



veris

Veris
Develop With Confidence

Capability Statement

2017

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1. Introduction

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With offices across Australia and a proven track record of projects in both the private and public sectors, Veris combines national strength with local knowledge and expertise to ensure the best outcomes for all projects, regardless of size or geographical location.

Our primary objective is to provide increased value to stakeholders; including our clients, shareholders, employees and the communities in which we work.

Veris is privileged to have leaders across our company who are experts in their field and well respected in their markets. Together, these leaders are responsible for the development and implementation of the business plans that will deliver sustainable financial returns to our stakeholders.

The combined survey business of Veris has expanded rapidly across Australia as we seek to create a national survey services business through a network of offices. To truly capitalise on this opportunity, the survey business has moved to a new and identifiable brand to represent our values, services and expertise consistently across the country.

The majority of companies in the survey services business have been rebranded as Veris. The exceptions are Bosco Jonson, LANDdata Surveys, Linker Surveying and Lester Franks, who will retain their trading

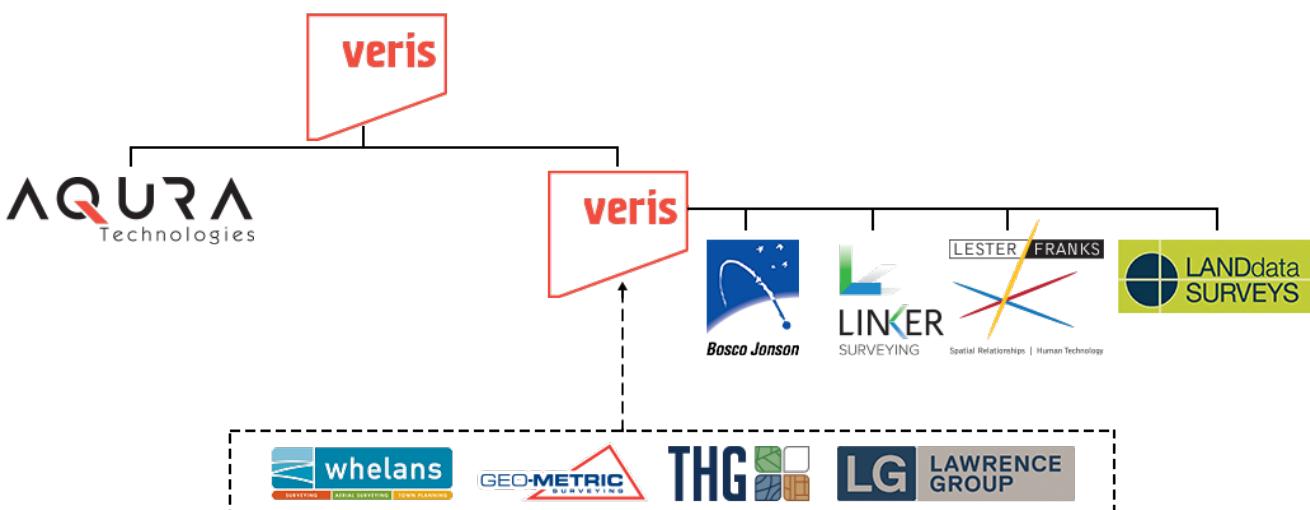
names for a period. They are identified as 'A Veris Company', with this update being applied across material accordingly.

Bosco Jonson and Linker Surveying have established brand recognition and reputations in core markets in Victoria and NSW respectively. These markets are currently in a very buoyant period and retention of the established brands in these locations has been deemed the most appropriate strategic direction. Lester Franks became part of the group in November 2016.

Aqura Technologies complements the existing spatial solution capabilities of Veris with highly specialised ICT and communications services, offering industry-leading technology solutions delivered in a flexible client-centric approach.

With a wealth of experience and continuing expansion of our solutions capability, Aqura Technologies is evolving into new markets, including industrial technology and the provision of communications services.

Our branding strategy is very deliberate and has developed to protect and enhance both business lines and allow them to focus on their identity, service and markets.



2. Vision, Mission & Values

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Our vision (where we want to be), mission (how we will achieve our vision) and values (what underlying values will help us achieve our vision) form the backbone of all elements of the business.

2.1 Our Vision

Our vision has evolved with the diversification of the business. Veris is a national business platform, which can provide quality services to clients in all states and territories across Australia; through Town Planning, Urban Design, Surveying and Spatial Services and Infrastructure business lines.

Our vision is;

To be a market leading Town Planning, Urban Design, Surveying and Spatial Solutions company; renowned for generating client value through innovation and excellence from our exceptional people.

Our vision statement provides a clear proclamation of our aspirations and intent, as well as indicating how we seek to be measured on our journey. Our vision is supported by our mission, a written declaration of our purpose that provides clarity and direction.

2.2 Strategic Pillars

To achieve our mission, it is important to establish key segments that require dedicated focus. These are our strategic pillars. Each pillar is made up of individual goals that, as we work towards achieving them as a collective, will ensure we are delivering on our promise.

VISION

To be a market leading planning, design, survey and spatial solutions company; renowned for generating client value through innovation and excellence from our exceptional people.

MISSION

Veris is passionately committed to developing our spatial company, in order to deliver superior, sustainable financial returns to all stakeholders.

VALUES

Performance, Accountability, Respect, Integrity, Sustainability

STRATEGIC PILLARS

CLIENT	VALUE	PEOPLE	INNOVATION	PRODUCTIVITY	SUSTAINABILITY
<ul style="list-style-type: none">• Capture a share of identified clients, sectors and regions.• Be alert to trends in core markets and clients.• Respond nimbly to client requests.• Be accessible to clients through an expanded geographic footprint.• Consistently excel in client satisfaction.	<ul style="list-style-type: none">• Diversify and expand revenue sources.• Provide reliable and predictable financial results.• Deliver sustained financial growth.• Increase our position in the value supply chain.• Maximise return on assets.	<ul style="list-style-type: none">• Be recognised as experts in our field.• Provide opportunities for employees to maximise their potential.• Communicate effectively to all employees.• Lead by example.• Source, develop and retain talent.	<ul style="list-style-type: none">• Have a reputation for being pioneers.• Provide our clients with competitive advantages.• Be known as a technological leader.• Be original in our commercial approach.	<ul style="list-style-type: none">• Operate efficiently.• Ensure operational unity.• Utilise our expanded network to leverage advantage for the business.	<ul style="list-style-type: none">• Safe and sustainable operations before all else.• Ensure the appropriate level of quality is provided to stakeholders.• Ensure a positive influence on the communities in which we work.• Care for the environment.

2.3 Goals of the Strategic Pillars

These goals are shared across our organisation. Everyone will have input and responsibility for delivering on these, albeit at differing levels and times.

Client

- Capture a share of identified clients, sectors and regions.
- Be alert to trends in core markets and clients.
- Respond nimbly to client requests.
- Be accessible to clients through an expanded geographic footprint.
- Consistently excel in client satisfaction.

Value

- Diversify and expand revenue sources.
- Provide reliable and predictable financial results.
- Deliver sustained financial growth.
- Increase our position in the value supply chain.
- Maximise return on assets.

People

- Be recognised as experts in our field.
- Provide opportunities for employees to maximise their potential.
- Communicate effectively to all employees.
- Lead by example.
- Source, develop and retain talent.

Innovation

- Have a reputation for being pioneers.
- Provide our clients with competitive advantages.
- Be known as a technological leader.
- Be original in our commercial approach.

Productivity

- Operate efficiently.
- Ensure operational unity.
- Leverage off of our expanded network.

Sustainability

- Safe and sustainable operations before all else.
- Ensure the appropriate level of quality is provided to stakeholders.
- Ensure a positive influence on the communities in which we work.
- Care for the environment.

2.4 Values

As an organisation we aspire to five core values;

- *Performance*
- *Accountability*
- *Respect*
- *Integrity*
- *Sustainability*

Our definition for each value, as well as our measures of success, are depicted in the following tables.

Performance

We achieve great performance when we are client focussed, professional, care about the quality of our work and are innovative in our approach.

We are **successful** when we, for example:

- Find ways to support clients to achieve their objectives
- Follow through on commitments
- Continuously seek to identify solutions in all scenarios
- Find better ways to work
- Care and always act for the greater good of the Company
- Act professionally at all times
- Share knowledge across operations

We **fail** when we, for example:

- Feel held back and not able to talk about it
- Do not celebrate the successes of the team
- Do not work to the best of our ability
- Deliver or accept delivery of poor quality work
- Do not deliver agreed expectations
- Watch on as our colleagues struggle or fail



Accountability

We are accountable when we take responsibility for our performance, take pride in what we do, and help the Company achieve its goals.

We are **successful** when we, for example:

- Take ownership for outcomes (good and bad)
- Set high and realistic expectations for ourselves and others
- Take personal pride and responsibility to deliver upon commitments
- Say if we cannot deliver the agreed outcomes and propose alternative solutions
- Take pride in what we do and in what the Company stands for
- Accept feedback and act upon it

We **fail** when we, for example:

- Hide issues
- Do not put our hand up if something goes wrong
- Do not manage expectations effectively
- Do not aspire to fulfill the vision/strategy of the business
- Blame others

Respect

We gain respect when we earn the trust of our colleagues through collaboration, listening and working as a team.

We are **successful** when we, for example:

- Treat others with dignity and courtesy
- Are inclusive of diversity
- Actively listen and ask questions to seek understanding of our clients' needs
- Encourage our colleagues to express their views
- Express our views freely but are able to move on with the team's decisions
- Work collaboratively with others

We **fail** when we, for example:

- Are aggressive or disrespectful in the way we communicate
- Get our way by shouting the loudest
- Make others feel inferior or excluded because of the way we treat them
- Dismiss the views of our stakeholders

Integrity

We act with integrity when we act ethically and demonstrate fairness, openness and transparency in our dealings with others.

We are **successful** when we, for example:

- Treat others as we seek to be treated ourselves
- Do what we say we are going to do
- Identify and have the courage to stand up to behaviours that are not aligned with Our Way
- Are honest, forthright and transparent in communications
- Handle client information sensibly and ethically
- Comply with all legislation

We **fail** when we, for example:

- Wilfully mislead, deceive or withhold relevant information
- Take advantage of our clients, subcontractors or team members
- Stay quiet if we see something wrong
- Make promises over outcomes we cannot control
- Misrepresent our capability

Sustainability

We achieve sustainability when we make an enduring positive difference to our people, our clients, and our Company performance.

We are **successful** when we, for example:

- Identify practical and fit for purpose solutions
- Remove or revise processes that are not adding value
- Take personal responsibility for the health, safety and wellbeing of ourselves and others
- Identify and reduce risks and hazards associated with our work
- Report all accidents, hazards, illnesses and injuries
- Deliver positive financial returns
- Maintain productive relationships with clients, suppliers and each other

We **fail** when we, for example:

- Expose our peers to risks and harm
- Do not adapt HSE processes to the context in which they are applied
- Do not take action on observations of unsafe practices and behaviours
- Disregard safety initiatives, policies and procedures
- Show negligence for the environment and the resources we use

3. Geographic Locations

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The following table demonstrates our staff resources available by region.

In addition, these resources are available for immediate assignment to this project and we confirm additional full time resources or management of regional subcontractors can be readily established to support the JV's requirements.

NSW/ACT				
Offices	Total Staff	Surveyors	Survey Assistants	Support Staff
6	122	76	26	20

QLD/NT				
Offices	Total Staff	Surveyors	Survey Assistants	Support Staff
5	76	45	8	23

VIC/SA/TAS				
Offices	Total Staff	Surveyors	Survey Assistants	Support Staff
7	153	69	28	56

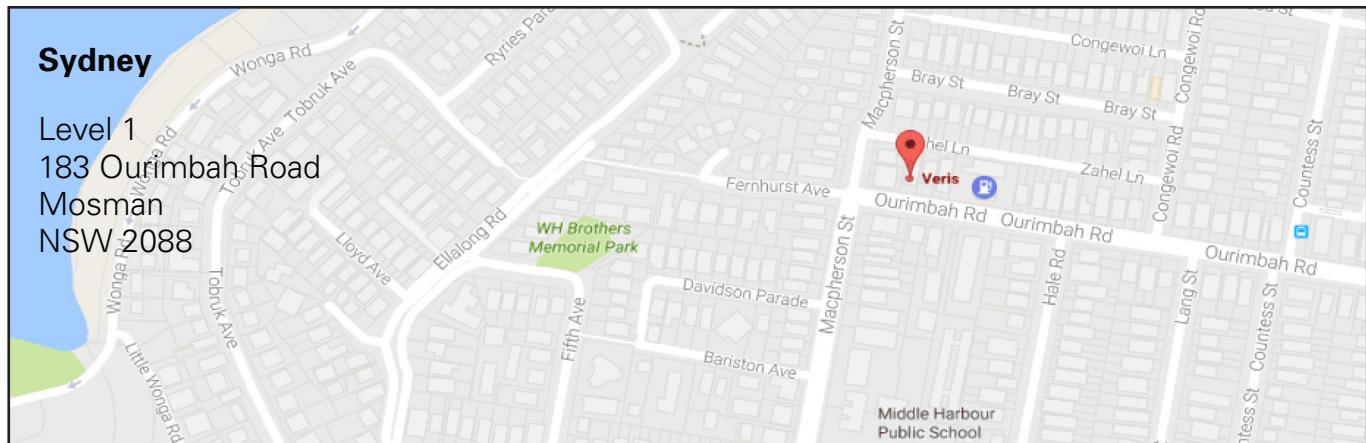
WA				
Offices	Total Staff	Surveyors	Survey Assistant	Support Staff
5	114	34	8	72*

*Includes Corporate Office

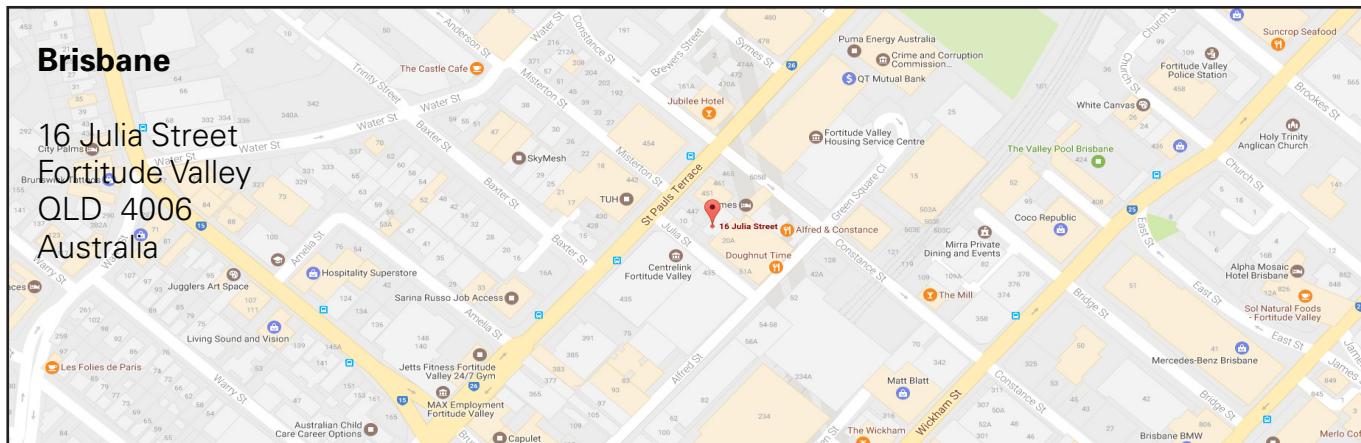
Veris currently have a total of 23 offices (including Bosco Jonson, LANDdata Surveys, Lester Franks and Linker Surveying) across Australia and in New South Wales the Australian Capital Territory, Victoria, Tasmania, South Australia and Western Australia.



New South Wales & Australian Capital Territory



Queensland



83 Wood Street
Mackay
QLD 4740
Australia



30 Chapman Street
Proserpine
QLD 4800
Australia



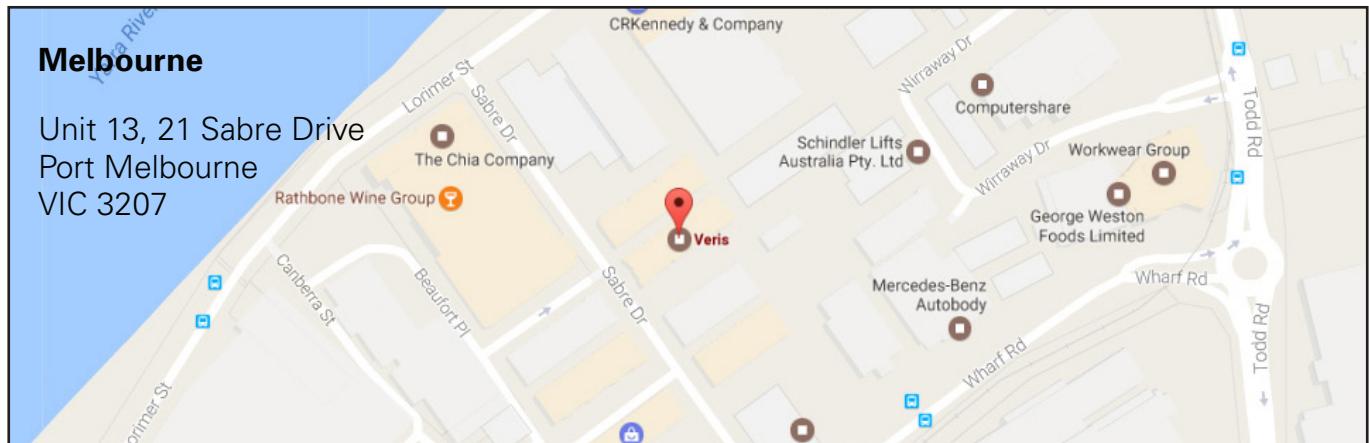
569 Flinders Street
Townsville
QLD 4810
Australia



25 Grafton Street
Cairns
QLD 4870
Australia



Victoria / Tasmania



16 Eastern Road
PO Box 5075
South Melbourne
VIC 3205



Lester Franks
11 Steele Street
Devonport
TAS 7310



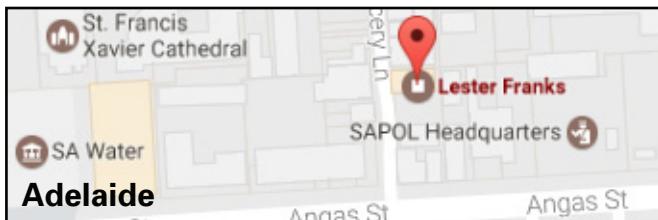
Lester Franks
2/37 Tasma Street
North Hobart
TAS 7000



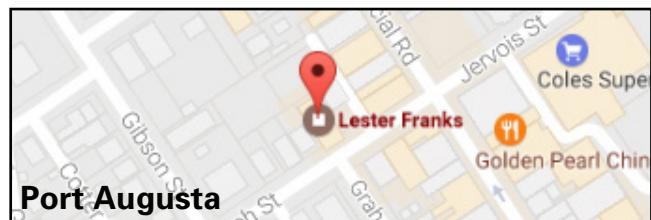
Lester Franks
89 Esplanade
Launceston
TAS 7250



South Australia

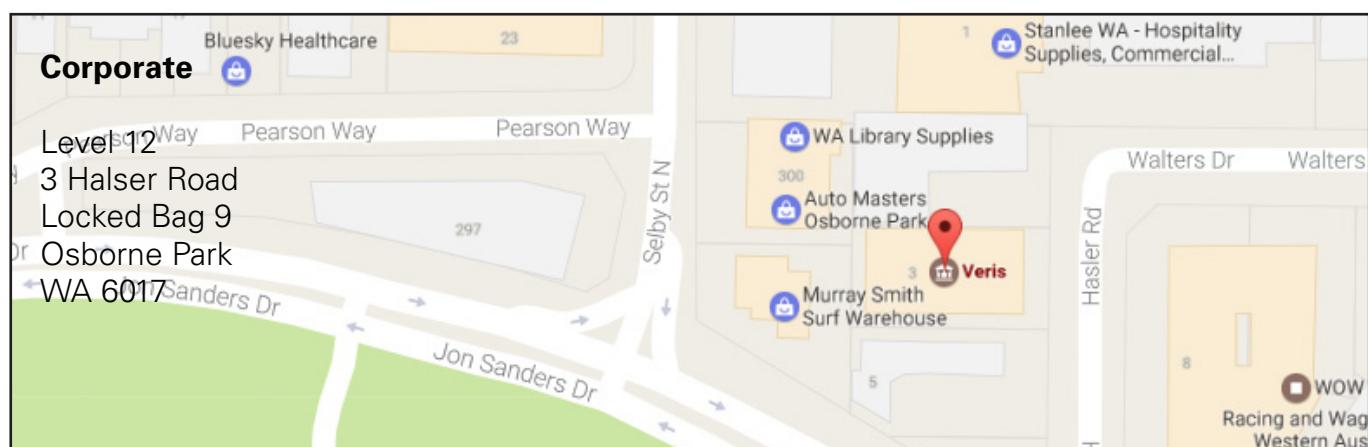


Lester Franks
22 Chancery Lane
Adelaide
SA 5000

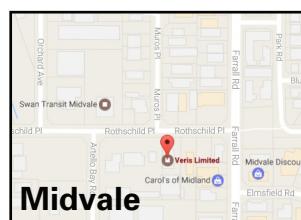


Lester Franks
5/6 Church St
Port Augusta
SA 5700

Western Australia



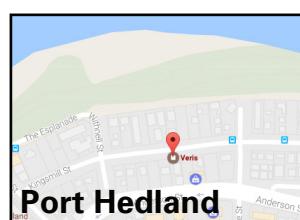
Level 10
3 Hasler Road
Osborne Park
WA 6017
PO Box 99
Mount Hawthorn
WA 6915



7A Rothschild Place
Midvale
WA 6056



3/16 Crane Circle
PO Box 943
Karratha
WA 6714



2/19 Anderson Street
Port Hedland
WA 6721

4. Local Participation

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In alignment with its Indigenous Participation Policy, Veris is committed to increasing engagement and support of Queensland Indigenous employment and contracting as part of an overall program to improve economic and community opportunities for the traditional owners in the region.

Project execution is seen as an ideal opportunity to implement training, employment and contracting with Queensland Indigenous people.

Veris considers that increased employment of Queensland Indigenous people can only be accomplished if there are commensurate training and employment opportunities and demonstrated engagement of Queensland Indigenous candidates and contracting entities in training/employment programs.

The Company's primary objectives in this regard are:

- Developing skills within the Queensland Indigenous community to enable active participation in the Project; and
- Supporting and developing Queensland Indigenous-owned companies with the appropriate capabilities to execute future works for the Company.

In support of the above objectives, Veris implements a Cultural Awareness training program for all its employees, to assist with making Indigenous employees feel a valued part of our workforce. This training program focuses on the diversity of Indigenous culture and specifically focuses on the cultural awareness required for effective communication and cooperation with our Indigenous workforce and the communities in which we operate. Veris acknowledges the importance of Indigenous celebrations such as NAIDOC week, Sorry Day and other events and provides the opportunity for our personnel to participate where appropriate.

Veris has a strong history of Indigenous engagement across its Australasian projects. As an example, we have formed a strategic relationship with our Indigenous subcontractor Pindari. Pindari is nationally certified by Supply Nation as a majority Indigenous-owned business. Pindari's Integrated Labour Solutions creates real employment and training opportunities for Indigenous Australians in the Pilbara. Veris commends this strategic relationship to its clients as one where a genuine delivery of employment and commerce to Australian Indigenous people can be achieved.

For this project, we plan to:

- Prepare an Indigenous Employment Plan for approval by the Client and, following approval, implement that plan;
- Participate in employment and contracting forums and road shows sponsored by the Client to ensure relevant opportunities are identified;
- Work with the Client to identify opportunities for participation of the traditional owner groups in executing the work scope;
- Engage with the traditional owner groups to ensure their positive contribution to the execution of the work scope;
- Deliver a Cultural Awareness training program to all employees; and,
- Establish a partnership with a locally relevant Indigenous subcontractor for the provision of adequately skilled labour, focussed on building local workforce capacity.

5. Services

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Town Planning

Highest standards - Non-standard solutions.

As planning professionals, we not only help our clients to navigate the regulatory process, we challenge and influence the process to ensure institutional success.



We do this by combining our in-house resources with carefully chosen collaborators, to work with clients, community and authorities to achieve strategic outcomes that are both achievable and commercially sound.

We are independent, we act quickly with the right people, and we don't always offer standard solutions.

Our town planning services include:

- Site identification and evaluation
- Due diligence assessment and reporting
- Statutory and strategic planning
- Planning approvals and stakeholder engagement
- Approval management



Surveying

Accurate and timely information you can rely on. Spatial solutions you can trust.



Property Surveying

Surveying is our traditional area of expertise, but there is nothing traditional about the way we use spatial information.

Working with the best local talent and cutting edge survey equipment and tools, we are ready to tackle even the most challenging or remote environment. We are Queensland's surveying specialists and pride ourselves on delivering spatial solutions that are one step ahead.

Our Cadastral Surveyors are registered with the Surveyors Board of Queensland and have expertise across all industries from Residential, Agribusiness, Industrial, Mining, Tourism, Commercial/Retail and Education.

Our Property Surveying services include;

- Cadastral Surveys
 - Greenfield Estates
 - Urban Infill
 - Infrastructure Corridors
 - Road (Boundary Definitions, Resumptions and Re-Configurations)
 - Rail (Boundary Definitions, Resumptions, Easements and Re-Configurations)
 - Utilities (Boundary Definitions, Resumptions, Easements and Re-Configurations)
 - Strata Surveys
 - Volumetric Surveys
 - Lease Surveys
- Tenure Strategies & Strata Consulting



Civil & Building Construction and Engineering Surveys

We have a long history of working across all aspects of the building and civil construction industry to ensure the quality, safety and success of a wide range of projects.

Our service offering includes;

- Building Construction Surveys
- Civil Engineering Surveys
- Infrastructure Corridors
- Monitoring for quality control and movement
- Digital Terrain Modelling, Volume & Feature Surveys
- GNSS Control & Aerial Ground Control Surveys
- Hydrographic Surveys
- Asset (Utility) Collection and Mapping
- Construction and set-out surveys
- Pipeline and route surveys
- Detail and as-built surveys
- Surface comparisons
- Earthworks volumes
- Machine control
- Section extractions
- Contouring
- Alignments
- Stability and subsidence monitoring
- Stockpile audit surveys



We can provide asset collection and mapping services to clients including local and state government, private enterprise and global corporations within Australia.

Our team of expert survey, planning and design professionals are experienced in the delivery of hydrographic surveys for maritime projects.

Urban Design

Unlocking space to create place.

We take the time to understand the unique social, economic, physical and environmental constraints and opportunities of each project as part of our integrated design and idea generation process.



Our inclusive, open-ended approach allows us the freedom to generate and test a range of possible outcomes - at both an abstract and concrete level.

Creating special places to live, work and play is our mantra, and we can help you unlock the true potential of your project.

Our urban design services include:

- Site analysis and opportunities assessment
- Due diligence and yield assessment
- Visioning and project positioning
- Structure planning and planning for growth
- Concept design and illustration
- Masterplanning and detailed design development
- Design guidelines and urban framework plans
- Urban regeneration and infill strategies
- Public realm and place making
- Workshop co-ordination and enquiry by design
- Sales and marketing material
- Consultation and negotiation



3D Spatial

Remote sensing allows the collection of geospatial information without making physical contact with an object. This is most commonly performed using aerial or satellite sensors employing a combination of photography, infrared, control-coupled devices (CCD) and radiometers. RADAR and LiDAR offer active sensing by recording position judged by the distance between a sent signal and its return. Remote sensing is beneficial for gathering information on hard to access or culturally sensitive areas.



We utilise the very latest in remote sensing technology and deploy our expert team of survey, planning and design professionals to provide high quality sensory services to organisations spanning a breadth of industries.

Among the sensory services we offer are terrestrial laser scanning, mobile laser scanning and aerial scanning (UAV).

Terrestrial Laser Scanning (TLS)

Terrestrial scanning uses a ground-based or tripod-mounted light radar (commonly referred to as LiDAR) to create high resolution 3D images of surfaces and objects. LiDAR measures a scanned object by emitting laser pulses and recording the subsequent intensity of their return when reflected off it. Scanning can be performed over kilometres with sub-centimetre precision.

Terrestrial scanning is commonly used for heritage documentation, 3D topographical surveys, accident sites, confined spaces survey and Mechanical, Electrical and Plumbing (MEP) models.

Metrology

Our team of industrial metrology consultants provide mobile and flexible site services to provide industry with a platform to make well informed engineering and maintenance decisions.

As Built Plant Models

Our team of engineers and CAD designers specialise in the conversion of 3D scan data into accurate and detailed as-built CAD models.

Scan to BIM

We understand the complexities in the successful execution of developing as-built BIM deliverables which integrate tightly with our client's work flows. We have developed robust in-house methods to ensure fully compliant BIM deliverables and levels of development that are fit for purpose.

The adoption of 3D Laser Scanning within architectural work flows has led to an ever-increasing need for an efficient method of transforming highly detailed 3D Laser Scan survey into intelligent models, suitable for implementation in BIM work flows.

Where fully intelligent models are not required, such as detailed heritage facades, our Group in-house CAD designers excel at extracting highly detailed models from 3D scan data for heritage documentation and digital archive purposes.

Our Scan to BIM services include:

- Simple mass model development
- Full Revit family development
- Industry compliant BIM deliverables
- Intricate modelling of heritage facades
- 2D floor plans and elevations
- Autodesk RECAP deliverables
- Tru-view or Webshare virtual site visits

Industrial Metrology

When every micron matters, we have your measure. Anything, Any Time, Anywhere.

Precision, accuracy, repeatability, efficiency and industry knowledge are critical when manufacturing, maintaining or installing parts requiring exacting tolerances.

Our team of industrial metrology consultants provide mobile and flexible site services to provide industry a platform to make well-informed engineering and maintenance decisions.

We maintain a comprehensive range of precision coordinate measurement technology - from Faro Arms with both tactile and 3D laser scanning capabilities through to large scale measurement using laser trackers.

- Precision dimensional inspection and alignment of rotating machinery including turbines, mills and complex drive systems
- Precision alignments of parallelism, straightness, flatness, concentricity and axial run-out
- Geometric verification of components with direct CAD to Part and model based inspection techniques
- Functional GD&T analysis
- Deformation analysis for identification of warping, shrinkage and other manufacturing defects
- Tabular, graphical and interactive dimensional conformance reports

Reverse Engineering and CAD Services

Our Team of Design Engineers have extensive experience in a diverse range of applications and disciplines.

Reverse Engineering is the process of measuring a part or object and developing a CAD representation of that part which actually reflects the as-built condition or the original design intent. This process is commonplace when designing components to fit to existing infrastructure or for legacy components where original drawings may not be available.

Metrology grade systems and techniques guarantee a high level of precision, with the process scalable across our various disciplines from the smallest Aerospace components to the largest Plant and everything in between. In addition to our comprehensive hardware portfolio, powerful software also plays an integral part in each dimensional inspection and reverse engineering process.

Our Group has implemented advanced software processing tools such as Polyworks™, Geomagic™ and Pointools™ amongst others, for the capture and development of as-built data suitable for use with most CAD platforms.

Mobile Laser Scanning (MLS)

Unlike Terrestrial scanning, which is performed from a static position, mobile laser scanning collects geospatial data from a mobile vehicle fitted with LiDAR, cameras and other remote sensors. This mobility can be provided by cars, trains, trucks, manned and unmanned aerial vehicles and boats.

Mobile laser scanning is used in emergency response situations to quickly assess the conditions on the ground, as well as for popular mapping projects such as Google Maps and Street View. Location services on smartphones rely on mobile mapping to plot the position of the phone.

We have the experience and the expert survey, planning and design team to provide mobile laser scanning services to all kinds of projects all over Queensland and Australia.

Unmanned Aerial Vehicle Scanning (UAV)

Unmanned Aerial Vehicles (UAV) can be used to collect geographical data for the creation of high density, highly accurate ortho-rectified photos, 3D models and point clouds. UAVs are particularly useful for the survey of difficult sites to enter, such as quarries, sandpits and landfills. High resolution geo-referenced images are collected and used to collect millions of data points in a very short amount of time.

As UAV aerial specialists, with access to unmanned aerial vehicles fitted with high resolution photo equipment, our expert aerial surveying professionals can map small or large areas such as mine sites, landfill facilities and more.

Aerial Mapping

Taking the art of Surveying to new heights. We see things from a different point of view.

Continuously striving for innovation in spatial data capture techniques, our Group operates state of the art remotely piloted aircraft to remotely survey large tracts of land in a fast, efficient and safe manner.

Using advanced photogrammetric image processing techniques, a wide variety of deliverables may be produced; from geo-referenced ortho-imagery to dense 3D point clouds and digital terrain models. By utilising both fixed and rotary wing systems, our Group is equipped to cater for almost every conceivable requirement.

- Fixed and rotary wing aircraft
- High resolution ortho-imagery
- Digital elevation models (DEM) point clouds
- Mine and stockpile audits
- Remote asset inspections
- Environmental mapping
- Archaeological documentation
- Corridor mapping
- Multispectral imagery

Geo-Spatial Data Management Services

Building Information Systems (BIM), Geographic Information Systems (GIS) & Spatial Data Management.



Building Information Systems (BIM)

BIM Software is a tool used to model buildings and Infrastructure in three dimensions (3D). Building Information Modelling as a process is used for Integrated Project Delivery, to harness the relevant information for a project in one location to be analysed, interpreted and manipulated by all stakeholders in a virtual environment- through each phase of the development lifecycle and beyond.

In the true sense, BIM is utilised as a critical element in controlling the building outcome to optimise efficiency at every stage of the development process. Including, but not limited to;

- Conceptual design, planning, feasibility analysis and design development
- Construction documentation, cost planning, element selection and OH&S planning
- Site establishment, pre-fabrication, logistics, construction and fit out
- As constructed documentation, efficiency monitoring and facilities management
- Maintenance, refurbishment, retrofitting and redevelopment

Historic building and development practices have traditionally experienced significant inefficiencies throughout the design phases due to ineffective collaboration or stakeholders having differing systems and processes. This then resulted in clashes and design errors not being discovered until building is well underway. Additionally, material waste and design changes largely contribute to cost variations in the order of 20% to 30% during construction. It is therefore little wonder the prospect of successful IPD through BIM is so attractive to all stakeholders involved in major projects; this simple change in design and construction methodology can translate into a significant financial windfall.

Geographic Information Systems

Geographic Information Systems (GIS) are used to layer spatially related maps to provide statistical analysis of geographical data. Satellite imagery is overlayed with various diagrams and statistical data to produce a wealth of information on demographics, roads, natural habitat and more. Analysis of the data can be performed in projection studies, environmental impact reports and so on.

We have the capability, the equipment and the people to provide high quality GIS services for mineral mapping, urban development, cadastre mapping and more.

Whether small or large, we can supply an unprecedented amount of data on everything you need to know to ensure the success of your land development, town planning or urban development project.

Spatial Data Management

Spatial data is information on the location of features and boundaries around the globe. Also called geospatial data, it plots the coordinates of constructions, natural features such as oceans and lakes and the topology of the Earth; essentially creating a map.

Information and Spatial Communications Technology

Management of spatial data is performed with an optimised database which can be used to quickly query and represent the data contained within. We have the expertise and technical infrastructure to provide incomparable spatial data management services to clients in government, private and commercial industries across Queensland and Australia.

Spatial Relationships

Human Technology (Group ICT Division) is the smart choice for your ICT needs.

In 2015, our Group acquired Tritech Professional Services to form the Group Information and Communications Technology (ICT) Division.

Since its industry debut in 2000, Tritech Professional Services has made a name for itself in the Tasmanian mining industry. Over the years, it grew into a far-reaching company at the forefront of intelligent ICT solutions.

Combining the ICT grunt of Tritech with the systems, customer service and engineering know-how of our Group enables us to provide world-class solutions for our clients.

Our Group is pleased to offer this additional expertise and service in the areas of ICT and automation engineering; allowing us to manage all of your common IT support issues as well as tackle advanced custom software and hardware projects;

- Onsite and remote 24/7 support
- Website hosting, design and development
- Disaster and backup planning and implementation
- Customised apps and software development
- Automation and remote control

Onsite and Remote – 24/7 Support

Our 24/7 Helpdesk offers a sophisticated and efficient service via text, email, social media and telephone.

Remote technology in the hands of our technicians assists your staff anywhere, any time. If network connectivity is an issue, that does not stop us.

Our ICT provides scheduled visits and our experience, knowledge and stability means we can integrate into your business seamlessly.

It is as good as, or better than, having your own ICT department. Let us take care of your ICT needs while you concentrate on your company's core objectives.

Our extensive network, Australia-wide, ensures your IT can grow with you as you need it.

Our ICT Helpdesk;

- Reduces fixed overheads
- Improves productivity and business efficiency; with our ICT professionals at your fingertips
- Provides start-to-finish ticket tracking and automatic escalation of high priority issues
- Charges only for the support time used
- Maximises the advantages of remote access to provide immediate, secure, on-screen support

Website Hosting – Design and Development

Our Group ICT builds beautiful online content that promises and inspires.

No one will use your business if no one knows about it. A website that reflects your professionalism and expertise is vital to visibility, promotion and success.

Websites built by Lester Franks ICT use the power of industry-leading servers and offer several website package tiers to suit your goal and budget. We also provide simple guidance through social and emerging media, including;

- Facebook
- You Tube
- Twitter
- Online blogging
- eCommerce store

Disaster Recovery and Backup

Planning and Implementation. Our Group ICT treats the safety of your data with the highest priority.

Information and data are everything in today's competitive environment, so we treat it with the highest priority. No one likes to think about potential disasters, but they can happen. It pays to have a plan in place to keep your data secure and ensure the continuity of your core business in the case of system downtime.

Our goal is zero loss for our customers. We achieve this by producing thorough backup solutions and comprehensive disaster recovery plans.

Using a combination of tape, hard drive and cloud solutions, we make data protection and redundancy easy and affordable as well as fast.

Our Group backup planning includes;

- Backup schedule and rotation
- Recovery testing
- Staff training
- Media management
- Individual file recovery
- Archival storage
- Replication between sites
- Application continuity
- Hardware monitoring

Customised Apps – Software Development

Near enough is never good enough.

If you spend hours each week performing repetitive tasks, or find yourself jumping between multiple programs throughout the day, a custom-built software package may be just what you need.

When your work breaks new ground, off-the-shelf software is not flexible enough to suit your needs.

From smartphone apps to integrating with MYOB and Xero accounting packages, our ICT can build an application just for you.

Custom solutions integrate with your business and workflows and ensure systems run smoothly and efficiently. Whether you need a timesheet solution, a staff intranet, or a complete auditing and production system, we have the technology and skill to make it happen;

- Converting custom databases from MS Office based programs such as Microsoft Access to more accessible and stable web-based solutions.
- Developing complex software to interface with existing testing equipment and other specialised hardware.
- Designing tablet apps with secure communications and the ability to record data when out of range of a network or phone signal.

Extensive Partner Network & Support

Our extensive partner network allows us to be your one stop shop for IT hardware, communications and automation.

Our Group ICT has forged strong partnerships with industry leaders including Telstra, Dell, Microsoft, National Instruments and Cisco Systems. You benefit from these relationships that allow us to offer a suite of services at the highest level.

For example, when working with Telstra, our Group ICT can set up and maintain all of your Office 365 and online apps, including DocuSign and GeoOp - all linked to your existing Telstra account.

Similarly, our programming expertise means we provide customer solutions powered by Microsoft and can design your new office network powered by Cisco.

Automation is another of our specialities with support provided by;

- National Instruments
- Dell
- Cisco
- Microsoft
- Telstra

Remote Automation – Monitoring & Sensing

You will be amazed at how many daily tasks can be automated and monitored remotely to ensure quality control.

Our Group ICT provides solutions developed specifically for remote industries. Remote mining is where our ICT expertise cut its teeth and has led us to use powerful tools from National Instruments and Citect.

Our knowledge and experience combined with this formidable software mean we can build custom electronic and mechanical solutions to your everyday challenges.

When we link these systems to our Telstra NextG wireless routers, you can access them from anywhere and deliver real-time reporting and dashboards to your company intranet or customers.

We can monitor or manipulate your system or environment to produce automated systems such as;

- Staff and machinery logging
- Gate control
- Lime-dosing systems for tailing dams
- Remote monitoring stations and systems for farms to refill water troughs when levels are low
- Using renewable power sources to build equipment that can survive the harsh Australian conditions while controlling and reporting on systems

Virtual Reality – Immersive Multimedia

If you can dream it, Virtual Reality can bring it to life.

Our Group IT is heavily invested in research and development projects in the field of 3D virtual space by making use of virtual reality devices such as the Oculus Rift.

Leaps and bounds are being made to bring high-end applications to the industry to assist in the day to day work of anything from terrain surveys through to 3D models and Building Information Modelling (BIM).

Virtual reality and augmented reality is fast becoming the new medium for entertainment, educational and business based software, and is expected to see phenomenal growth through the year of 2017 and 2018.

The shackles of mouse and keyboard are no more. The technology to allow you to manipulate and interact with models and objects by hand gestures is already here and we can help you integrate this technology into your business.

Our team is also beginning development for Windows 10 and the new HoloLens holographic computing technologies; which will open up new possibilities for team collaboration across the globe.

Whether you need a mine model to present a virtual reality tour to FIFO workers, or you would like to share CAD models in augmented reality with new investors, our Group can help your business be on the leading edge of these new technologies.

Workflow Analysis – Improved Efficiency

Streamline your workflow with technology to improve productivity and provide a better way to work.

Our Group IT can help you optimise your business workflows. By looking at your work processes, we can recommend IT solutions that help reduce double entry and automate reoccurring tasks.

We have helped businesses with time consuming, paper-based time-sheets convert to a digital product that users can fill out via their mobile phone. The data can be transferred straight into accounting packages such as MYOB, Xero or Pronto.

Information commonly stored in Excel documents, typically thousands of rows worth of mission critical data, can be easily converted to secure databases where that information can be presented as dashboards to make up-to-the-second information available to your team.

Safety systems such as sign in / sign out boards and underground tag boards can be digitised and that data stored automatically in databases.

- Remind your customers of upcoming invoice due dates and automatically send Thank You messages when they pay
- Digitise your contracts and collect digital signatures in the field
- Deliver induction and training packages online
- Manage your skill matrix with SMS reminders of expiring licenses and certifications

Whatever your needs, our Group can help you build tools to save your staff time and frustration. A saving of just a few minutes a day adds up to hundreds of hours across multiple staff throughout the year.



6. Quality Management and Safety System

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In embracing Quality Management, the Company has maintained a Quality Management System (QMS) conforming to Australian/New Zealand Standard ISO 9001 Quality System of the Standards Association of Australia since 1992.

The system was reviewed in 2010 to address AS/NZS ISO 9001:2008 in order to ensure group QMS' are bench marked against internationally recognised best practice in management.

The system is subject to ongoing review to ensure relevance and reliability for internal and external clients.

Our Safety Management system is accredited to AS/NZS 4801-2001.



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