

INGAL **EPS**

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Structures

INGAL **EPS** Lighting and
Telecommunications'
Newsletter
Quarter 1, 2013



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A Message from John Treacy



Welcome to our second edition of *Structures*, **INGAL EPS**'s customer newsletter. This edition features case studies of our involvement in major projects, profiles from our customers, and product overviews. We also have an article on one of our agents, Illuminating Solutions. We have four agents operating for us in the Northern Territory, Tasmania, North Queensland, and the Australian Capital Territory; you will see further profiles of these agents in future editions. Our agency relationships are an important way for us to maintain a National representation, and to ensure that we provide the best pole solutions.

Following our last edition, I had feedback from customers asking why they weren't asked to have their profile in *Structures*. These comments made me review whether the customer profile section was of value. Having done this review I believe that it is important to profile our customers. Unfortunately, we cannot fit every customer in each edition, however over time we will endeavor to have a significant profile coverage of customers from all Australian states. Our customers are extremely important to us and I would strongly recommend that you contact us should you wish your profile in *Structures*.

In the past quarter, we have finalised the structure of our state sales teams. We have seen a significant change in personnel in some states, particularly Western Australia where we have a totally new team. We now have an extremely capable and talented team of professionals to assist you. Our new team, combined with our ever improving stock range and project management will see us continue to grow on our strengths.

We are also continually reviewing the feedback that we received in our Customer Survey, conducted earlier in the year. By no means have we concluded this journey, as there are still a number of improvements to our business that are in the planning stage. While we are still to be satisfied with our service levels, I am hopeful that, in general, our service levels are improving and the internal changes that we are making are of value to you. Some of these changes have included:

- The changes I discussed in our people to ensure that we have the most capable and talented team in our industry.
- A review of our stock range held in our capital city warehouses; this has seen us broaden and deepen the range of products.

- Improvements in order-tracking to give you better visibility on the status of your order.
- Enhancements to our supply chain with direct deliveries into most capital cities from our off shore Valmont plants.
- New telephone software to ensure that when you call us we will answer your call or you can leave a voice mail message.

Some of these changes may sound simple, but they are all aimed at making **INGAL EPS** easy to do business with and to ensure that we are the industry leader in the manufacture and supply of poles.

For us, the market place has been mixed over the last quarter, with our business also exposed to Australia's two speed economy. We have used this time as an opportunity to become smarter in terms of our operations, supply chain, and logistics, so that we can better serve our customers. Our aim is to ensure that we respond as best we can to your needs, and together our businesses will become stronger for the long term. Our parent company, Valmont, continues to experience strong results.

I hope you enjoy reading this issue of *Structures*.

Regards,

John Treacy

National Sales Manager



Meet the Team

From Left: Glynis Preston, Shayne Reilly, Adam Bremner, George Georgopoulos

Perth, WA

INGAL EPS's success as Australia's leading manufacturer of quality poles and columns can be attributed, in part, to our dynamic sales team and their commitment to customer satisfaction. Over the next few issues, we will be re-introducing you to the people that help make **INGAL EPS** what it is, and what better way to start than by introducing you to the new Western Australia Sales Team?

The Perth team is made up of a Territory Manager (Adam Bremner), two Internal Sales Staff (Shayne Reilly and Glynis Preston), and the State Manager (George Georgopoulos).

Territory Manager Adam Bremner comes to **INGAL EPS** having recently held similar positions within the commercial/residential construction, mining communication, and material handling industries. He has also worked on large scale projects with public and private enterprises, most recently the Fletcher Building. Outside of work, Adam plays a vast array of sports including cricket and football. He is also an avid 4WD enthusiast and enjoys getting away from the CBD as often as he can.

Perth's Internal Coordinator, Shayne Reilly has been with **INGAL EPS** WA the longest. Shayne has nine years of experience in customer service and sales. Prior to joining **INGAL EPS**, Shayne held the position of Administration Officer at the Department of the Premier and Cabinet, however, it was her enjoyment of sales that motivated her to pursue a career with **INGAL EPS**. When this Media, Marketing, and Advertising graduate is not assisting customers, she can usually be found at the beach, enjoying some rays and a good tune.

The most recent edition to the WA sales team is Glynis Preston, who comes to **INGAL EPS** having previously held a dual internal and external sales position in the compressed air

industry, as well as the on-line process control industry. With over 28 years in the workforce, Glynis is an invaluable member of the **EPS** team. Away from the office, the South African native is usually spending time with her husband of 25 years and her 13 and 16 year old sons.

Finally there is the new South Australia, Northern Territory, and Western Australia state manager, George Georgopoulos. Coming from a position within BlueScope Steel, Adelaide-based George spends a majority of his time commuting between Adelaide and Perth. However, when he's not in the office or working from the departure lounge, George is usually the designated taxi driver for his daughter and two sons, dropping them off to one of their many sporting events. He's also an Adelaide Crows supporter, but we won't hold that against him.

Each member of the Western Australian Sales Team is energetic and committed to providing our customers with the best in customer service and product. We encourage all of our Western Australia clients to get in touch with the staff either by phoning **1800 623 302** or by stopping by the office, now located at 38 Truganina Road, Malaga.

Regards,

Joanna Forsyth
Marketing Coordinator



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Lowering Systems

INGAL **EPS** has a wide range of systems to suit any of your lowering requirements. Our system ranges from Seesaw Poles through to Individual Lowering Devices, Powerlift Columns, and High Mast Systems. Whether you are maintaining a single camera or multiple luminaires, our team can recommend the best option.



Queensland

Coomera Sports Park

The Coomera Sports Park is a key regional sports and recreation precinct for the Gold Coast City Council. Located on Beattie Road (adjacent to Dreamworld), the park was developed to accommodate the steady growing population within the north of the Gold Coast. Over the past decade, Coomera Sports Park has expanded to include a number of sport and recreational events, including Australia Rules, Rugby Union, Touch Football, Cricket, and most recently Rugby League.

Based on quality of service and product, **INGAL EPS** was chosen from tender to supply Coomera Sports Park with an upgraded lighting package. This consisted of 8 x 20m poles for the sports fields and 6 x 6m poles for the car park.

INGAL EPS provides a wide range of products for all floodlighting requirements, and has floodlighting poles installed at some of Australia's most well-known sporting grounds. No Floodlighting project is too large or too small for **INGAL EPS**, and we hold common sizes of Floodlighting poles in stock at many of our sites. For more information, please visit our website: www.ingaleps.com.au or call **1800 623 302** to speak to one of our friendly sales staff.





Victoria



Dandenong

If you have been down to Central Dandenong Station recently, you will have noticed a change in the skyline; in particular the 28m mirror pole at North Plaza. Nilsen (Vic) Pty Ltd, a family owned Australian electrical business and a regular customer of **INGAL EPS** for over the past 25 years, recently worked with **INGAL EPS** in tailoring a feature pole for the social and economic centre of South East Melbourne that is Dandenong.

Inspired by a similar pole at the YAS Marina circuit in Abu Dhabi, the feature pole is fitted with five Siteco R3 Maxi luminaires that are directed towards a canopy of 91 Siteco Mirrortec reflectors. The supply and lighting design of the Siteco luminaires and Mirrortec reflector system was carried out by Sylvania Lighting Australasia. It was the complexity of the project that required **INGAL EPS** to utilise its extensive engineering expertise to design and supply the product.

Valued at \$78,000, the pole was manufactured at **INGAL EPS**'s manufacturing facility in Brisbane, Queensland and is believed to be the only pole of its kind in Australia.

As part of a global network of trained specialists, **INGAL EPS** has access to numerous engineering and manufacturing facilities worldwide. The design of lighting structures is an important component in any streetscape or public area and not only serves a practical use, but can aid in setting the tone or mood that the designer is trying to convey. **INGAL EPS** has a wide range of designs to choose from and can also collaborate with the designer to develop a new or varied appearance. For more information on **INGAL EPS**'s design services and decorative poles, visit www.ingaleps.com.au or call 1800 623 302.



New South Wales

Drummoyne Oval

Situated along the Parramatta River within Sydney's inner-western suburb of Drummoyne is the Drummoyne Oval and Taplin Park sporting facilities. Built in 1931, the oval is now home to the Balmain Cricket Club, as well as host for professional NRL matches, and local Rugby Union and AFL matches. The local community of Drummoyne has, traditionally, been strongly involved in supporting several sporting codes. Recently, however, the existing lighting systems had become inadequate to provide efficient lighting for national level competitions.

To further improve the usage of the facilities and to also attract new events/games to the grounds, night use needed to be a viable option. Improvements were required to meet

the minimum standard for top level games to be held. As such, the City of Canada Bay gained additional funding from several resources (including Federal Government) to fund the project.

INGAL EPS submitted and won the tender for the supply of lighting towers for Drummoyne, which required the design of the poles to meet all safety requirements including movement under extreme wind conditions, as well as providing safety systems for workers maintaining the light fittings in the future. **INGAL EPS** supplied the poles to meet all necessary requirements whilst minimizing the weight of the poles and aiding the efficient and cost effective footing and foundation design.

Images courtesy of the Sydney Sixers





Western Australia

Fortescue Metals Group: Thomas Yard

Since its first iron ore shipment in 2008, Fortescue Metals Group has become the third-largest iron ore mining company in the Pilbara region, behind Rio Tinto and BHP Billiton. FMG's purpose-designed railway currently services Solomon, Cloudbreak, and Christmas Creek mines, and, with a 40 tonne axle load capacity, it is the heaviest haul line in the world. Each Fortescue train carries up to 32,880 tonnes of iron ore across 240 freight cars, totalling 2.7km in length; a \$50million dollar upgrade to facilitate an expanded railway network will ensure an increased capability of handling 155 million tonnes of ore per annum.

Included in the expansion was an upgrade to Thomas Yard, Fortescue's initial rail operations centre and locomotive workshop. It was **INGAL EPS**'s ability to provide a cost-effective solution for vehicle safety that resulted in **INGAL EPS** providing 73 hinged poles to the site. Furthermore, **INGAL EPS**'s ability to provide the product ahead of schedule and to standard has established **INGAL EPS** as a recurring supplier for The New Force in Iron Ore — Fortescue Metals Group.



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INGAL **EPS** thanks a valued member of the team

Our Victorian and Tasmanian State Manager, Mike Brockhus celebrated his 30th anniversary with **INGAL EPS** in October 2012. Mike has been with **INGAL EPS** since the 1980's when we were known as Riverton Engineering. As an engineering graduate, Mike started off as a draftsman with Riverton and has seen the company through many changes.

We would like to thank Mike for his valuable contribution to **INGAL EPS**. Please join us in celebrating this significant achievement.

Thank you and congratulations, Mike!



30 YEARS



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Actively involved in the Australian pole market since 1969, **INGAL EPS** has striven to lead the industry in research, design, innovation, and quality of both product and services.

As a Valmont Company with access to global resources, **INGAL EPS** has established industry benchmarks including Seesaw, **SWINGSAFE™**, and Impact Absorbing poles.

1800 623 302

[INGAL**EPS**.com.au](http://INGALEPS.com.au)



Victoria

Footscray to Deer Park Rail Upgrade

In response to the rapidly growing Victorian population, the Australian and Victorian government have invested \$3.225 billion towards Regional Rail Link, Australia's largest public transport infrastructure project and Melbourne's first new major rail line in 80 years. The project will increase the size of Victoria's rail network by laying 90km of new track. A section of the project from Footscray to Deer Park includes upgrades to Footscray station, major bridge works, laying over 7.5km of new track, and modifications to the metropolitan signaling system from Footscray to Sunshine.

Having worked with Thiess on projects such as the Newport Stabling Siding, and the Wonthaggi Power Station for the Desal Plant, **INGAL EPS** was contracted to supply 3x 18m temporary telecommunication poles; 36x 12m lighting poles

for the car parks; 17 x 12m joint use lighting and CCTV poles (which were specifically designed for this project); and 13 x 4m CCTV poles to the Footscray – Deer Park Rail Upgrade and will also be supplying similar products to stage two.

From the beginning, **INGAL EPS** was able to work closely with the alliance in supplying a fully engineered, Department of Transport approved product. Our design and structural engineering services team can provide you with the most comprehensive in-house design, engineering, and drafting services in the industry. Utilising the latest technology, the **INGAL EPS** team is able to work closely with our client from project conception to providing the ultimate design and engineering solutions.



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STRUCTURES

INGAL **EPS** LIGHTING
QUARTER 4, 2012



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An Invitation to Submit:

Customer Profiles

The general focus of **INGAL EPS**'s newsletter, *Structures*, is to provide our customers with up-to-date information and developments within the company. The newsletter encourages diversity through mutually beneficial marketing opportunities.

We would therefore like to invite contributions to the publication in the form of customer profiles. We also welcome contributions that highlight collaborations between **INGAL EPS** and customer projects.

We suggest that case study submissions to *Structures* be limited to finalized projects. By this, we mean contributions that present completed projects.

For more information regarding formal instructions for authors, or to submit your profile please email: marketing@ingaleps.com.au

Illuminating Solutions



bright ideas

bright - a. emitting or reflecting much light or filled with light, shining, brilliant, vivid, quick witted, intelligent.

ideas - n. conception of standard or principle to be recognised or aimed at, a mental perception, conception of reason, a belief, aim or purpose.

Customer Profile: Illuminating Solutions

INGAL EPS has been supplying product to the Australian Capital Territory, Riverina Region, and the Southern Regions of New South Wales for over 25 years as both **INGAL EPS** and Riverton Engineering. This has been achieved through our ongoing relationship with our Agents, Brian Aitchison and Donald Kelly, from Illuminating Solutions.

Established in 1999, Illuminating Solutions was created to provide access for the electrical industry to a wide variety of lighting and electrical products. Their diverse range is provided by a series of agency agreements, such as the one with **INGAL EPS**, which enables Illuminating Solutions to give a full range of both products and services. This unique partnership has gone from strength to strength, allowing **INGAL EPS** and Illuminating Solutions to become the leading lighting pole supplier in the region.

Based in Mitchell, ACT, Illuminating Solutions is able to service the electrical industry within the Southern and South Western Regions of New South Wales, as well as all of the Australian Capital Territory, with a wide variety of lighting and electrical products.

With a clear focus on providing the strength of an Australian and International Manufacturer with the service and support of well-respected and knowledgeable contacts, Illuminating Solutions, together with **INGAL EPS**, has continued to supply Streetlighting, Floodlighting,

Communications, and Specialty Projects for the past 12 years on projects such as:

- Street Lighting for **Ginninderra Drive**
- Floodlighting and Street Lighting for **Parliamentary Triangle**
- Floodlighting and Street Lighting for **Canberra Airport**
- Floodlighting for the **Prime Minister's Hanger**
- Carpark, Pathway, and Floodlighting for the **Australian Institute of Sport**
- Floodlighting for the **National Hockey Centre**
- Stadium Tower Lighting for **Robertson Oval**
- And Various 3G and Satellite Communication Towers.

INGAL EPS is proud to have Illuminating Solutions as their Agent for the Australian Capital Territory, Riverina Region, and the Southern Regions of New South Wales. We look forward to continuing to provide the best products and services to our customers and electrical communication industries within these areas. 25 years! Well done, Illuminating Solutions!



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Toll Free • 1800 623 302

Email • sales@ingaleps.com.au

Web • www.ingaleps.com.au

Did you know that **INGAL EPS** is now on: LinkedIn, Twitter, Facebook, Google+, Industry Search, and Project Link?

Follow Us online, join our conversations, and engage with our team all around Australia.



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