

# BisConnect

## Reflections on 2017

### Welcome to the December edition of BisConnect, our alumni newsletter.

As 2017 draws to a close, it is timely to reflect on the achievements and challenges of the last 12 months, plus look with enthusiasm and determination at what lies ahead of us – both as a company and also as an alumni.

This year marked the beginning of BisConnect, an initiative we are proud of and I look forward to its growth and development in 2018.

Operationally, I am pleased to say this has been a solid year for us. We have renewed a number of our key contracts and our Tabang operation in Indonesia, which was featured in the first edition of BisConnect, has continued to mature. We now have 30 prime mover and trailer combinations in operation and nearly 460 employees on site. This has been a pivotal year for the Tabang contract and paves the way for further growth in Indonesia next year.

In Australia, we have continued to gain momentum through contracts such as Rio Tinto's Silvergrass project in the Pilbara and the Andoom Bauxite operation in far North Queensland. We have also launched a new offering to the market, our Bis consulting arm, further demonstrating the broad range of skills and experience that we have at Bis.

We have also made a concerted effort to be open, transparent and share pride in what we do – an intent that is reflected in the creation of BisConnect. Significant effort has also gone into our balance sheet restructure which will be finalised by year end. This clears debt off our books and brings in new owners who are excited to support the direction of our business.

As we get ready to embark on a new year, I feel there has been a culmination of different threads coming together across our business, providing a strong launchpad for growth in 2018.

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In this issue you will find some of the highlights from this past quarter, including profiles of alumni Nick Ryder, Arron Johnson – GM Off Road Load and Haul, the winners of our September 'Deliver Every Day' competition, and a story about giving back to the community.

As alumni I am sure you would notice the changes that have occurred at Bis, but our core values such as Zero Harm, Unity, Passion, Excellence and Relationships remain constant.

We believe that our people are our most valuable asset and are proud of their achievements. We want to share their stories both inside and outside of the workplace through communication tools such as BisConnect.

We are also grateful for the contributions of those that have gone before them; that includes you as members of our alumni.

There will be more opportunities for us to stay in touch in 2018. Until then I wish you and your families all the best over the holiday season. Please keep safe whether you are working, travelling, or spending time with loved ones at home.



Brad Rogers  
CEO

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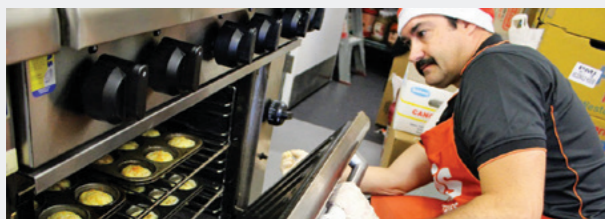
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## Lovin' From The Oven

**At Bis, we are proud of the areas in which we work and are always on the lookout for ways to give back to our communities.**

This December, in what is quickly becoming a festive tradition, 11 members of the People and Culture team at Osborne Park visited Ronald McDonald House in Nedlands as part of the Lovin' From The Oven program – an initiative which invites teams to make morning tea for the families of children who are being treated at the nearby Perth Children's Hospital.



Team members planned the menu and organised purchasing of supplies prior to the event. On the day, some worked together to cook and serve the food while others set up a crafts table and sat with families to help create festive decorations, such as finger puppets and hats.

Bis also donated a variety of books for children to help with the Ronald McDonald Learning Program, which aims to help children with serious illness catch up on their missed education following lengthy hospital stays and absence from school.



## Delivering Every Day

**In September, we ran a competition inviting employees to share the stories of how they or their colleagues Deliver Every Day for each other, our clients or the community. Our three competition winners each received a gift voucher to acknowledge their amazing efforts, which we are proud to share with you now.**

**Mark Phee**  
(Workshop Manager, Tabang, Indonesia)

After visiting one of the communities near the Tabang operations, Mark was struck by the efforts being made at the local school to teach the students English. Mark took it upon himself to buy 100 children's books when he returned to Australia, taking them back to Tabang and presenting them to the school. Mark's generosity and caring attitude is a great example of the community spirit being shown by people throughout our organisation.



**Mark Phee (right) with Nino Fasolo, Director Assets, Innovation and Technology**

**Devyn Adams**  
(VOICE Co-ordinator, Osborne Park, WA)

Devyn's passion for safety and well-being extends beyond his work with the VOICE team. Devyn has been a long term volunteer with the St John Ambulance Service. He gives his time as a volunteer ambulance officer in Northam, providing support at major community events and also increasing first aid awareness – Devyn racks up more than 500 hours of service with St John's each year.

**Ross Armstrong**  
(Operations Manager, Mackay, QLD)

Ross was nominated by a colleague for continually inspiring and supporting the underground field service team in Mackay to Deliver Every Day. Ross has been recognised for always being approachable and providing support to his team to help them carry out their jobs. According to his team, Ross will always answer his phone any hour of the day and is committed to resolving any issue for them.

These stories and many more are great examples of how our colleagues Deliver Every Day. Well done to Mark, Devyn and Ross for their contributions to our Company and the community.



ALUMNI PROFILE



# Nick Ryder

## Putting People First

**Nick has a long history with Bis, having worked with us for around eight years across a variety of different sites and offices in Australia. He currently works for LINX Cargo Care as the Commercial Manager.**

"My role covers effectively all our operations and ports - from Darwin, across to Christmas and Cocos Islands and down to Esperance," he says. "I've been with LINX for about two and a half years. The company was previously a part of the Asciano Group but is now owned by Brookfield."

Reflecting on his career history at Bis, Nick remembers the wide range of opportunities that he was exposed to within the organisation.

"I started in Port Kembla, NSW, and worked in what was the steel division then working for the mobile equipment and forklifts for BlueScope Steel, which I think you still do now," he recalls. "I started as the BlueScope Liaison Officer role and then progressed to becoming the Business Unit Manager for transport, coil handling, the AGV business that was there, heavy haulage, and Kress carriers."

"After BlueScope Steel shut down some of their businesses, we closed down the AGV and transport business and I transferred across to the Oilfield and General Transport (OGT) business in WA, where we serviced a range of clients including Woodside, Santos, Vermilion and Technip."

Nick believes that working at Bis helped to develop his career by building his general business understanding, and giving him the chance to gain experience across a number of different areas.

"When I was with Bis, it was the diversity of the roles and the business that I really liked," he says. "In managing the business units, I had really good exposure across different areas like finance, IR, HR, and safety. It was like you got to run your own business. Business Managers had a lot of autonomy in the role and I gained a lot of experience from it."

"It was getting that knowledge across industries - working in mobile equipment, steel, automatic vehicles, and the oil and gas industry. I left Bis to work as the Logistics Manager at Apache Energy for 3-4 years, and I wouldn't have got that job without having the experience from OGT, it definitely got me the role and allowed me to deliver solutions from a different perspective as I was coming from outside the Oil & Gas industry."

When asked about what he remembered about the culture at Bis, Nick talked about the strong work ethic and adherence to the value of Zero Harm.

"I remember that Bis had a good culture from the point of getting things done. Everyone was always busy and there was always something to do. Also, I remember that safety was a really big part of the culture. I probably didn't realise how good Bis was at safety until I left."

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Along with the career skills and experience that Nick has gained from Bis, he has also developed a strong sense of how much the organisation values its people. Nick recalls a time when a co-worker was involved in a serious motorbike accident outside of work, and how the team was able to work together to really make a difference.

"What I found really memorable was just the support we got at the time from the CEO and Senior Leadership," says Nick. "When we eventually closed the business we had a farewell dinner and the employee's wife actually stood up and thanked us for saving their house and their family. I think having that 'people first' part, that's really something that stayed with me over the years."

"At times I don't think people appreciate the 'people first' side of things, we all forget it at times or lose it as a priority, but that was a very strong memory for me."

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Nick sees good value and potential in keeping in touch with the people you have worked with in previous organisations.

"I definitely have some fond memories of Bis. I've kept in contact with a fair few people from Bis anyway so that hasn't changed. The Bis alumni is a great way to catch up with people and definitely improves your network. I'm interested to see where it goes."

## Fast Facts

### Off Road Load and Haul



CUSTOMERS INCLUDE RIO TINTO, GLENCORE, WHITEHAVEN AND ANGLO AMERICAN AUSTRALIA

# 45m

45 MILLION TONNES OF PRODUCT HAULED EACH YEAR

# 4yrs

GUNNEDAH OPERATION MOVED 15 MILLION TONNES OVER 20 MILLION KMS IN THAT TIME



NEWLANDS OPERATION HAS A NUMBER OF 2ND GENERATION BIS TEAM MEMBERS



WE HAVE WORKED AT SOME SITES FOR OVER 18 YRS



350 TONNES - THE CARRYING CAPACITY OF BIS DUAL POWERED ROAD TRAINS



## My Bis – Meet Arron Johnson



**There are some special years that stick with me in recent times – 2010, 2013, 2014, 2015.**

Apologies to my family, but the last three are the most recent premierships won by Hawthorn in the AFL, and 2010 was the year I joined Bis.

My name is Arron Johnson and you may have guessed pretty quickly that I'm a tragic Hawks fan. I'm also the General Manager – Off Road Load and Haul.

Excuse the pun but I've come a long way since my time growing up when I wanted to play in the midfield for the Hawks. When reality (and my football ability) kicked in I settled on wanting to be an accountant. When I left school I went to work in a bank, but in the end it wasn't counting millions of dollars but moving millions of tonnes that got me hooked.

I moved into logistics, working at Shell and BP for 14 years before I joined Bis as the Regional Manager – Queensland Coal. Two years later I moved to the role of GM – Off Road Load and Haul.

We operate at Gunnedah in NSW; Newlands, Moranbah North and Andoom in Queensland; plus Silvergrass in the Pilbara region of WA. More than 60 trucks ranging from 42 tonne to 350 tonne dual powered road trains are moving in excess of 45 million tonnes of customer product per year.

Each of our customers have different needs and a key part of what I do is understanding what those needs are and how we can best deliver them.

At Bis we call it customer closeness. We play an integral part of the supply chain for our customers so it's absolutely important to have a close relationship with them. We treat them as business partners not just someone we speak to on the phone occasionally or sit across a table from in a meeting. We pride ourselves on the volumes we shift but one thing that has been ingrained into me at Bis is that we have to do it safely.

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There are in excess of 250 people working in my portfolio and like a champion sporting team – Hawthorn springs to mind – we look out for each other.

Our philosophy across the business is simple. We foster a culture where nothing is so important that you don't take the time to do it safely. I'm driven every day to ensure our people go home as safe as they turned up to work to be with their family and loved ones.

During each and every site visit I allocate time in the field chatting with the team on the ground to understand what we can do to improve our performance through implementing appropriate strategies and initiatives. My team and I also consistently reinforce that everyone has the capacity to stop any job that is deemed unsafe.

My time at Bis to date has been a lot of fun, I have made a lot of lifelong friends who I am sure can share some funny stories over the last 8 years (most of them probably shouldn't be in print so we'll leave it at that).

One thing I have had to get used to since joining Bis has been the amount of travel. One day I could be in the Pilbara, the next day I could be at Gunnedah meeting with the customer and then into the Brisbane corporate office for business development meetings.

I'm on planes a lot so I try really hard to enjoy it. I've usually seen most of the movies but you get to meet plenty of interesting people flying around the country and I like to chat and hear their stories.

And it's not just strangers. A big thing I love about my role is I get to meet diverse and interesting people within my own company, across all of our sites. The one thing they have in common is they are extremely proud and passionate to work at Bis.

At the end of the day we are a people business at Bis, so if you see me in an airport or on a plane come up and have a chat. I even talk to Collingwood supporters!

**“I even talk to Collingwood supporters!”**

### Join the Bis Alumni

✉ [BISCONNECT@BISINDUSTRIES.COM](mailto:BISCONNECT@BISINDUSTRIES.COM)

🌐 [BISINDUSTRIES.COM/PEOPLE/BIS-CONNECT](http://BISINDUSTRIES.COM/PEOPLE/BIS-CONNECT)