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# Company Profile

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## Company Details

**Company Name:** Power Lines Inspections & Maintenance P/L

**Trading Name:** Pole Power Inspections & Maintenance

**ABN:** 78 073 883 968

**ACN:** 073 883 968

**Business Address:** Lot 2 Brickworks Court, Glenella QLD 4740

**Postal Address:** PO Box 10084, Mount Pleasant QLD 4740

**Telephone (Office):** 0438 425 624

**Fax:** (07) 4942 0865

**Mobile:** 0427 575 724 (Director / General Manager – Justin Fraser)

**Email Address:** [accounts@polepowermackay.com.au](mailto:accounts@polepowermackay.com.au)

**Website:** [www.polepowermackay.com.au](http://www.polepowermackay.com.au)

**Public Liability Limit:** \$20 Million

**Insurer:** One Underwriting Pty Limited

**Policy Number:** AFON00943 PLB

**Truck Owners:** Global Transport & Automotive Insurance Solutions

**Policy Number:** CPG20114938-2

**Contract Works:** Insurer: CGU Insurance Ltd

**Policy Number:** 01D 619070103

**WorkCover Policy Number:** WAB111078097

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## **A Brief History**

*Pole Power is an independent Mackay based business that has been operating successfully under the direction of General Manager/Director Mr Norman Fraser, since May 1996, when Company operations officially commenced. Prior to establishing his own business, Mr Fraser was employed by the Mackay Electricity Board for a period of 25 years. The experience and knowledge gained during his many years of employment with the MEB have proven to be invaluable tools. His skills and expertise are quite evident throughout all areas of the business and the extremely high standard that his Company offers is a testament to his dedication to the industry.*

*In 2013 Norm Fraser retired and Justin Fraser took over Directorship and Management of the business. Justin Fraser has over 19 years experience in the Electrical Industry and commenced his Apprenticeship with Pole Power. Since Mr Fraser's inception the business has continued to succeed and maintain it's high standard.*

*Our Company provides a power line construction and maintenance service to Power Authorities and has a policy of achieving the specified quality requirements of the contracts it enters into with its customers. In addition, we are committed to providing service to our clients and developing long term relationships to ensure the best outcomes for our clients, the public and our Company. Pole Power is a quality and safety conscious Company and we believe that through achieving client satisfaction we will develop trust and earn the respect of our customers as a Company that is able to meet their requirements efficiently.*

*Until December 2001, Pole Power was the successful tender for the vegetation management contract with Ergon Energy – Mackay. Our Company had held this contract in the Mackay region for a period of 5 years, however as the area to be managed increased beyond our scope, the decision to expand the power line construction and maintenance area of the business was made.*

*The majority of the Company's experience in the electrical industry has been with Ergon Energy Corporation Ltd – Mackay, Gladstone, Rockhampton, Emerald and Longreach. Over time Pole Power was the successful tender on numerous contracts for the construction and maintenance of overhead power lines.*

*In September 2002 Pole Power was the successful tender for Minor Construction and Maintenance Works on Overhead Powerlines in both the Central and Northern regions of Queensland. Works in the Northern region covers an area from Cardwell to Bowen to the Queensland border and the Southern region covers the area from Bowen to Miriam Vale to the Queensland border. The value of works in both regions was in the vicinity of \$3 million per year.*

*In July 2004, Ergon Energy Corporation Ltd named Thiess Services as their Preferred Contractor in the Central Queensland region. In August 2004, a contract was signed between Pole Power and Thiess Services Pty Ltd to ensure that our company continues to operate as a prominent contractor on all work projects issued by Thiess Services. Pole Power still holds this contract with Thiess Services.*

*Also in November 2004, Pole Power was contracted by Telstra Corporation to perform ongoing maintenance of their overhead network.*

## **Motor Vehicles & Equipment**

### **Estimated Value of Plant Machinery and Equipment \$1.5 million**

- 8 tonne Proline drilling machine mounted on 2007 Mack Metroliner rigid body bogie drive. Complete with crane and augers for foundation drilling and pole erection.
- Fully equipped 2004 Mitsubishi Canter Duel Cab Line Construction Truck. Includes generators, wire rope jacks, cumalongs, drills and 100 stringing rollers
- 15mt Abbey Elevating Work Platform insulated to 66kV. The unit is mounted on a 1998 Isuzu FTR Series Truck.
- 15mt Aichi Elevating Work Platform insulated to 66kV. The unit is mounted on a 2012 Hino GT Series Truck
- 2014 Toyota Landcruiser GXL Dual Cab 4WD Utility.
- A vast selection of tools – both power and manual

## **Pole Power Staff**

Pole Power currently employs six staff. On staff we have 3 Electrical Linespersons, 1 Trades Assistant and 1 Plant Operator. Overall our staff have over 30 years of experience in the power industry.

### **1. Management Commitment**

#### **1.1 Policy Statement**

It is the policy of our Company:

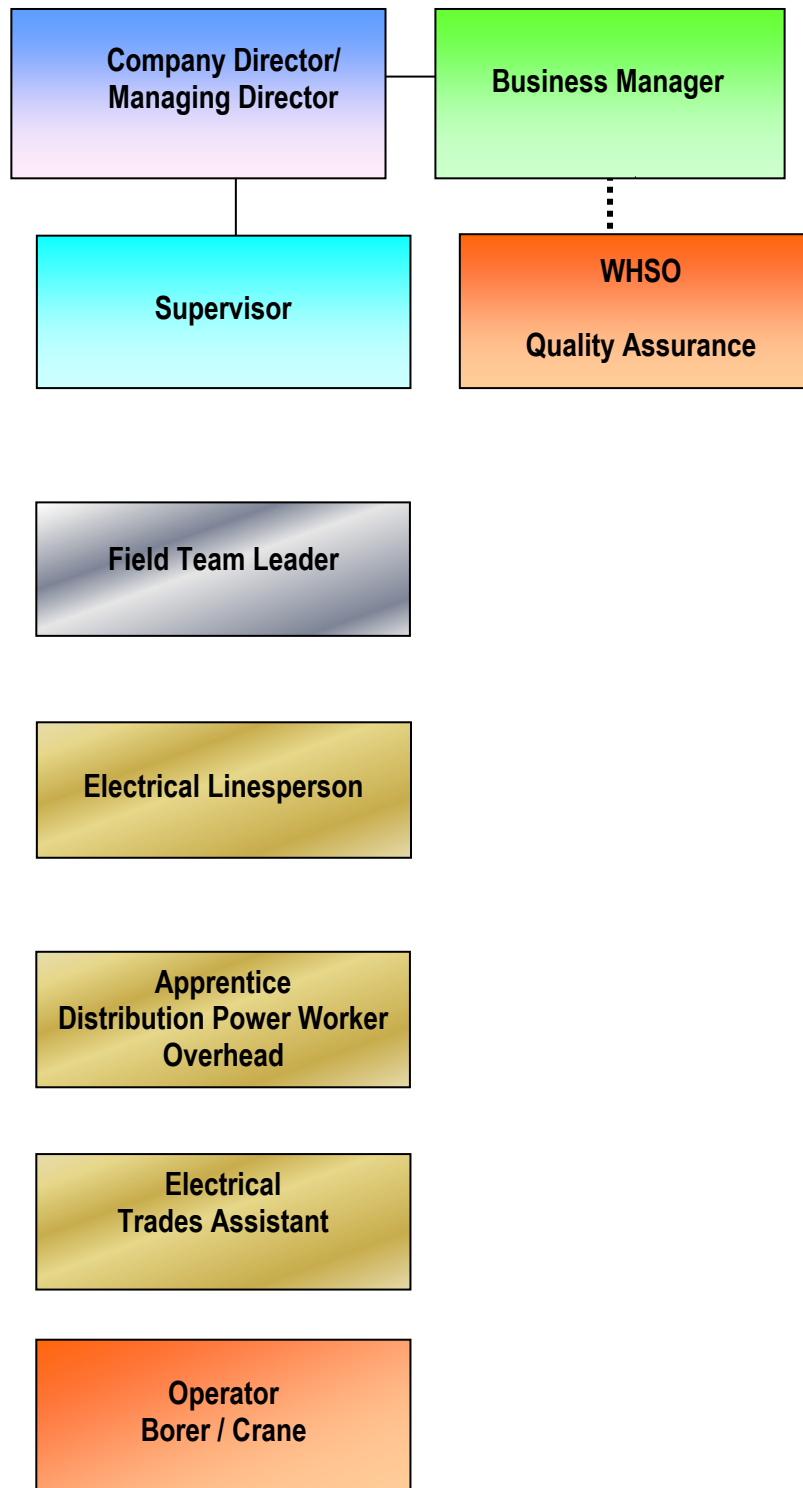
- To work with our clients, consultants, and authorities
- To deliver our projects to clients on time and within budget
- To provide evidence throughout that all work has been achieved in accordance with the contract specified requirements
- To work in a safe and healthy manner
- To ensure that environmental integrity is maintained

Our objectives are:

- To reduce overall costs through reduced rework and waste
- To provide a healthy and safe workplace
- To maintain the environmental integrity of the areas we work in
- To ensure that our suppliers and subcontractors operate with the same objectives in mind
- To strive for continued improvement of service delivery through measurement of waste and rework

We achieve this by having a trained and committed workforce who know and understand the operations of our Management System.

## 1.2 Organisational Structure



### **1.3. Roles and Responsibilities**

#### **(a) Company Director/Managing Director**

The Director has the ultimate responsibility for the Company and its operation.

The Managing Director is responsible for:

- The overall management of all Company activities and employees
- Dealing with and responding to any customer complaints
- The recruitment and selection of staff and the monitoring of ongoing training of employees
- The establishment and maintenance of the Company's Quality Policy and the achievement of the Company's Quality Assurance objectives
- Ensuring that audits of the Quality system are carried out, making changes as required to maintain the currency of the Quality system documentation with the standard and Company objectives
- Ensuring the effective application of the Quality System to all contract works

#### **(b) Business Manager**

The secretary /quality officer is responsible for:

- Receiving and recording all enquiries and messages received via the office telephone
- The allocation of work received via the office telephone
- The Company's administrative activities including banking and the monitoring of accounts receivable, accounts payable and Company payroll
- Monitoring and payment of all Company accounts



**(c) Supervisor**

The Operations Manager /Estimator is responsible for:

- The preparation of quotations as required.
- The preparation of written tenders and review to ensure adequate allowance is made for the works.
- The review of all contracts when awarded.
- Purchasing of all required materials and equipment to ensure the Company's ongoing capability to meet customer requirements.
- Managing the project process including site management and administration.
- Environmental impact studies and preparation of required documentation.

**(d) WHSO / Quality Assurance Officer**

The Occupational Health & Safety Officer is responsible for:

- Safety meetings and associated reports.
- Identifying safety issues requiring attention and reporting to Operations Manager.
- Ensuring that safe working conditions are maintained at all times.
- Preparation of safe work method statements.
- Implementing the Safety Management System – policies and procedures
- On site audits.
- Monitoring and implementation of the Quality System

**(e) Field Team Leader**

The field team leader is responsible for:

- Completion of risk and hazard analysis documentation.
- Ensuring all workers perform the assigned duties in a safe and workman like manner in accordance with the requirements of the Company's Quality System.
- Immediate notification of non-conformances to the Managing Director.
- Day to day site management.
- Ensuring that refresher training required is carried out within a time frame.

### **(g) Electrical Linesperson**

The Electrical Linesperson must hold a Queensland registered Competency Certificate as an Electrical Linesperson and is responsible for:

- The construction and maintenance of overhead power lines.
- The removal and trimming of trees from overhead power lines.
- Ensuring that safe working conditions are maintained at all times.
- Ongoing maintenance of line construction tools and equipment.
- Ensuring that all equipment is tested and tagged.
- Ensuring that construction standards are of a high quality.
- The satisfactory performance of assigned duties in a safe and workman like manner in accordance with the requirements of the Company's Quality System.
- The supervision and training of the Trainee Linesperson.

### **(h) Trainee Linesperson**

The Trainee Linesperson is responsible for:

- Performing electrical work to the limit of the modules completed through an accredited trainer.
- Ensuring that all work performed is supervised by a qualified Electrical Linesperson.
- Ensuring that safe working conditions are maintained at all times.
- Ongoing maintenance of line construction tools and equipment.
- Maintaining entries into the Trainee Linesperson log book.
- Ensuring that refresher training is carried out within a time frame.

### **(j) Electrical Trades Assistant**

The Electrical Trades Assistant is responsible for:

- Understanding the requirements of an Electrical Linesperson.
- The upkeep of the Company's line construction vehicles and equipment.
- Ensuring that safe working conditions are maintained at all times.
- The satisfactory performance of assigned duties in a safe and workman like manner in accordance with the requirements of the Company's Quality System.

**(k) Crane/Borer Operator**

The Crane/Borer Operator is responsible for:

- The safe operation of the Company's Crane/Borer.
- Holding a minimum 10 tonne slewing crane ticket.
- Providing assistance to the Electrical Linesperson.
- Ensuring that all lifting equipment is tested and tagged at all times.
- Ensuring that safe working conditions are maintained at all times.
- The satisfactory performance of assigned duties in a safe and workman like manner in accordance with the requirements of the Company's Quality System.

## 1.4 Customer Satisfaction

Pole Power prides itself on providing a high quality service that is always delivered on time and on budget.

Pole Power is a quality and safety conscious Company who believes that through achieving customer satisfaction we will continue to develop trust and earn the respect of our customers as a Company that can meet their requirements efficiently.

By maintaining a system based on commitment to customer satisfaction our Company can ensure that the highest customer satisfaction levels are maintained at all times.

## 2. Contracts

Pole Power has secured and completed the following contracts in recent times:

- (1) Contract Name: Replacement of SWER Poles – Central Region  
Location: 100 km radius of Aramac  
Commenced: 28 October 2002  
Completed: 15 November 2002  
Price: \$173,800  
Brief Description: Replacement of 260 poles in existing, normally energized 19kV SWER lines
  
- (2) Contract Name: Minor Construction and Maintenance Works on Overhead and Underground Powerlines in Central and Northern Regions  
Location: Various sites throughout Ergon Energy central and northern regions of Queensland.  
Commenced: September 2002  
Completed: Expiry date of contract – September 2003  
Price: \$900,000  
Brief Description: New constructions, augmentation and maintenance of underground and overhead power lines. Assist in addressing a number of high-risk issues known as P1 and P2 asset defects.
  
- (3) Contract Name: Replace Poles in Ergon Energy Central Region  
Location: 1,000 km radius of Mackay  
Commenced: 30 April 2003  
Completed: August 2004  
Brief Description: Defect Remediation – Replacement of Poles in existing, normally energised SWER, 11kV, 33kV, and LV lines.

- (4) Contract Name: PCP 72 Construction and Maintenance of Overhead Power Lines in the Central Queensland region  
Location: 1,000 km radius of Mackay  
Commenced: 01 August 2004  
Completed: 31 August 2016  
Brief Description: Installation of new overhead powerlines, transformers services street lighting and ongoing maintenance of existing equipment.
- (5) Contract Name: PCP 125 Construction and Maintenance of Overhead Power Lines  
Location: 1,000 km radius of Mackay  
Commenced: 1 April 2019  
Brief Description: Installation of new overhead powerlines, transformer services street lighting and ongoing maintenance of existing equipment.

### **3. Quality Policy**

Pole Power has a quality system in place, which is both documented and operational and serves as verification of the Company's commitment to an operational plan in the form of a Quality System. The Quality Manual describes policies, management structure, responsibilities and authorities and systems by which the control of quality is managed and the assurance of quality is generated. Our quality system is based on a standard that conforms to the requirements of AS/NZS ISO 9001:2015 *Quality Management Systems*.

Both management and staff fully support and are committed to Quality Management and quality of service and safety within the Company. We recognise that only by continually striving to do the job right and by fulfilling our obligations, can the Company provide assurance to its customers of its quality and reliability and so earn the right to be their preferred contractor.

### **4. Purchasing**

To ensure that all products purchased meet critical specifications and that those products or services, which may have a critical bearing on a project, including quality, health and safety and environmental issues, are of the necessary standards, our Company only use suppliers and subcontractors who have been assessed and approved.

### **5. Document Control**

Our Company maintains documented procedures to ensure effective control of all relevant documents or data that impact on the quality of the business' service and on the health and safety and environmental requirements of the Company.

### **6. Training**

#### **Ongoing Skill and Safe Work Training**

Pole Power provides regular training for staff to ensure they are equipped to perform their tasks safely and efficiently. Our safety management system includes a training needs analysis and training and assessment scheme which help to identify our training requirements.

### **7. Health and Safety**

The Organization has defined its Health, Safety and Environmental Management Manual and has ensured commitment by implementing a Project Safety Plan which is based on Occupational Health and Safety Management Systems AS/NZS 4801:2001. The key principles and elements of Pole Power's Project Safety Plan are used to control health and safety issues in our working environment.

## **8. Human Resources / Technical Ability**

Pole Power has in its employ trained and competent staff to carry out our work effectively and efficiently. Ongoing skills and safety training are an intricate part of our Company operations and this practice ensures that the highest level of competency is maintained.

Ventia and Ergon Energy regularly conduct random Workplace, Health & Safety audits on work sites.

## **9. Financial and Insurance Status**

Pole Power has a structured financial system in place. The business is a registered Company – Powerlines Inspections & Maintenance Pty Ltd T/A Pole Power (ACN 073 883 968) and has been registered for GST since July 2000 (ABN 78 073 883 968). The Director of the Company have an involvement in the financial control of Pole Power.

The Business Lending Manager at National Australia Bank provides financial guidance and advice.

The Company employs as its accountant, Mr Frank Shepherd of Shepherd and Dudley P/L to provide advice and fulfil all requirements of taxation and Company reporting responsibilities. A bookkeeper is employed by the Company to ensure the smooth accounting operation of the business.

Pole Power's plant, motor vehicles and equipment are all fully insured with Aon Insurance Services. Public Liability Insurance of \$20M is covered by One Underwriting Pty Limited. A *Certificate of Currency* is available on request.

In 2001, as part of a pre contract qualification, an extensive audit of our Company was carried out by Dunn & Bradstreet (Australia) Pty Ltd. The results showed Pole Power to be well above average in terms of financial stability and capability.

## **10. Industrial Relations**

Pole Power meets its obligations under the Federal and State Workplace Relations Act and federal and state awards. Our company has a Union Approved Fair Work Enterprise Bargain Agreement in place known as Powerlines Inspections & Maintenance Pty Ltd Electrical Supply Industry Queensland Enterprise Agreement 2018 – 2021.

All workers are properly engaged as employees. Our record of safety is impeccable.