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INTEGRITY
COLLABORATION
INNOVATION

Message From The CEO



Welcome to 2019, hopefully everyone had an enjoyable and safe Christmas period with family and friends.

I am sure you have recently spent time coming to terms with news of Comdain and Service Stream joining forces. This transition to the next phase of growth, represents an extremely exciting time for the organisation and its people.

Over the past month, I have observed a clear chain of emotions from the Comdain team.

Firstly shock, "What, the business is sold?" Secondly reflection, "What does this mean for me, my work location and who will I report to?" Followed by discovery, "Who are Service Stream and what is the future for Comdain?" Then finally engagement, "How am I going to make the most out of this opportunity?"

Admittedly, there has been varying degrees of reactions, most notable was the spontaneous emotion shown by many. A genuine, heartfelt response that reflected the pure attachment many of the Comdain family have to the business. It was a wonderful display of company culture that showed working at Comdain is more than just a job..

The decision was some time in the making – 24 months in fact. A decision like this for a 55 year old family owned business was always going to be a highly considered process. It is the way we do business; never rushed and having clear objectives. After being introduced to Service Stream in 2016, the alignment between both organisations was immediately obvious. Our shared approach to the fundamentals of business being good people, a focus on the customer and field productivity.

We have a shared vision of being Australia's leading utility service provider and are both high performing organisations, achieving continuous growth and market leadership positions within our

chosen industry sectors. The strategic logic also made sense as we service many of the same clients but cover different scopes. The merge enables an even more holistic service to our client base.

Following the announcement on December 3, it has been a hive of activity for a number of the staff as we prepared for Day 1 of operations under the umbrella of our new parent company on January 2. Fortunately, due to the great work of our team we kicked off the New Year operations seamlessly. Works were being delivered, payments were made and the Comdain machine continued to function as it always has. Over the next 3 months, we will undertake a planned integration phase. This will see Finance, People & Culture, HSEQ, Commercial & Legal, Development, IT and Operations streams established. The integration process will ensure the organisations harmonise our interactions and provide the ability to leverage from our respective individual strengths.

For many, very little will change – same Comdain brand, same clients, same workplaces, same management, same vehicles, and same culture. However, it is worth reflecting on the ultimate outcome and recognise you are now part of a business which:

- > Is a top 300 ASX listed organisation
- > Employs over 5000 people
- > Delivers \$1b in Water, Gas, Power and Telco services
- > Is one of Australia's pre-eminent Utility Service providers

It is an exciting next phase for Comdain, a time to continue to build on what we have established and leverage the extensive high performing resources offered by Service Stream.

Here's to a successful 2019.

Cheers

A handwritten signature in black ink, which appears to read 'Peter Coen'. The signature is stylized and fluid.

Peter Coen

Call for Content

We're looking for interesting images/ stories to include in Comdain Connect, whether it is something unusual you've done at work or home, a lesson learnt, a new tool or methodology. Even a photo of a colleague at an interesting worksite location. Phone camera quality is fine. Don't be shy send it through to marketing@comdain.com.au



Safety Update

Comdain has launched 'Our Safety Commitment' in 2019, which reinforces our commitment to the protection of a healthy and safe workplace for our people, contractors, visitors and members of the public we may impact.

A booklet has been produced to highlight the four important elements of this program: **Safety Vision, Life Rules, Safety Controls and Fair and Just Culture Regime**. This will be provided to all employees and full time contractors working for Comdain.



Our Safety Vision message, 'Take the Lead' remains consistent, with the vision that everyone in the business becomes a Safety Leader.

The "Life Rules" have been refreshed to simplify the language and ensure they are aligned with the critical behaviours that are required to protect everyone from high consequence events. This review resulted in a new Life Rule being added:

"We will always apply critical controls when undertaking High Risk Activities". Critical Controls are those that if not implemented or in place properly will increase the likelihood of someone being seriously hurt or killed.

To guide the understanding of the Safety Critical Controls, these are outlined for each of the High Risk Work Activities which we commonly undertake within our work. These compliment the Life Rules, and provide greater direction and understanding of how the Life Rules are to be applied when undertaking specific hazardous tasks.

Together, we are on a safety journey. In order to ensure we treat all circumstances consistently and appropriately, the Fair and Just Culture regime is applied. The purpose of the process is to enable a change in behaviour to achieve the Life Rules.

The success of 'Our Safety Commitment' can only be achieved through the leadership, actions and commitment of us all to keep each other safe. It is our confirmation that everyone is empowered to "Take the Lead" and demonstrate Safety Leadership in everything they do.

With your commitment, we will all have a healthy and safe new year.

Kevin Morrison
National HSEQ Manager

SAFETY VISION Take the lead

Development Group Update

Some big wins and lots of hard work has characterised the last few months of 2018. The development team have supported the business units in submitting tenders for over \$400m worth of work including some significant opportunities such as the SCADA upgrade program for QUU, the Wamuran irrigation scheme DBOM and the network reliability program for South East Water.

The Regional team have had a big few months picking up a number of projects including the Nimmie Caira environmental

flows project. Other major wins of note include the Mt Atkinson water main project for Western Water and the Upper Canal fencing package for Water NSW.

September saw the commencement of Comdain's project management training program with the first cohort of students being trained in project management in line with Comdain's Project Management Manual. This in-house program, facilitated by subject matter experts from around the business, brings project managers and project engineers together to learn how

Comdain does project management and how to leverage our systems and processes in the successful delivery of projects for our clients. Over the next 6 months all of our project management staff will be trained through this program giving them a good grounding in PMBOK methodology as well as practical experience and lessons learnt shared by their team mates and facilitators.

Andrew Lawrie
General Manager - Development



4 Projects Around Australia

New South Wales

PROJECT:

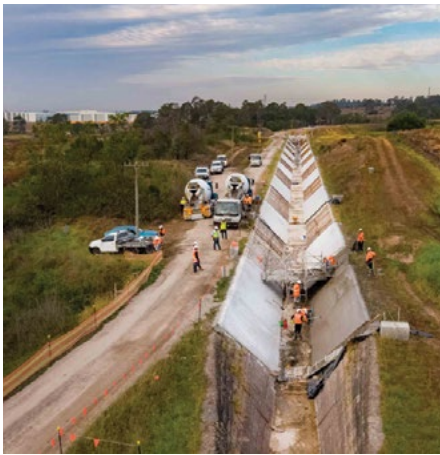
Upper Canal Rehabilitation

START DATE:

January 2018

CLIENT:

Water NSW



ABOUT THE PROJECT:

WaterNSW engaged Comdain to manage a significant upgrade to Sydney's heritage listed Upper Canal to ensure it continues to meet contemporary safety standards, improve access conditions and deliver water efficiently to its customers.

The Upper Canal is part of Sydney's Upper Nepean Transfer Scheme constructed in the 1880's to supply the majority of Sydney's raw water until the construction of Warragamba Dam in the 1960's. It has remained in operation since originally constructed and still supplies up to 40% of Sydney's raw drinking water to Prospect Reservoir. The Upper Canal has significant heritage value, it is listed on the NSW State Heritage register and within Local Environment Plans.

The structure of the Upper Canal was reaching the end of its engineering life. It is susceptible to stormwater and shallow groundwater contamination from intensive agricultural activities, unsewered residential dwellings and changes to the surrounding land's use. It has been taken out of service on several occasions for unplanned maintenance due to failures in the wall construction and leaks.



Work Undertaken:

- > Relining 9km of the Upper Canal walls
- > Rebuilding 150 meters of the Upper Canal walls
- > Repairing 1500 meters of cracks on the Upper Canal walls
- > Drainage improvements by repairing or replacing 30 existing cross drainage flumes.



WATCH VIDEO:

comdaininfrastructure.com.au/project-videos

Engineering

PROJECT:

Non-Drinking Water Tank & Infrastructure Project, Epping North

START DATE:

July 2017

CLIENT:

Yarra Valley Water

ABOUT THE PROJECT:

As part of Yarra Valley Water's non-drinking water supply strategy for the growing Epping North zone, Comdain was appointed to manage the design and construction of a 10ML circular welded steel tank. The new non-drinking water tank was built alongside two existing (drinking) water storage tanks at the Epping North reservoir site.

The self-perform project required close consultation with Yarra Valley Water and all other stakeholders. A detailed design process followed to ensure the new tank integrated seamlessly with the existing infrastructure and that works would require minimal shutdown time.

Experienced welders were engaged to ensure that the tank was constructed to the highest standard and careful sequencing of works allowed the welding crew and the pipe laying crew to work simultaneously. Extreme high winds led to unavoidable delays when installing the aluminium roofing but the team were able to regain lost time by maximising efficiencies across the project.

A bespoke perimeter walkway was constructed using galvanised carbon steel to allow for easy access. Testing is now underway.



Our in-house team managed the design and construction



BBQ lunch with the Yarra Valley Water team to mark the beginning of the project

Regional

PROJECT:

Nimmie-Caira Water Infrastructure Project.

START DATE:

October 2018

CLIENT:

NSW Department of Primary Industries

“This vital wetland, holds significant conservation and Indigenous cultural heritage value. We undertake this project with a great deal of pride and look forward to delivering benefits to local communities, wildlife and the environment.”

Alex Marshall
Regional General Manager

ABOUT THE PROJECT:

After being named the Principal Contractor for the significant upgrade in July 2018 by the NSW Department of Primary Industries, work has now begun on the Nimmie-Caira Water Infrastructure Project.

This important environmental project will secure the future of the 85,000 hectare floodplain in southern New South Wales. The innovative restoration looks to balance environmental and Aboriginal cultural heritage protection with commercial use, in order to create a flourishing asset for the local community and the wider Murray Darling Basin.

The project works are focussed on redirecting environmental water across the area, with much of the irrigation infrastructure across the floodplain requiring reconfiguration, modification or upgrading, including channels, banks, regulators and culverts.

Works include:

- Diversion of flows to the North and South
- Upgrade of waterway embankments
- Reconstruction and upgrade of water storage embankments
- Lowering or cutting of embankments
- Upgrade of roads and construction of causeways
- Installation of culverts
- Installation of regulators (incl. coarse screens)
- Channel upgrades

Helping to secure the 85,000ha floodplain

Renewals

PROGRAM:

Renewals



Comdain's renewal strategy is to be recognised as the market leader in the provision of water, gas and sewer renewal services. Over the last year we have been working hard at building both our internal capabilities in project management, design and delivery expertise. We have also established key exclusive strategic relationships with leading technology providers from both America and Europe.

We believe we now have arguably the strongest most experienced team in water and sewer renewals in the market. This is complimented by the depth of experience that our existing gas renewals teams bring in the areas of safety, quality and customer interaction.

The renewals market has been historically dominated by contractors that have leaned towards one technology e.g. pipe bursting, spiral lining, CIPP lining directional drilling etc. Comdain is in the unique position to offer not only all of the methodologies currently available but the latest in emerging technologies from around the world. These include exclusive agreements with Insituform Asia Pacific, leaders in CIPP sewer rehabilitation technology, RTi providing Comdain with one of the leading potable water lining solutions and Sub-Terra who provide sewage, compact pipe and spray lining technologies. These initiatives combined with a number of exciting upcoming bid opportunities should see Comdain benefit from significant growth outcomes in the year ahead.

Getting to know Service Stream



A major leap forward for Comdain with the announcement that we now officially operate under ASX listed parent company Service Stream Limited.

This is an exciting step in our long-term growth strategy that sees Comdain combine with Service Stream to become one of the largest utility and telecommunication service providers in Australia.

Service Stream is a leading Australian essential network service provider specialising in both the utility and telecommunication sectors across Australia.

They have an exceptional reputation for safety, customer service and quality and have a great respect for Comdain Infrastructure and the business we have built.

They work with clients across the telecommunication and utility sectors to provide specialist services associated with the design, engineering, construction, installation, inspection and ongoing maintenance of their essential networks.

FIXED COMMUNICATIONS

The Fixed Communications team specialise in providing network operations, maintenance and minor works across Australia's telecommunication networks for fibre-optic, broadband, HFC, and copper infrastructure. Working anywhere from customer homes to major regional projects they deliver high volume field service activities, network operations and augmentation, maintenance and minor works.

NETWORK CONSTRUCTION

The Network Construction team design, construct and manage larger projects in the telecommunications sector. The team also provide deployment and upgrade activities, such as Site Acquisition, Environment and Design (SAED), deployment, and transmission design and build across Australia's wireless and fixed communication networks.

Service Stream is a good fit for Comdain not only in term of our business strategy but also through its management culture and their commitment to Comdain's growth.

Phil Sheridan
Operations Lead, Queensland

A partnership with Service Stream creates a fantastic opportunity for the Comdain team. Together, we have complementary skills and capabilities focused on the utility sector that allows both companies to leverage off each other and expand our offering across our client base, which in turn provides greater opportunities for our team to grow and develop.

Simon Maher
State Manager, New South Wales

ENERGY & WATER

Service Stream's Energy and Water team specialise in providing design, installation, maintenance and customer management services to Australia's electricity, gas and water network owners and operators. Services include:

- > Meter reading
- > Meter and asset replacement
- > Smart-meter network deployments
- > Disconnection/re-connection
- > Commercial and residential solar PV
- > New energy solutions
- > Plumbing and appliance retrofitting
- > Home energy efficiency audits
- > Surveys and consultancy

THE SERVICE STREAM GROUP ALSO INCLUDES:

- > TechSafe - the largest employer of qualified electrical inspectors in Australia, provides specialist technical advice, independent electrical inspections, compliance, auditing and testing services across the utilities and renewable energy sectors.
- > Radhaz - Specialist providers of measurement, compliance and training services, and consulting associated with electro-magnetic fields (EMF) and radio frequency (RF) transmissions.

The evolution of Comdain takes a further step by joining Service Stream in forming an organisation that offers unique services to infrastructure assets across Australia. This creates opportunities for us all to participate in wider servicing, shared learnings and personal development opportunities. What an exciting time!

Kerry Karafotias,
GM Commercial, Legal & Risk



26 Offices & Warehouses

Servicing 75% of Australia's land mass

10K+ Tickets of Work per day

100K+ Properties visited per day

35m+ Properties visited per annum

This is an exciting new chapter for Comdain. So what happens next? It will be business as usual, however, we move forward with a huge support network, increased resources, access to highly developed systems and a greater opportunity to share learnings, add value and further enhance our services.

Drought proofing for the next generation of farmers

The Comdain team was thrilled to be a part of the official Gunbar Water pipeline opening where our CEO Peter Coen was able to share this significant milestone with the teams from Murrumbidgee Irrigation, the Gunbar Water Authority, our valued partners, land owners and the local community.

The new **270km pipeline** will supply filtered pressurised water to 62 properties in the Wah Wah district, which covers 310,000 hectares.

The successful design and construction of this unique modernisation project and the implementation of world class technology has delivered a sophisticated water scheme for the region.

Wah Wah farmers will benefit through improved levels of service, with year-round access to the river and bores, pressurised water supply and measured water use, which can be remotely monitored.



World class technology is a key feature in the project's success



A job well done! The team proud to be a part of this unique project



Comdain CEO, Peter Coen helped mark the significant milestone

International tour creates learning opportunities

During November, a five day study tour of the gas industry was undertaken throughout the UK involving Multinet Gas (a CKI business) and Comdain Infrastructure.

The team was made up of Michelle Wingrave, Contract Performance Manager MG, Mark Cooper, Gas Asset Development Manager MG and John Carney, Service Delivery Manager Comdain.

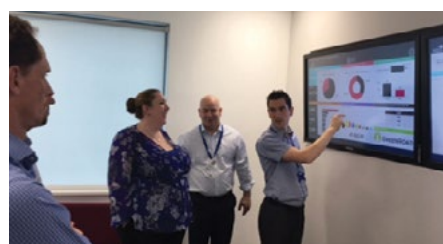
The tour consisted of a three day visit to Northern Gas Network's (also a CKI business) offices in Leeds and a number of operational field sites, some areas of interest were Project Prioritisation, Project Design, GIS, Contract Management, Dispatch/Emergency Management, Network Performance, HSE, Insertion and Large diameter main laying. NGN have an innovation group and it was great to spend some quality time with the team looking at their work.

On the fourth day, we were the guest of ULC Robotics where we were introduced to a number of innovations by the senior management team. ULC are a very innovative company that operate within the gas and water industries in both in the UK & USA. The day also included a site visit to see an internal repair of large diameter cast iron lead joints in Oxford St London, which was of most interest to the study team.

On the last day, we were the guest of JLD (Large Gas Construction Contractor). Here we undertook a number of site visits covering large diameter insertion, live insertion and depot operations which was most interesting.

Overall the tour was a great success with the group exchanging ideas and innovation with their hosts.

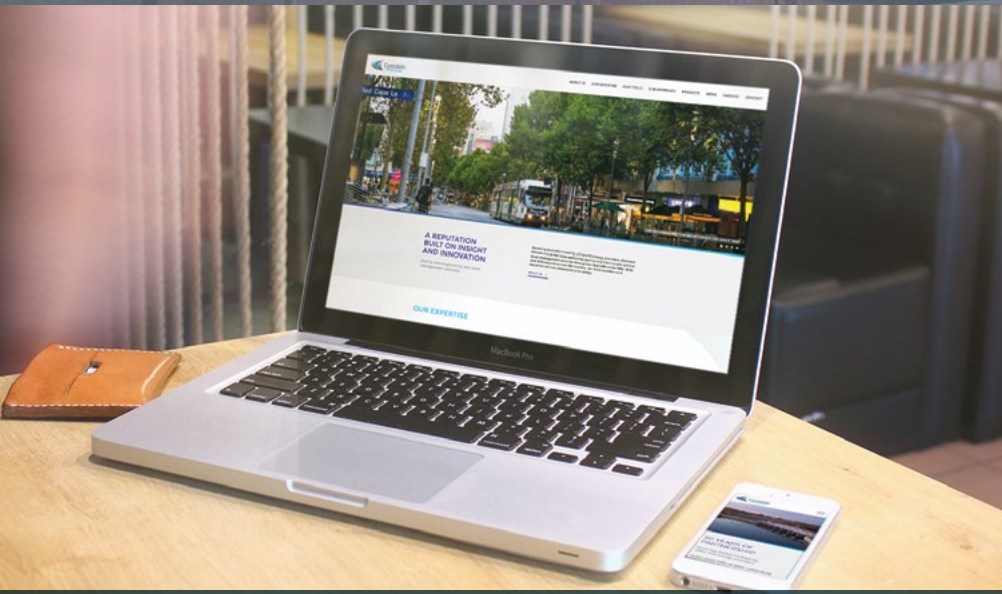
There has been two follow-up conversations with NGN since the groups return and a structure is currently being developed to continue to share learnings going forward.



Seizing the opportunity to share learnings



Oxford St in central London site visit



New responsive design for access across all devices

Our fresh new look!

We've seen a lot in 55 years. The utility industry across Australia has undergone significant growth and change – and so have we!

We are delighted to officially announce the launch of our new website.

Our goal is to give visitors an insight into Comdain Infrastructure: our history, values, vision, people, approach and capabilities, which are all important parts of our unique offering.

Amongst the features on the new site are social media links for LinkedIn, Instagram and YouTube plus easy access to our growing video library. We have an integrated careers section which allows interested candidates to apply directly to us and dedicated pages for the latest news across the business.

www.comdaininfrastructure.com.au

INTEGRITY COLLABORATION INNOVATION

Along with the launch of our new website came the introduction of Comdain's new tagline – Integrity. Collaboration. Innovation.

This update was not about redeveloping or overhauling the company direction; more about sharpening how Comdain is perceived and strengthening the impact of our brand and it's messaging.

These small updates will help us stay true to our proud, rich history whilst enabling us to reposition our brand for the many opportunities that lay ahead.

Supporting local heroes

The Comdain Multinet team is proud to support the Clyde Fire Brigade including Comdain employee Wayne O'Neil (Cobba) pictured here.

Cobba has been an influential member of the Clyde Fire Brigade for over 13 years. All of the members are volunteers and willingly give their time to assist the local community with all manner of emergency situations including fire, vehicle accident and other high-distress scenarios.

At present, the Country Fire Authority (CFA) does not have the capacity to supply personal protective eyewear so Comdain happily provided the team the safety glasses to ensure workers have these crucial barriers to protect themselves.





TALKING WITH... ROISIN QUIN

TITLE: Compliance & Community Officer
AREA OF BUSINESS: Queensland
LOCATION: Brisbane
TIME WITH COMDAIN: 5 years, 8 months

What are three interesting facts about you

1. My partner and I have a 2.5m pet snake, named Lola.
2. I am one of 9 siblings.
3. I used to play Gaelic football for my County, back in Ireland before moving to Australia.

What are some small things that make your day better?

1. Receiving the email each morning to advise that the coffee man has arrived
2. Sharing an office with Tamara – she's so quiet.

What are you addicted to?

Avocado on Toast

What song or artist do you like but rarely admit to liking?

I'm a huge fan of Celine Dion and have been known to belt out her tunes in the office.

What's the best and worst piece of advice you've ever received?

Best Piece - Never make a promise that you cannot keep.
Worst Piece - My friend once told me that if I tap under my chin 20 times a day, that I would never have a double chin.

Which of your scars has the best story behind it?

When I was 7 years old I pulled the deep fryer down onto myself, burning through my brand new Pocahontas pyjamas – pretty sure I was more upset that the pyjamas were ruined, than the burns themselves.



TALKING WITH... MARIAH MARSHALL

TITLE: Crew Leader
AREA OF BUSINESS: Multinet
LOCATION: Clayton
TIME WITH COMDAIN: 3 years

What hobby would you like to get into if time and money weren't an issue?

Mountain bike riding, there are so many trails and parks around Australia and in other countries that I would love to explore.

What skill would you like to master?

The piano, it's my favourite instrument.

What are some small things that makes your day better?

Coffee, coffee and more coffee! It also helps having a crew that generally gets along and works really well together, I'm lucky I have that.

Greatest lesson learnt?

To always trust yourself and your instincts.

What's the best way to start your day?

With COFFEE, I don't know what I would do if I couldn't have my morning coffee.

What's the farthest you've been from home?

I don't remember much as I was very young but I have been to Germany.



Get on board ComTrain

We are pleased to announce the introduction of ComTrain, a new integrated portal for both Comdain employees and contractors. The purpose built software is designed to streamline our induction process and will also detail other important information regarding training requirements and our responsibilities for things such as Work Health and Safety, Environmental Management and Quality.

ComTrain will also manage all data relating to our employee and contractor's current training records, certificates and licenses making it easy to identify a person's induction history, qualifications and suitability across all of our work sites.

The system is designed to be easy to access and easy to use, with more information about how you can register your profile available shortly.

In the meantime, if you want further details contact your **HSEQ Coordinator** or email hr@comdain.com.au



10 Team Photo Competition



Spot the frog! On site at Morpeth, Jim Gaha



Maude Installation, Tim Sherman



Commissioning of a Jemena regulator onsite at Sydney Circular Quay, Aaron Miller



Gas renewals team hard at work Melbourne CBD



Crews First Aid training, Nicole Bonnici



Clayton gas team on site, Phil Wilson



Project Management team hard at work - HQ Epping, VIC



Ominous clouds approach at Gunbar, Zac Tarsoly



Skills refresh at fire safety training, Mohamad Yusuf



Stopple Valves installation part of the Bartleys to Wheelers Hill crossing, Karl Koberg



Dual Water Main Construction, Helal Matten



Happy to stop for a quick pic - the Murarrie crew, Gavin Amopiu



CONGRATULATIONS
to Mohamed Shantaly!
You win a \$100 Visa card!

A job well done! Renewable energy for Gunbar project

What we've been up to...

Winners are gridders!

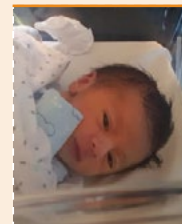
'Extra Brut' storms home to win the Victoria Derby on a beautiful Saturday afternoon at Flemington Race Course.

No one was more pleased than part owner - our very own George Bubis.

"This really was a dream come true for me. An unbelievable experience that I was so happy to share with my family and friends"



Welcome newest members of the Comdain family



Anthony and Christina Salty welcomed **Jordan** on 23rd August 2018



Andrew & Anna Gaston welcomed **Mika** on 25th August 2018



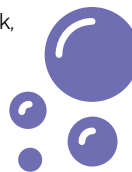
James and Yuka Yang welcomed **Misuzu** on 31st August 2018



A Helping Hand

NSW Crew leader Tim Cano came across this beautiful creature stranded and struggling in a shallow rock pool baking in the hot sun.

After the appropriate risk assessment the team launched into action, capturing the shark, carrying it over the rocks and releasing it back into the ocean unharmed.



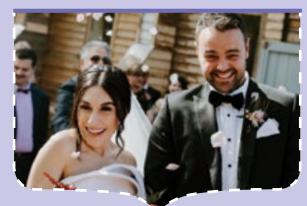
Movember

A fine effort (facial and financial) as the fabulous NSW team got behind Movember raising \$3200!

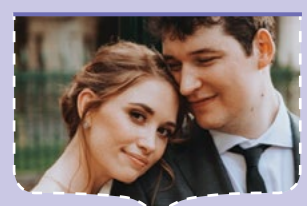
Find out more and help change the face of men's health movember.com.au



Weddings



Matthew & Jen Ferella celebrated their Wedding at Tangle Wood Estate in Dromana, November 10th 2018



Tom James and Alecia
Congrats to the happy couple who celebrated their big day December 1st 2018 in Brisbane.



The Comdain Striders team enjoy the sunshine after a strong finish at the Melbourne Marathon.