

VIP

Electrical



2012

Capability Statement

A message from the Managing Director....



VIP Electrical was established over 25 years ago and today we are recognised as one of South Australia's most respected electrical contractors. At VIP Electrical, like many progressive businesses, we continually monitor new technological developments in industry as well as emerging business opportunities. And we have been working steadily on building our capacity and capability to meet the many new opportunities that will unfold in the coming years. With in excess of sixty staff we are well resourced to deliver outstanding results for our current and future clients. We have expertise and a solid track record in delivering on large and small projects - in the industrial, manufacturing, mining and minerals, utilities and infrastructure industries. Our senior management team are well known and well respected throughout Australia. I invite you to review our Capability Statement. In it we outline our technical capabilities, provide an overview of the work we do, and profile the expertise, qualifications and experience of our key staff. We are looking forward to a prosperous future, long term sustainable growth, and continuing to provide exemplary services to our growing base of clients.

John Robinson
Managing Director
VIP Electrical Services Pty Ltd

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Vision

VIP Electrical Services will be recognized nationally as an exemplary electrical and engineering services business that delivers outstanding results for our clients - and maintains high quality relationships with our staff, our clients, our suppliers, and the community.

Mission

VIP Electrical Services provides comprehensive, superior quality electrical and engineering solutions to Australia's leading industries.

2.0 Vision, Mission and Values

VIP is committed to providing quality solutions that are on-time and within budget. Our expertise lies in our ability to interpret and implement innovative electrical solutions for a wide range of requirements. The concepts of ‘customer first’ and ‘continuous improvement’ are cornerstones of our approach to business. Our corporate culture is articulated in our Vision, Mission and Values Statements.

- 1. Focus on long term client relationships and strategic alliances** We value relationship based projects and service arrangements with our clients as a key element of our service delivery. The importance of strategic alliances is underpinned by the continued outsourcing trend in the industries we service.
- 2. Committed, empowered and technically capable staff** At VIP we take pride in our high level of staff retention. Ongoing training and development in technical skills, management and personal development is made available to all staff, and we provide career path opportunities for our apprentices.
- 3. Industry leadership in health, safety and environmental performance** We believe that it is possible to create and sustain a workplace that is free of work related injury, illness and incident. We are committed to realising that possibility in all VIP workplaces, and to helping our customers achieve their own goals through our work with them.
- 4. Comprehensive capability in key industry sectors** We successfully manage small, medium and large projects in the manufacturing, construction, water, mining and defence industries. Our project managers, technicians and electricians have extensive experience in delivering outstanding results for our clients.
- 5. Success in large and small project delivery** The successful delivery of projects, large and small is critical to VIP securing repeat business with existing clients, as well as growth into a wider client base and new markets.
- 6. Outstanding operational performance** We work towards targets in the areas of risk management, sustainable growth, and the recruitment, training and development of outstanding people.



2.0 Customer Service Charter

A major factor in our success is our ability to retain our customers. Accordingly, we have developed and implemented the following Customer Service Charter:

Professionalism

1. VIP will provide results-oriented, effective and relevant services that exemplify world's best practice.
2. All customers are valued and treated with courtesy and respect.
3. All customer enquiries are handled in a timely and professional manner.

Responsiveness

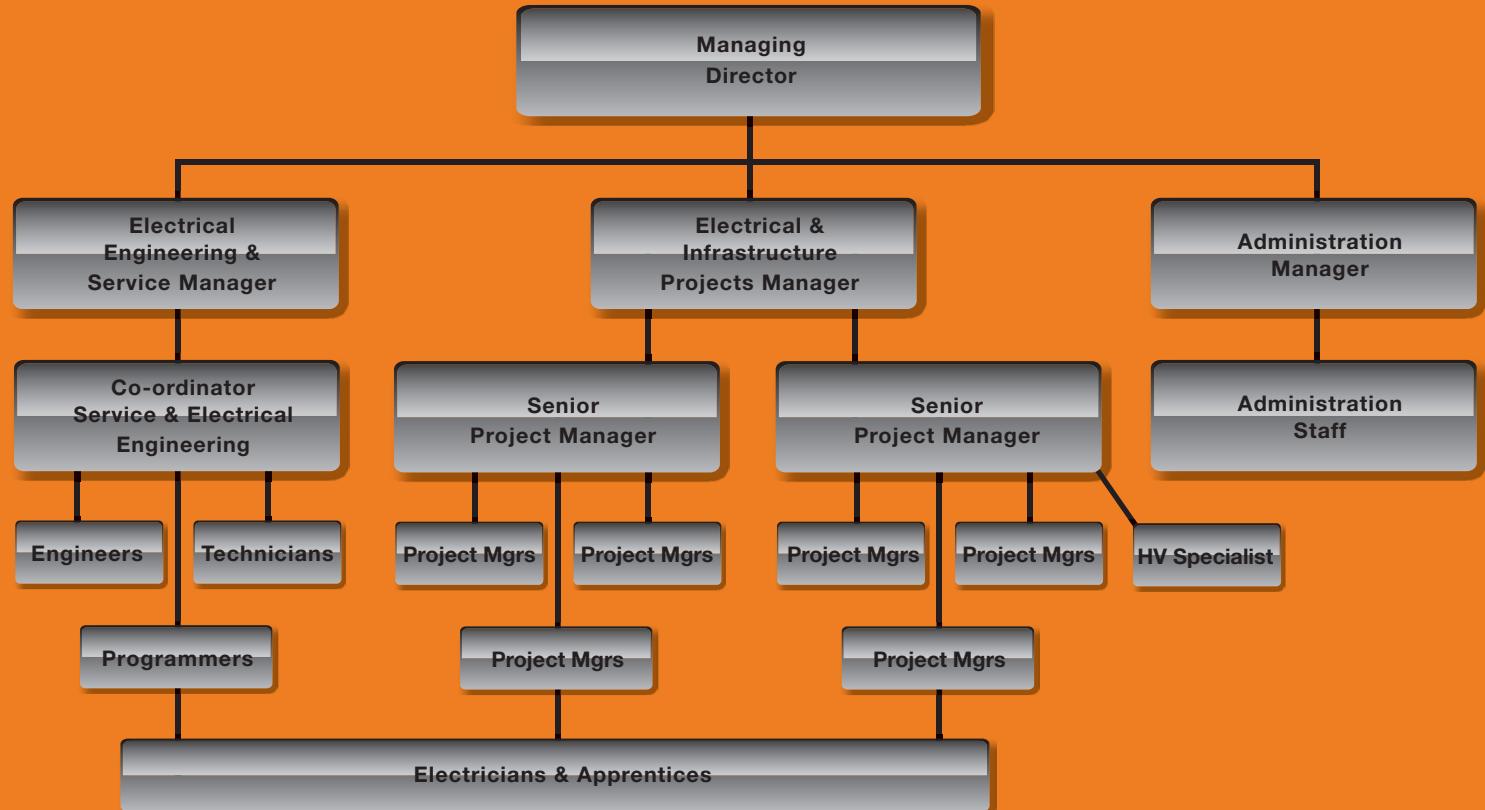
4. All customers will receive exemplary service from employees who are technically competent and mindful and responsive to customers' needs.
5. All VIP employees will be diligent in understanding and meeting customer expectations.
6. Appointments and deadlines will be honoured. (In exceptional circumstances an explanation will be given and amended arrangements agreed).
7. While VIP is committed to providing high quality services, occasionally things can go off track. In this situation VIP will address issues within the shortest possible timeframe and together with the customer, develop a suitable solution.
8. Maintain communication and consultation on an ongoing basis
9. All customers are assured that any information held by VIP is treated with the strictest confidence and complies with the Privacy Act.

Feedback

All customer feedback is welcome; both as a means of reinforcing what we do well and identifying the areas where we need to improve. We will obtain feedback through our annual customer survey and though informal discussions with our customers.



3.0 Company Structure



A photograph showing a person in motion, blurred horizontally, walking past a bright red wall. On the wall, the text "vipelectrical.com.au" is written in large, white, sans-serif letters. To the left of the text, there is a small, red, right-pointing arrow. The scene is set indoors, with a dark grey floor and a white ceiling with recessed lighting. To the left, a portion of a white reception desk is visible.

vipelectrical.com.au

5.0 What we do

VIP Electrical is committed to providing quality solutions that are on-time and within budget. With highly qualified and experienced project managers and electricians, and an automation team comprised of highly skilled engineers, programmers and technicians, we are well positioned to deliver exceptional results for our clients.

Our expertise lies in our ability to interpret and implement innovative electrical solutions for a wide range of requirements. Through our strategic partnerships with civil, mechanical and construction engineering companies, we are able to provide a full range of integrated services in addition to electrical engineering solutions.

Our core capabilities are in the following areas:

- Industrial
- Service
- Electrical Engineering
- Infrastructure



LO-PRO

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5.1 Service

VIP's service team provides a fast response service and maintenance program to meet our client's needs. Our fully equipped vans can be rapidly deployed to ensure that lost production time is kept to a minimum.

VIP's service team provides:

- 24/7 electrical breakdown service
- Electrical installation service
- Preventative maintenance programs
- Labour hire
- Testing and tagging
- HV Installation and Breakdowns



5.2 Industrial

VIP's industrial team provides expertise in both large and small industrial electrical installation projects. Our experience extends from upgrading switchboards and machine relocation and installation, through to the installation of high voltage cabling and transformers.

Our services include:

- Machine safety upgrades
- Data system design and installation
- Installation of main switchboards, distribution boards, motor control centres, mechanical services switchboards
- Process and instrumentation control systems
- Power Factor Correction systems
- Power and lighting
- Underground and overhead low voltage power distribution for general lighting and power
- HV Installation and breakdowns

Industrial Projects

Boral Concrete

Plant upgrade of one of the largest concrete plants in South Australia. Installation of a Windows based Command Alkon Twin Batching system. This is the only such system at Boral in South Australia. Considerable pre-modification work was undertaken before the final change over. VIP successfully completed the job within a very tight time frame. "Your crew performed a fantastic job at our plant in the installation of our new concrete batch system. The project was tackled in a meticulous manner, achieving success in a timely manner. The professional approach of VIP was exemplary." Operations Manager, Boral.

Boral Concrete

Installation of ConEco mobile concrete plant.

Cutler Brands

Re-located Lehr Furnaces to new premises. Job consisted of removal of existing machinery, preparation of new site including infrastructure and cable services - and installation of new equipment.

Boart Longyear

Supplied and installed 630 amp extension - including Power factor Correction – to existing Main Switchboard to cater for production expansion.

Abesque

Refurbishment of main crusher switch room control for Angas Zinc mine at Strathalbyn.

Cheetham Salt

Project managed civil works and brine pump station design with Burridge Engineers. Project included new supply and installation of new transformers, main switchboard, two 75 kw variable speed drives, and Citec and PLC controls from remote stations.

Ridley Agri Products - Norvian Batch System Remote I/O

Supply and install DeviceNet cabling to remote I/O cabinets, Cat 5E cabling from control room to remote I/O cabinets, 240v cabling from control room to remote I/O cabinets. Linking new batching system via Allen Bradley PLC



5.3 Infrastructure

Our Infrastructure team has the capacity and expertise to manage a range of medium to large projects. We have extensive experience providing installation services to shopping centres, hospitals, and grain storage facilities, and we have particular expertise in managing Underground Residential Development (URD) and H.V. projects.

Our services include:

- Data system design and installation
- High voltage reticulation – sub-stations, HV switching cubicles, transformers and vaults
- CBus installation
- Main control cubicles for building management systems, direct digital control, and PLCs
- Power Factor correction systems
- Power and lighting
- Mechanical services
- Fire detection, security, data, communication and energy saving systems
- Generator and alternative power supplies to remote and isolated areas
- Underground or overhead low voltage power distribution for general lighting and power

Construction Projects

Altitude Apartments

Electrical installation of general power and lighting to 132 apartments; communications and data, including electronic security systems; power supplies to Mechanical, Fire Protection and Transportation Services switchboards and equipment.

Newport Quays

Stage 1 - Installation of air conditioning, power, and control wiring to 141 residential apartments.
Stage 2 - an additional 143 apartments.

Flinders Medical Centre

All electrical work on the project including power and lighting, service panels, the installation of a 575 kva generator set and associated works.

Royal Adelaide Golf Club

VIP Electrical estimated, supplied and installed electrical control and radio link monitoring systems for the Artesian System Recovery scheme.
VIP Electrical won the NECA SA and NECA National Environmental and Efficiency Award 2008 for this project.

SA Water

Supply, install, terminate, test and commission electrical equipment for water treatment plants as part of SA Water's country water quality improvement program. This work includes the installation of power, control and instrumentation cabling; and computer communications and equipment.

Power Distribution

VIP Electrical completed over 40 Underground Residential Development Projects (URD) in 2008-09. With qualifications in High Voltage terminations and growing expertise in URD projects, clients can now be serviced directly by VIP thus reducing costs and time.



5.4 Electrical Engineering

VIP's Electrical Engineering Team comprises a dedicated team of skilled professionals for the design, installation and support of Automation, safety and motion control systems. This multi-skilled team includes Automation and Control Engineers, software programmers, electrical technicians and electricians, designers and draftsmen.

Some of the services provided by the Electrical Engineering Team include:

- 24/7 Service and Technical support
- CAD drafting (Electrical)
- CNC and PLC controlled robotic equipment
- Electrical Panel construction and installation
- Safety related control systems
- PLC programming and commissioning
- HMI,SCADA programming
- Systems Integrator – Pilz, Omron, Rockwell
- Process control and instrumentation
- Software Engineering
- Machine Vision
- AC/DC Drives
- Servo & Motion Control systems
- Project Management
- Building management systems

Automation Projects

Korvest

VIP Electrical performed control systems upgrades on Korvest's roll formers and galvanised dipping plant. Our Engineers also designed, installed and commissioned Korvest's Ladder Weld robot project, and two power presses.

Futuris

Upgraded transfer press line control system, and upgraded 150 tonne and 300 tonne power presses

Supaloc

Programmed and commissioned rotary press tool for roll formers

Boart Longyear

Programmed and commissioned a drilling rig safety monitoring system at Olympic Dam

Gliderol

Designed and programmed new roll forming plants in New Zealand and Brisbane

Tasman Sinkware

Upgraded control systems on 250 tonne and 600 tonne power presses

Stratco

Programmed metal forming line for rain water tanks



5.5 Specialist Services

Energy Efficiency Solutions – Intelligent Technology

VIP Electrical provides improvement solutions to industrial and commercial buildings to reduce overall power consumption costs, reduce ongoing maintenance costs and reduce carbon footprints. Integration technology delivers cost savings solutions through energy conservation. It is a system that is very simple to operate, ensuring ease of use for all users. VIP Electrical can commission a system tailored to meet the requirements of each customer. Our proposals include cost of installation, return on investment, payback periods, and reductions in carbon emissions. This is presented in an easy to understand way. The intelligent technology allows electrical services to be centrally controlled, delivering those services on an “as needed” basis. For example, lighting can be programmed to activate only when a person is in the vicinity (motion sensors), and automated to switch off outside of business hours (pre-set modes), improving energy efficiency and reducing running costs. VIP Electrical is fluent in building integration, allowing you to determine the best solution to meet your cost and energy management needs. Modular in design, lighting and building automation can be altered or expanded to meet the changing requirements of the business.

Hazardous Area Locations – Compliance Solutions

VIP Electrical can provide design services, advice and training for the compliant installation and operation of electrical apparatus and equipment in hazardous areas. Hazardous areas are locations where flammable materials, gases and dusts are prepared, generated, handled, processed or stored. The necessary training and advice enables clients to maintain hazardous areas according to the requirements of Australian Standards. Explosion Protection techniques ensures that all the equipment within the hazardous location have been designed, tested, selected, installed, inspected, certified , repaired and maintained to the requirements of the relevant Australian Standards. VIP Electrical also offers on site hazardous area consultation services - including classification of hazardous areas, training workshops, detailed inspection services, dossier preparation and maintenance, and many other related services.



6.0 Licenses and Accreditations

Workers' Compensation and Insurance

- VIP Electrical Services is registered in the prescribed manner under the Workers Rehabilitation and Compensation ACT, 1986 as amended. Work Cover Registration No: E17945905.
- A Public Liability insurance policy worth \$20,000,000 is held covering all VIP Electrical Service's employees anywhere in Australia. Insurance Policy No: 68A007690BPK.
- Professional Indemnity Insurance is held to the value of \$2,000,000. Insurance Policy No: AO7650051PID.

Licences

- South Australian Electrical Contractor's Licence No: PGE 157472.
- Victorian Registered Electrical Contractor, Registration No: 16934
- Northern Territory Contractor's Licence No: C2793
- Western Australia Contractor's Licence No: EC8747
- New South Wales Contractor's Licence No: 230830C
- Queensland Contractor's Licence No: 73019
- Victoria Contractor's Licence No: 16934
- South Australian Building Work Contractor's Licence: BLD 241433
- South Australian Plumbing, Gas Fitting and Electrical Contractor's Licence: PGE 223362

Quality Assurance

- Quality Management System AS/NZS ISO 9001:2000; Certificate No: QEC6390.

Accreditations

- Registered Electrical Contractor with the South Australia Department for Transport, Energy and Infrastructure (DTEI Category 1).
- Achieved "Fully Defence Ready" status through the Commercial Defence Ready Program.
- Gained certification as a Systems Integrator with OMRON (VIP is the only OMRON systems partner in SA/NT).
- Rockwell Automation Systems Integrator.
- Certificate IV Electro-technology Explosion Protection
- Australian Institute of Petroleum (AIP) accreditation
- High Voltage Termination accreditation.
- Certificate in Design and Classification of Electrical Installation in Hazardous Areas.
- Service Provider, Command Alkon Concrete Batch Systems.



John R.
NECA Nation

7.0

Awards and Memberships

Awards

- Winner, Outstanding Achievement in OH&S Management Systems, 2006 and 2007 National Electrical Contractors Association (NECA SA) Awards of Excellence.
- NECA National Environmental Energy and Efficiency Award 2008.
- NECA SA Environmental Energy and Efficiency Award 2008.
- NECA SA Apprentice of the Year finalists 2006 and 2008.
- NECA SA Apprentice of the Year winner, 2007.
- NECA National Apprentice of the year finalist 2007.

Memberships

- Member, National Electrical and Communications Association (NECA).
- Member, Civil Contractors Federation.
- Member, Global Maintenance Upper Spencer Gulf.
- Member, Industry Capability Network



CERTIFICATE OF REGISTRATION

VIP Electrical Services Pty Ltd

ABN 31 097 361 996

104 Coglin Street BROMPTON SA 5007 AUSTRALIA

vipelectrical.com.au

AS/NZS ISO 9001
Quality management system

for the supply of electrical services to domestic, commercial and industrial lighting



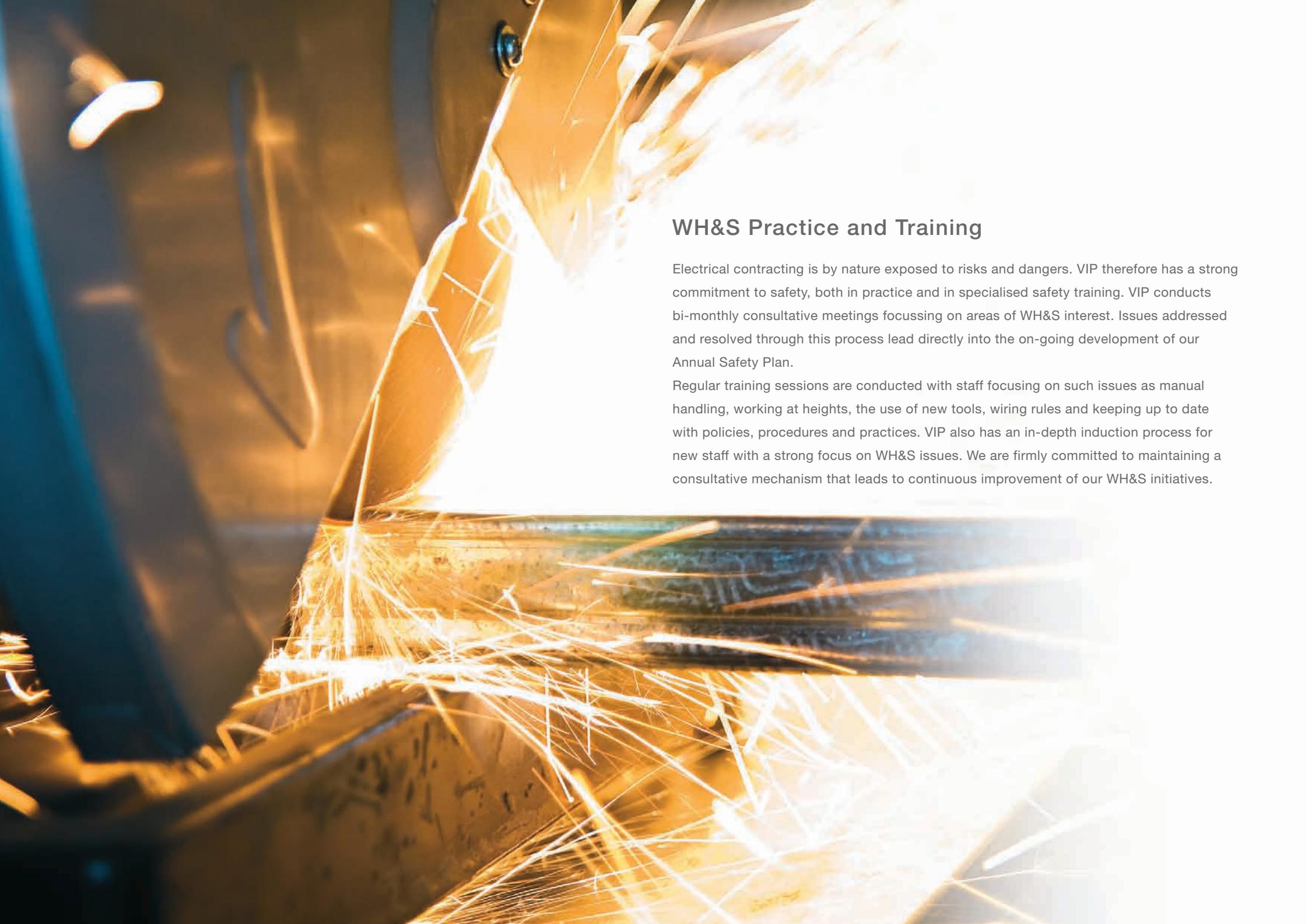
8.0 Quality Assurance

VIP Electrical is a quality endorsed company. We are committed to total quality management and have adopted Quality Assurance as part of our overall Strategic Plan.

Our Quality Assurance Program reflects a total commitment to quality in our design, installation, service and maintenance work.

The systems that guide all our work are in accordance with ISO 9001:2000. This high level of certification reflects our commitment to good QA practices throughout the business. The result of this is evidenced in the consistency of our work output and our focus on getting the job done right the first time.

We provide our staff with personal and professional development training to teach concepts of personal and professional self management. This creates a focus on excellence in each of our team members and helps to maintain our professional public profile.



WH&S Practice and Training

Electrical contracting is by nature exposed to risks and dangers. VIP therefore has a strong commitment to safety, both in practice and in specialised safety training. VIP conducts bi-monthly consultative meetings focussing on areas of WH&S interest. Issues addressed and resolved through this process lead directly into the on-going development of our Annual Safety Plan.

Regular training sessions are conducted with staff focusing on such issues as manual handling, working at heights, the use of new tools, wiring rules and keeping up to date with policies, procedures and practices. VIP also has an in-depth induction process for new staff with a strong focus on WH&S issues. We are firmly committed to maintaining a consultative mechanism that leads to continuous improvement of our WH&S initiatives.

9.0 Occupational

Health Safety and Welfare

WH&S Policy

Vip Electrical is totally committed to the effective management of Occupational Health, Safety & Welfare. In fulfilling this responsibility we have a duty of care to provide and maintain a working environment that is safe and without risks to health.

Vip Electrical aim to minimise the risk of workplace injury & illness of our employees & other persons (visitors, contractors, subcontractors, labour hire, volunteers) by adopting a planned & systematic approach to the management of Occupational Health, Safety & Welfare (OHSW), including the provision of resources to support its implementation.

The objectives of this policy are to ensure:

- All hazards & risks to Health & Safety are identified, assessed & where they cannot be eliminated, are effectively controlled.
- Commitment to consultation, effective rehabilitation and claims management.

To achieve these objectives, Vip Electrical shall:

- Ensure legislative compliance by the continual review of all policies and procedures against the requirements of the OHSW Act 1986, OHS&W Regulations 1995, Workers' Rehabilitation and Compensation Act 1986 and any other applicable Standards and Codes of Practice to guarantee continuous improvement with our OHS&W Management System.
- Ensure the policies and procedures guide Managers, Supervisors and employees in carrying out their responsibilities.
- Ensure all employees have the opportunity to participate in the development and review of all Vip Electrical policies and procedures via consultation.
- Ensure safety practices and procedures are implemented and maintained throughout the Company that are relevant to the operational activity, comply with statutory requirements and promote the involvement of all personnel in the maintenance of a safe working environment.
- Commit to utilising appropriate internal &/or external expertise when required.
- Provide the training, instruction and supervision necessary to support Occupational Health & Safety in the various areas of Company activity.
- Plan to integrate other Management Systems, such as our Quality Management system.



10.0 Environmental Policy

POLICY

VIP Electrical has a total commitment to protection of the environment and to achieve a high standard of corporate citizenship by recognising its responsibilities to protect and enhance the environment.

RESPONSIBILITIES

To implement this policy VIP Electrical will:

- Demonstrate Due Diligence in developing and maintaining environmental standards for use in its operations and to comply with all applicable laws and regulations;
- Investigate and report fully upon any areas of environmental concern or any mishaps accidents or incidents;
- Consider the environmental impact of any new proposed operations and the environmental importance of continuing present operations giving due consideration also to the long term implications to health, safety and the environment, with respect to the use of goods and materials procured by VIP Electrical and the ultimate disposal of wastes; and
- Ensure a more effective understanding of environmental issues and the management of them during operations by increasing, through training, the skills of its personnel, particularly with:
 - The use and storage of chemicals and hazardous substances;
 - The recycling and disposal of waste in a safe, clean and efficient manner;
 - Control of airborne contaminants; and
 - The conduct of regular environmental audits.

All persons who are responsible for the work activities of other employees and persons on site will be held accountable for:

- Demonstrating Due Diligence by identifying practices and circumstances that could lead to the injury or ill health of employees, members of the public or the environment;
- Demonstrating Due Diligence by implementing steps to prevent and control such situations; and
- Reporting, where appropriate, any such practices, circumstances, mishaps, accidents or incidents to the Project Manager / Operational Services Manager.

Contact

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