

# METRONews

**SPRING EDITION  
SEPTEMBER 2019**



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**BIG ENOUGH TO  
DELIVER, SMALL  
ENOUGH TO CARE**



## WELCOME EVERYONE TO THE SPRING EDITION OF METRONEWS

I am delighted to join the Metromix business and be part of a team with a focus on improving the performance of the business and to create growth where opportunities present. The business has a proud history of doing great things and has a desire to continue this. Since joining the business and conducting an extensive review, I have added an additional element to the company "mission statement" and that is to be a "sales and customer focused organisation". This does not mean that we take our focus away from having a safety first culture, doing business within a legal framework, ensuring we have happy and productive employees and contractors and having good community and regulatory relations; it means that we put sales and customers at the centre of what we do and we strive to make every interaction a positive one regardless of the role we play in the business. Someone once said to me "if you are not serving a customer, serve someone that is". If we can create a great customer experience this will be our point of difference that will enable us to stand out in the market.

We should be proud of the work we are doing to improve the performance of the business in many areas. An excellent example of this is the Silverwater upgrade. This showcases good planning, a well-executed construction phase and great teamwork. Brendan and the team should be congratulated, at delivering this project on time and within budget. Our next project will be the Cromer upgrade and the Silverwater project provides us with confidence the performance can be repeated.

However, it is pointless having great plants, quarries and vehicles unless we have sales to support the investment. As such, we are working hard with the Sales Team to increase the number of opportunities we can quote to improve the level of sales to support our capital expenditure. We are implementing a few simple initiatives like using "flyers" to inform the market about why we are different and one, on-site safety. The next initiative will be to use digital technology to enable all of the business to help grow sales. If we can make every employee and contractor a "lead generator", we will be able to increase our market coverage and help us to achieve our individual

and company goals. You will hear more about this initiative in the coming weeks.

We will soon be heading into the final quarter of 2019. We intend to pull out all stops to make it a successful year. I know everyone is aware that the market is not as strong as we would like it to be. This will require us to, not only look to grow sales volume and revenue, but to also control our costs. The Managers in the business are looking at all opportunities on the cost front without impacting the business. This will require good thinking and input from everyone. If you see waste in the business please let us know as waste increases cost. Eliminate waste and you lower cost.

Finally, I would like to thank everyone for making me welcome and I look forward to continuing the great conversations I have been having around the business and your input as to how we can improve our performance in 2019 and beyond.



A handwritten signature in black ink, which appears to read "G. Simpkin". The signature is fluid and cursive.

**Glenn Simpkin**  
General Manager

## OUR NEW TEAM MEMBERS



Glenn Simpkin started with the business in July 2019 as our General Manager. Glenn has worked in the building and construction industry for over 30 years. He has held a number of senior management roles in the industry. Prior to joining Metromix Glenn was the National Sales & Marketing Manager for Holcim Concrete Australia. Glenn currently Chairs the National Manufacturers Council for the Housing Industry Association and previously The Building Products Innovation Council (BPIC). Each body has a strong focus on influencing key policy decisions at the State & Federal level. Glenn has a Master of Management (Marketing) and a Master of Business Administration (MBA) from Macquarie Graduate School of Management.



July also saw the commencement of our new Risk Manager (Safety Health & Environment) – Janelle Kerr. Janelle brings with her extensive experience in the health and safety area having most recently spent 6 years at TfNSW heading up Emergency Management and Security. Prior to that, Janelle has been involved in various industries such as, manufacturing, logistics, food and construction sectors and has had various experience in environmental and quality systems. Janelle has many years' experience in senior management roles including a background in HR, legal (Associate Diploma in Law) and workers compensation management.



June also saw the commencement of our new Accounts Payable Officer, Tomica Uremovic based at the Parramatta office. Tomica joins Metromix with a wealth of experience gained over the years in finance teams including ATF, Coates Hire, Harvey Norman and ST George Bank to name a name a few. Metromix welcomes the broad knowledge of Accounts Payable that Tomica brings to the business. Just quietly, Tomica makes some very nice tasty cakes in her spare time and if you have tasted these, you know how good they are.



Neville Devereux started with the business in August 2019 as Trainer/Driver - based at Parramatta. He has been with Metromix for approximately 2 years and within this time has fulfilled the role of an Aggregate Tipper Driver, supporting the Logistics team in allocation and operations. Neville will focus on the continued development of our company drivers and contractors, ensuring compliance of Chain of Responsibility (CoR), risk assessments of vehicles and sites, whilst covering leave for our company agitator and tipper fleet in the Sydney base. Neville has fulfilled similar roles in areas of concrete, quarries, driving, operations and allocations, bringing a wealth of experience in these fields supported by certification in driver training.



## OUR NEW TEAM MEMBERS

Able Concrete at Alexandria would like to welcome our three new drivers - Abdel Haowshar - truck 540, Tony Neto - truck 573 joined us on the 1st June 2019 and Nick Yangou - truck 558 joined us on the 1st August 2019.

Abdel cleaned up in his commercial cleaning company prior to joining our team. He is a mad rugby league fan and a passionate supporter of the Bulldogs.

Tony played "The Stock Market" for six years but decided buying a concrete truck was a safer option. Tony is a mad sports fan following the Cronulla Sharks in Rugby League and Club Atletico Mineirão in The Brazilian Soccer League.

Nick cooked up a storm in his Restaurant & Hotel business. He is a keen drag racer, racing his own Ford Capri with a 760 horsepower motor called The Hustler.

July and September were busy starting months for Teralba.

Bryce Hutchinson started at Teralba on the 23rd July 2019 who last worked for us in the early 90's. Bryce has returned to us and brings with him a wealth of machine operation experience in various industries such as roads, domestic constructions and mine rehabilitation.

Leonard Crawford joined us on the 23rd July 2019 after spending time working on the WestConnex project and has extensive experience in the shotcrete industry.

Grant Conroy started on the 2nd September 2019 and Glen Storey started on the 9th September 2019. Both came from Daracon's Mobile Crushing Division. Grant and Glen are both experienced machine operators with leading hand and supervisory experience.

Welcome to Glenn Simpkin and bon voyage Brad Allman. During July, Metromix welcomed Glenn Simpkin to the General Manager role and wished "bon voyage" to Brad Allman as he commenced his long service leave trip around Australia. Brad was keen to wish everyone at Metromix the very best and was excited to be leaving the business in a strong position and in good hands.



We would like to take this opportunity to welcome all of these new team members to Metromix.

## SERVICE RECOGNITIONS

### SEVEN HILLS

On the 5th of July we farewelled Colin Copas who retired after 30 years of service with Metromix. Col will be missed, and now has plenty of time to spend with his grandkids and rebuilding his prized Ford F250 truck. Below is a picture of his last day presentation. We wish Col all the best in his retirement and thank him for his years of service and loyalty.

On the 2nd of August, we farewelled Craig Hemers who has moved on to a new endeavour closer to home. Craig has been with Metromix for 8 years and we wish him all the best in his future endeavours.

Goodbye & good luck



### PARRAMATTA DIMITRIE ARMODOROS

One of Glenn's first duties as GM was to congratulate our IT Administrator and General Command Guru Dimitrie Armodoros on the completion of 30 years of service with Metromix. Dimitri has made a huge contribution to Metromix through those 30 years, and remains a key member of the Metromix family and culture. Some stories were shared of the good old days of International Concrete, the day that Metromix purchased its first ever computer, and the many changes that have happened through the years. Congratulations Dimitri and thanks for all the hard work and good cheer.



### PARRAMATTA/HORNSBY ROSS MUTTON

Ross Mutton Technical Manager has achieved 25 years of service with Metromix.

Ross has been solely responsible for the design of concrete products utilising many different raw materials, assessing concrete product compliance and quality control. Ross aims to meet product specifications and customer satisfaction and expectations, with minimum manufacturing cost.

From 2005 manages the accreditation to AS/NZS ISO 9001 Quality Management System (aka Metromix Operation System) MOS was first certified by NCSI-BSI on 29th July 1994.

### SEVEN HILLS JAMES PEMBLE

Metromix was first introduced to James Pemble in July 1989 and has achieved his 30 years of service. He started at the Wetherill Park site, which was known as International Concrete even though Metromix was the owner. James was based there as yardman for a number of years before moving to Seven Hills where he is now. He has also filled in at all the other plants as needed. James takes great pride in his work as is signified by the spotless yard at Seven Hills. Thank you very much James for your diligent and hard work over the years.

## SILVERWATER UPGRADE UPDATE

After completion of the plant upgrade with the final additions to the loading point configurations we have effectively reduced the cycle time for truck loading. In achieving this, we have reduced the potential truck interactions by moving the trucks loading in the fixed load point further away from those slumping concrete loads on the slump stands. Defined pedestrian walkways have been established which facilitates our ongoing commitment to pedestrian and traffic separation and allows protected movements within and around operational areas including exclusion zones. Plant capability has increased.

Comprehensive guarding of the site and equipment has been undertaken, with the relevant audit carried out to ensure it conforms within the relevant design and standard and ensure we keep our personnel safe while operating.

Integrations of a plant manager system has allowed the site to effectively manage water reuse and transfer across the site at the touch of a button. Additional controls for silo fill incorporation, lighting control and plant material replenishment is at the control of both the loader operator and plant batcher fingertip. Further improvements to the site have included commissioning of additional redundancy built within the plant to manage unplanned downtime such as secondary compressors and back up batch pumps and secondary configured batching processes.



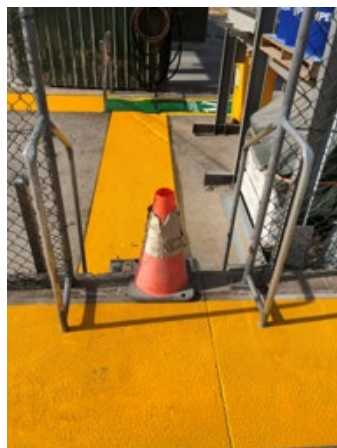
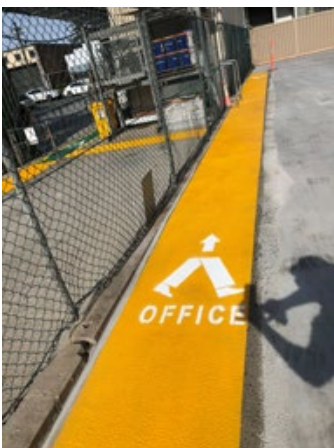
The completed project was delivered without any recordable incidents or lost time. The site managed both construction phases occurring during shutdown windows and while in normal operations. Matt Strang and Paul Rhodes (the Site Supervisors) displayed great leadership skills during this project with contractor supervision and effective utilisation of the Metromix safe systems of work through the entire project period.

Well done to all, and to continuing to build on the capability of our plants to be able to deliver the total customer service experience now and in the future.





## PROTECTED PEDESTRIAN ZONES AND WORKWAYS – SILVERWATER



## ALEX ABLE



Able Concrete at Alexandria is surrounded by residential units. We are always coming up with new innovations to minimise our impact on the residents to insure our longevity. We recently hired a small dust sweeper to help clean the yard and it is doing a wonderful job.

The cost of hiring this machine is cheaper than hiring a contractor and we get to use it every day.

Don Cameron is seen here on his regular cleaning run, which he does twice a day.



## FEEL GOOD STORY

Metromix has sponsored two Komatsu Service Technicians, Joel Bosch and Brendan Jeffries (Team Komatsu) that participated in the NSW Mystery Box Rally to raise money and awareness for The Cancer Council on the 17-21 August 2019 in their 1991 Toyota Soarer V8 starting at Byron Bay then travelling 2500kms with unknown destination.

**GOOD WORK GUYS**

## MARRANGAROO



Alice Reti-Steel giving her presentation at the Central West IQA women in quarrying meeting held at the Orange Ex Services Club.

The purpose of the meeting was to engage some of the women in the Central West and encourage them to share their stories and experiences working in the mining and quarrying industry, which is often seen as a male dominated workforce. To discuss what we could do as an industry to break down the stereo type and encourage more women to seek employment within mining and quarrying.

Alice attended to tell her story of how she came to work in the industry and if she had encountered any discrimination because of her gender. The team at Marrangaroo have an extremely good working relationship and she found she was encouraged to learn how to operate the machinery and never felt like she was not afforded opportunities because she is female.





## THE “A” TEAM CREDIT DEPARTMENT

Rina Belmon, Belinda Coutts and Robyn Hallit form the Credit Department.



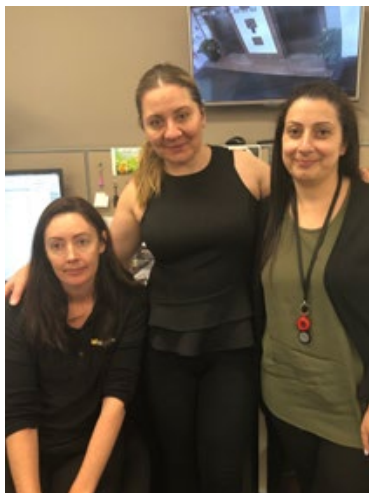
By consistently getting the cash flow to its highest ever in the last couple of months, it seems like a good opportunity to let the team know how much their hard work and dedication means to Metromix.

The team has established an outstanding relationship with customers that do not hesitate to pay within terms and in a reasonably timely manner.

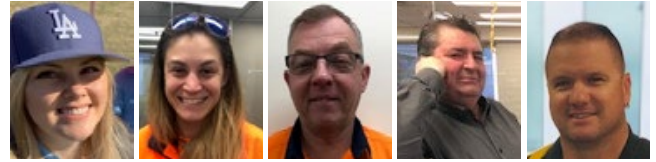
Their efforts demonstrate first class customer focus which impacts the cash flow that is collected every time.

As a Credit Manager, I feel successful because of the positivity and commitment in the department, which contributes, to making Metromix a great company.

Thank you both for your efforts.



## LOGISTICS/ TRANSPORT



As you are all aware, the Logistics Team has been focusing highly on Chain of Responsibility (COR) over the past few months. It is paramount that Metromix operates all company trucks and contractors in a compliant manner under the National Heavy Vehicle Regulator.



To ensure we continue to operate in this manner, the logistics team has engaged Neville Devereux as a Driver Trainer in business.



In October, Metromix will be rolling out the new Safety Management System (SMS) for COR across the business, which will include all staff and contractors that are part of the chain. As part of this system, the team have implemented new Daily Run Sheets for the agitators, new record keeping procedures for Lorry Owner Drivers, fatigue auditing, vehicle auditing and driver training.

I would like to take this opportunity to thank all staff and contractors for their assistance in making the roll out across the business a positive action, which allows us all to operate in a safe and compliant environment.

## OUR SALES TEAM

The Metromix Sales Team are busy tracking all leads to increase sales in the concrete business. We are in the process of developing a DIGITAL App (LEAD PORTAL). All leads will go to the Sales Support Team where it will be entered into a central database, these will include Cordell and BCI reports weekly

Improved forecasting monthly by the Sales Team will endeavour them to be closer to our customers on a weekly basis to turn leads into wins.

A new rating system for all Metromix customers will be introduced in the coming months to bring better service to our daily customers.

The Metromix Call Centre is looking at new ways to improve the ordering of concrete by our customers, which in turn will help deliveries, and the Sales Team will be active in the daily reporting on our customer pours.

Metromix new CRM “Mobile Sales” is now in full operation. All concrete quotes are now entered into Mobile Sales.



## HEALTH & WELL BEING

Dear Metromix colleagues,

From July 2019 the PRESCRIBE program started to roll out to our sites. We are excited to be working with Prescribe going forward, in particular because of their proven expertise in injury prevention in the kind of manual handling tasks that our teams carry out every day. Assessing how we undertake these tasks will be a key focus of the program in its first few months.

Part of this program will be discussing “3 Points of Contact” in relation to all equipment e.g. trucks, tippers, agitators, forklift etc. A demonstration of getting up and down from an agitator is conducted as part of this program. “3 Points of Contact” stickers are being handed out for all equipment. This is a proactive initiative to refresh all drivers on this process and to help with injury prevention.

Prescribe will be visiting every Metromix site once every two months, and will continue to work with us on all the physical and mental health issues we have been working on in the program to date.

Whilst we may be working with a new company, the aims and motivations behind the health and wellness program at Metromix have not changed since we started in 2017. It is all about empowering our valued staff and contractors to improve their health and wellbeing. It is about making sure that we all go home healthy and safe, day in day out, year in year out – so that we can continue to enjoy the important things in life at home.

The Metromix management team will be around to help introduce the Prescribe team.



## OUR “IT” WORLD

Previously we detailed the new VM server hardware installed early in 2019.

Since that time, we have been busy upgrading and migrating our server images to ensure that we gain the maximize benefits from the new hardware.

Any existing Server images that did not require version changes, were upgraded with higher Memory, CPU and disk space for speed and future business growth.

The server systems that were upgraded:

- Exchange Server 2012 to Exchange Server 2016 (Mail Server)
- Domain Controllers 2008 to 2016 (Microsoft Active Directory)
- Citrix upgrade from Server 2008 / XenApp 6.5 to Server 2016 XenApp 7.1.8 (Virtual Desktop for Plant Access)
- File Server upgrade from Server 2008 to Server 2016 (Data Share Server)
- Print Server upgraded from Server 2008 to Server 2016 (Printer Queues and Drivers)

We also installed a new Server from Upstream called M-Files. This server replaced the existing uArchive Dockets Online system in the initial phase. Going forward the M-Files system will allow many more, key business improvement projects.

The current projects in the planning and development stages are:

- Metromix Website refresh and re-development
- QLIK Server - Dashboard Development
- Mail Marshal - Server Upgrade
- Avaya Voicemail - Server Upgrade
- SQL Server Upgrade for Connx and Micropay systems.
- Syspro - Server Upgrade



## GOLF DAY

Metromix Golf Day was held at Riverside Oakes Bungool Course on the 11th September 2019.

This was the 25th year playing at Riverside Oakes started in 1994 for Metromix and their customers, what a splendid day it turned out to be – breakfast at 7am and teeing off at 8.15am to great sunny day. We had 95 playing out of 105 listed, which was a great result for the organisers within Metromix staff.



We would like to thank all of our sponsors on the day for contributing to our charity (LIFELINE) we had Gold, Silver and Bronze sponsors.

The Bungool Course was in excellent condition and the Riverside staff look after all our needs on the day.

We had three holes that raised over \$2,000.00 dollars on the day for charity:

- (1) Ball guessing competition
- (2) Taste the scotch and pick the name of the scotch
- (3) Charity hole nearest to the pin-Won by Ray Sleiman (see picture below)



After such a great day we all gathered for a beautiful lunch and entertainment by Tahir Bilgic who was in great form with the golf clubs and the show/one of the best, and the introduction of Metromix New General Manager Glenn Simpkin who helped to hand out the prizes.

Our Scratch winners were Trend Builders and Ram Concrete.

Our net winners were Energy Trade.

A special thanks to all the Metromix staff who helped on the day and one person in particular from Metromix who pulls it all together year after year Maria Rufo.



I am sure all the customers had a great day and Metromix looks forward to inviting you next year.



The winner of the nearest to the pin – measuring to make sure!



We had some funny moments watching people digging their balls out of the lake.



## R U OK DAY – 12TH SEPTEMBER 2019

A national day of action dedicated to reminding everyone to ask, “Are you OK?” and to remember every day of the year is a day to support people who may be struggling with life’s ups and downs.

Thank you to everyone for being involved in R U OK day. As you may be aware, Australia has a massive issue with suicide, which can be a result of depression. By shining the light on this with all the events carried out on all the sites, we take a small step towards saving people by starting a conversation and hopefully, removing the stigma of mental illness.

The day was a great success because of the teamwork at all the sites.

The photos below speak for themselves of the great initiatives at each site.







## CCAA AWARDS

The 2019 NSW CCAA Innovation Awards Dinner was held on 16th August at Rosehill Gardens Racecourse.

Over 280 industry stakeholders and guests attended the evening to acknowledge the outstanding achievements and commitment to continual improvement of the heavy construction materials industry across environmental innovation, health & safety innovation, community engagement and diversity and inclusion.

This year's winners were:

- Environmental Innovation Award | WINNER: Berrima Cement - Fuelling our Future: The Solid Waste Project (Boral)
- Health & Safety Innovation Award | WINNER: Logistics - Safe Tip (Holcim) |
- Community Engagement Award | WINNER: Peppertree Quarry & Marulan Cement
- Diversity & Inclusion Award | WINNER: Bass Point Quarry - Amenable Amenities Future Proofing Infrastructure (Hanson)

We had various staff attending the awards (see photos below) who had a wonderful night.





## TERALBA REBUILD OF CAT 775B RIDGID DUMP TRUCK

- Budget costs to rebuild the transmission, drive line including rear differential, left and right final drives, hydraulic pumps and pump drives was estimated to be \$150K
- Updated cost to rebuild came to \$210K
- Although there was added costs to the original budget, we have still saved a minimum of \$300K for a replacement truck.





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