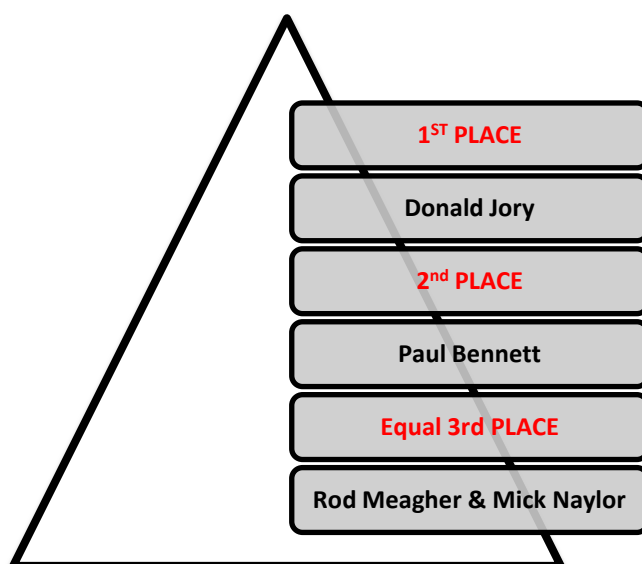
Friday 1st August 2014.

Merchandise Available to purchase at Reception!



Footy Tipping

Current standings for MacGas Footy Competition as at the end of Round 18.



Joke of the Month

A sexy woman in a bar walks up to the counter and motions the bartender over.

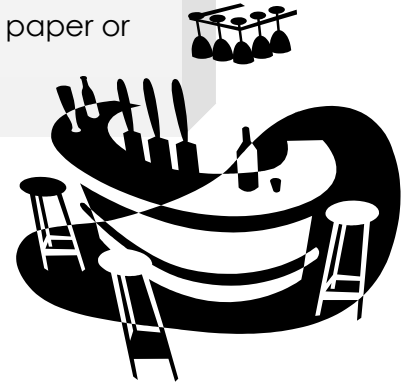
She starts to run her fingers through his hair and asks to speak to the manager.

The bartender says, "He isn't here but I can do anything the manager can do for you".

By this time the woman is running her fingers down his face and into his mouth. She says, "are you sure he isn't here?"

The bartender says, "Yes I'm very sure."

The woman says, "Well, I just wanted to tell him there's no toilet paper or soap in the women's toilet"



Quote of the Month

THE
GREATEST
PLEASURE
IN LIFE IS
DOING WHAT
PEOPLE SAY
YOU
CANNOT DO.
~ WALTER BAGEHOT ~

We hope you enjoyed reading the Winter Edition of Gas Lines!



Macarthur Gas Pty Ltd
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Created by
Natasha Nedanovska