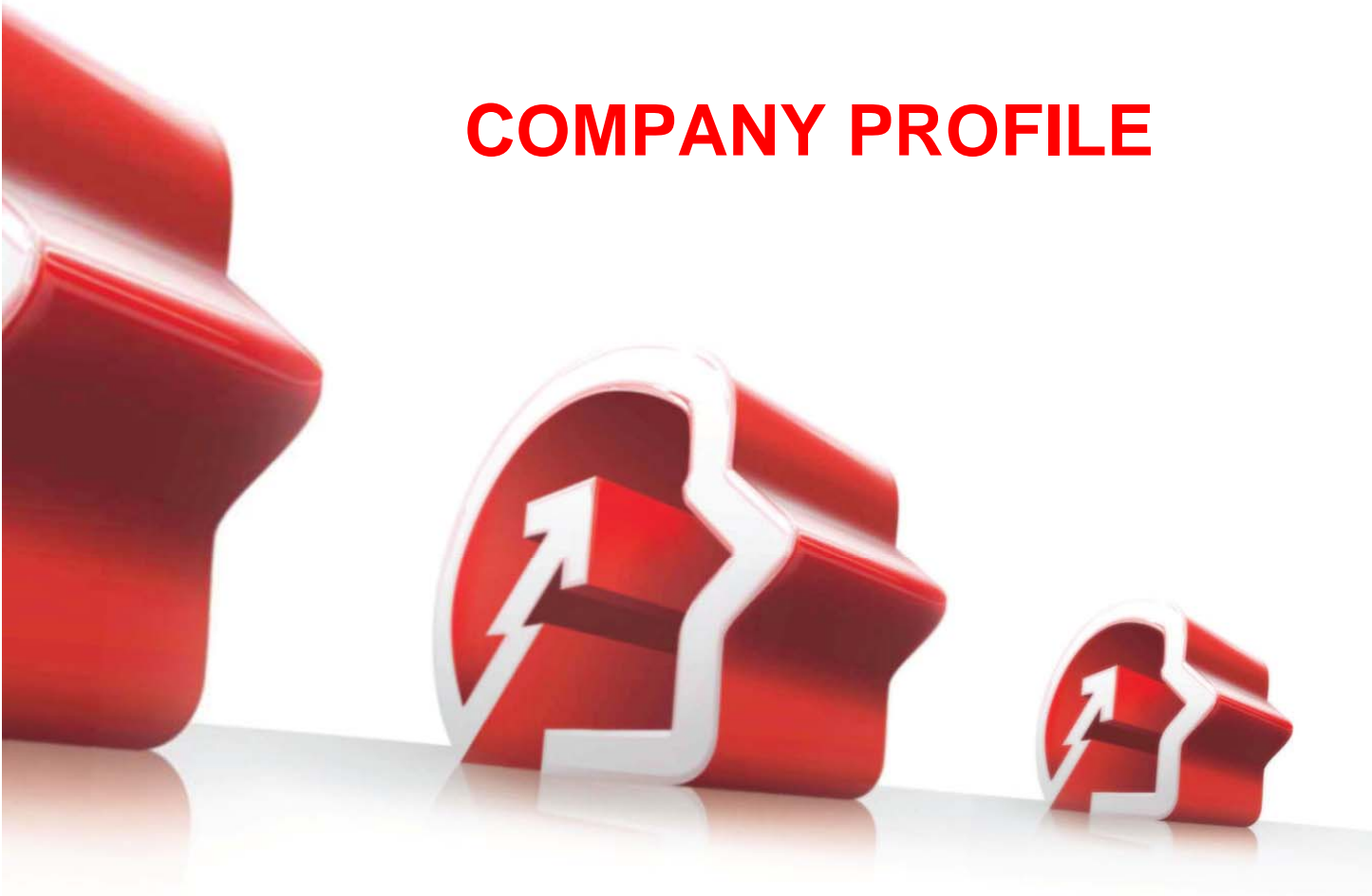




# COMPANY PROFILE



HAMILTON (HEAD OFFICE)  
639 TE RAPA ROAD  
HAMILTON  
+64 7 849 49 49

AUCKLAND BRANCH  
63A RICHARD PEARSE DRIVE  
AIRPORT OAKS, AUCKLAND  
+64 9 256 5063

ALBANY BRANCH  
62D PAUL MATTHEWS RD  
ALBANY, AUCKLAND  
+64 7 849 49 49

TAURANGA BRANCH  
17 CYPRESS STREET  
TAURANGA  
+64 7 578 3159

ROTORUA BRANCH  
36 FAIRY SPRINGS ROAD  
ROTORUA  
+64 7 349 3663

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## 1. INTRODUCTION

### General

Concord operates in New Zealand via four registered companies, Concord Communications Limited, Concord Electrical Limited, Concord Technologies Limited and Concord ICT Limited, all four of these operations are 100% owned by Electrical New Zealand Limited (ENZ) which is a 100% New Zealand owned business. Concord has traded successfully for over 30 years, and although the company is now significantly larger and more diverse than when it commenced business in 1976, we still maintain the same values and high levels of customer service.

At Concord we are proud of our exceptional record of success and growth, the management is actively involved in the day to day operations of the business and recognizes that good staff are one of our most valuable assets.

Concord currently has branches located as follows:

Location	Communications	Electrical	Technologies	ICT
Auckland	Yes	Yes	Yes	Yes
Hamilton	Yes	Yes	Yes	Yes
Tauranga	No	Yes	Yes	Yes
Rotorua	Yes	Yes	Yes	Yes

The four respective business operations utilise common administration, business systems and procedures and a summary on each and the services they provide is as follows:

### Concord Communications

Concord Communications operates from three locations and forms part of the Orb retail group. Orb is a cooperative of 41 retail outlets who strive to provide Telecom communication products to a wide range of customers from individual users through to large corporate accounts. The 41 stores enable us to provide high levels of customer service throughout New Zealand.

Services Include:

- Mobile phones and accessories sales
- Telecom landline products
- Telecom internet and broadband products
- Telecom account management services
- Hands free car kits
- Data Cabling & Networks
- Locate Plus GPS Tracking (Navman)
- Radio Telephones

## **Concord Electrical**

Concord Electrical's primary focus is the provision of electrical and instrumentation installation for industrial applications. We operate throughout New Zealand and the Pacific and establish ourselves where the work is. We pride ourselves on providing top quality installations, which are completed on time and within budget.

Concord Electrical utilises both in house and subcontracted resources and has developed a comprehensive database of trade's people who have worked with us and understand the high levels of workmanship which we require.

## **Concord Technologies**

Concord Technologies covers a very diverse range of design, installation and maintenance services to our clients, we pride ourselves on listening to our customers and ensuring we provide solutions which address our clients' needs, based on utilising the latest appropriate technology.

Services Include:

- Electrical Engineering
- Automation
- Telemetry
- System Integration
- PLC Programming
- HMI
- Security & Access Control
- CCTV Systems
- Auto Doors, Gates & Parking Systems
- Electronic Servicing
- Electrical Maintenance (24/7 service)
- Electrical Installation
- Hazardous Area Installations
- Traffic Signals
- Data Cabling & Networks
- Nurse Call Systems

## Concord ICT

Concord ICT is focused on providing a centre of excellence for the provision of telephony solutions; ICT is able to provide installation and ongoing maintenance on a wide variety of different systems and has long established relationships with Samsung, Aria, Avaya and IMX product solutions.

We have been installing systems into small and large companies for 6 years and have over 580 installed systems, the majority of which are in the greater Auckland area. We also have many networked customers with branches in Auckland, Christchurch, Wellington, Dunedin and other locations.

Our reputation has been and continues to be built on offering clients carefully designed and managed information technology solutions. This of course, is taken across the full spectrum of ICT systems. Through further investment, Concord ICT will continue to train and build resource within the following brands, for which we are proud to be associated with:



### **Strengths**

Concord is a financially sound expanding modern company, who value their staff and clients, and strive to develop long term mutually beneficial relationships. We pride ourselves on being a leading edge company and promote leading edge proven technology. The Company structure comprises skill related teams each focusing on their respective areas of expertise. This structure allows the company to focus on each of the diverse ranges of services we offer and ensures we continue to provide quality service at competitive prices. The company's senior managers are experienced in all aspects of the business operations and utilise successful management techniques. Concord's philosophy is to foster a partnering relationship with our clients and to work closely with them to develop solutions to technical challenges together.

### **Experience**

Over the past 30 years, Concord has installed and maintained plant in a large number of local authority and industrial sites within New Zealand and the Pacific. We enjoy a continuing successful relationship with our customers. Contracts with our clients have been conducted in a spirit of cooperation and success to the mutual appreciation of all parties concerned.

### **Competency**

Concord employs fully qualified and experienced staff in the core areas of system development, installation, contract and project management as well as post project service support and maintenance. A large number of our employees have been employed in the company for over ten years and have developed extensive competency in what we do. This experience as well as the stable base of technical skills allows Concord to implement, manage and support contracts, introduce new and innovative technologies and work methods, as well as providing ongoing customer support and service. With the company's considerable experience the management of contracts is carried out in a professional manner and in compliance with client specified terms and conditions.

Our successful projects and services would undoubtedly be unparalleled by other companies and include; Industrial Automation, Water and Waste Water Electrical and Automation Services, Telemetry, Traffic Signals, Security and Access Controls, CCTV, Radio, Mobile and Landline Communication Services, PABX Systems, Building Electrical and Data Services, Pumping Systems, Appliance Testing and Repairs, Electronic Servicing, Petrochemical Installation and Maintenance Services.

**Staffing and resources**

Our management has always recognised the need to have competent and knowledgeable personnel. Staff development is considered important and through technical training and personal enhancement programs, our personnel present themselves to our clients as knowledgeable, competent, friendly and helpful. Our staff are uniformed with prominent logo identification and the vehicles display the company logo and signage. Concord has a modern fleet of vehicles equipped with all necessary tools and equipment and up-to-date support facilities. For example, we have the latest tools, such as AutoCAD Electrical for circuit diagrams and computer software for documentation and presentation.

**Cornerstones**

Safety to persons and the environment, Electrical Regulatory Standards and Quality Control Standards are cornerstones of our business. Management practices recognise the ongoing need to apply Good Employer practices to foster staff retention as well as the personal development of staff for the company to provide excellence of service to our customers.

**Business Values**

- Always operate in a safe manner
- Do what we say we will do
- Provide quality at a fair price
- Make it easy to do business
- Do better every day
- Value others time
- Treat others as we like to be treated
- No Nonsense/Up front communications

**Finance Leasing**

Concord understands the impact that a significant investment in plant or equipment can have on cash flows and has established a partnership arrangement with UDC to ensure that we can offer competitive finance and leasing solutions to our clients. We are proud to be able to offer added value services such as leasing solutions to our clients through Concord Finance.

The Company details and information is as follows:

## **Company Details**

<b>Trading Names:</b>	Concord Communications Limited Concord Electrical Limited Concord Technologies Limited Concord ICT Limited
<b>Registered office:</b>	639 Te Rapa Road Hamilton
<b>Directors:</b>	Peter Schnell Brian Fleming
<b>Accountants:</b>	Hart & Associates (Huntly)
<b>Bankers:</b>	ANZ Banking Corporation Hamilton
<b>Solicitors:</b>	Lowndes Jordan (Auckland)
<b>Business Locations:</b>	Auckland (x2) / Hamilton / Rotorua / Tauranga
<b>Offices:</b>	<b>Concord HAMILTON</b> (Head Office) 639 Te Rapa Road P.O. Box 10077 <b>Hamilton</b>  <b>Concord, AUCKLAND</b> 63A Richard Pearse Drive P.O. Box 107109 Airport Oaks <b>Auckland</b>  <b>Concord, AUCKLAND</b> 62D Paul Matthews Rd P.O. Box 302357 Albany <b>Auckland</b>  <b>Concord, TAURANGA</b> 17 Cypress Street P.O. Box 2045 <b>Tauranga</b>  <b>Concord, ROTORUA</b> 36 Fairy Springs Road P.O. Box 1514 <b>Rotorua</b>

## **2. RELEVANT EXPERIENCE**

### **Extensive Experience**

Concord has an extensive record of experience in the Waikato, Auckland and Bay of Plenty areas. We work in close association with our clients, suppliers and engineering consultancy companies to ensure that cost-effective, efficient, safe and quality service is provided to our customers.

### **Recent Project Experience:**

#### **PLC Controllers & Automation**

- Laminex (press automation and safety expansions to servo controls)
- Sealcoate Central Limited (Transit NZ Lahar flood warning system)
- Hamilton City Council (Horotui leachate power & telemetry system)
- Ecolab (Fonterra STWR dosing system)
- Rivermill Bakery (small goods control system upgrade)
- Timpack (packing line pallet machine)
- Huntly Waste Water Treatment Plant (Electrical and PLC control upgrade)
- Ngaruawahia Waste Water Treatment Plant (Electrical and PLC control upgrade)
- Hamilton City Council (Micro wave telemetry control system upgrade)
- GB Teat Ltd Refrigeration Engineers (Installation of up to 250amp variable speed drives)

#### **SCADA & HMI**

- Hamilton City Council (telemetry SCADA system)
- Waikato District Council (telemetry SCADA system)
- Solid Energy (Rotowaro west mine telemetry link)
- Ecolab (dosing control system)
- Waikato District Council (telemetry & SCADA maintenance contract)

#### **Data & Fibre Optic**

- House of Travel Tauranga (Data cabling, outlets & patch panels)
- QE2 Youth Centre (Data cabling, patch panels & PABX system)
- WDHB Waikato Hospital Forensic Mental Health Unit (Data cabling, patch panel installation and commissioning)
- Dean Freight Transport Centre Hamilton (Data cabling, patch panel installation and commissioning)
- Morrinsville Medical Centre (Data cabling, patch panel installation and commissioning)
- Dairy Goat Co-Operative (N.Z) Ltd (Fibre ring and phone cabling)

## **PABX Telephone Systems**

PPG Industries (installation and maintenance of OS7400 70 extension system)  
North Harbour Corporate Travel (installation and maintenance of OS7100 9 extension system)  
Tetra House (installation and maintenance of OS7400 200 extension system)  
Acapulco Motel (Installation and maintenance of business phone system)  
Enterprise Motor Group (Installation and maintenance of business phone system)  
Century 21 (Papakura, Huntly, Morrinsville & Matamata)  
Morrinsville Medical Centre (Business phone PABX system)  
Proform Plastics Hamilton (Business phone and data installation)  
Debtworks (Installation of Samsung 7200 in Auckland & Dunedin Offices, fully networked and operating as one system)  
HIFX (Installation of Samsung 7200 in Auckland which is networked to the system in Sydney)  
AMX (Installation of phone system in Albany which is networked to the system in Queensland)  
Crown Relocations (Call centre solutions)  
Hampsta (Call centre solutions)

## **Security & Access Control**

Waikato Institute of Technology (WINTERC) (Installation and maintenance of Cardax access control and intruder detection system)  
Bay of Plenty Polytechnic (Installation and maintenance of Cardax access control and intruder detection system)  
Lakes District Health Board (Installation and maintenance of Cardax access control system)  
Hamilton City Council (Installation and maintenance of Cardax access control and intruder detection system)  
Waikato District Health Board (Installation and maintenance of Cardax access control system)  
Scion (Installation and maintenance of Cardax access control and intruder detection system)  
Fonterra Waitoa (Installation and maintenance of Cardax access control system)  
Tenon (Installation and maintenance of Cardax access control system)  
Waikato Stadium (Cardax & CCTV systems)  
Middlemore Hospital (parking system & barrier arms)  
Timberlands Ltd Rotorua (Installation and maintenance for cardax access control and security system)  
Waiariki Institute of Technology (Installation and maintenance of cardax access control and security system)  
Ministry of Justice (Installation and maintenance of cardax access control and security system)  
P F Olsen (Installation and maintenance of cardax access control and security system)  
Mount Beachside Holiday Park (Installation and maintenance of cardax access control and security system)  
Wintec City and Avalon Campus (Barrier arm installations)

## **CCTV Projects**

Customs New Zealand (CCTV surveillance for Auckland and Christchurch International Airports).  
Waikato Stadium (CCTV surveillance, crowd control)  
Transpower (National Control Centre, perimeter CCTV system)  
Hamilton City Council (CCTV into all libraries)  
Hamilton City Council (Waterworld swimming complex)  
Nalco Aluminium (CCTV installation for quality control)  
Hamilton Central Police Station (upgrade & expansion of Cell Block CCTV system)  
Rototuna Primary School (MATV & classroom paging system)  
Hamilton City Council (CCTV system for Hamilton Transport Centre)  
Waitemata District Health Board (Waitakere & North Shore Hospital CCTV system)  
Wintec Hamilton (CCTV systems – Campus Wide)  
Hamilton City Council Water Treatment Plant (CCTV system, intruder alarms and Gallagher power fencing)  
Whakatane District Council (Installation of street camera system)  
Rotorua Airport (Upgrade of CCTV system)  
Waiariki Institute of Technology (Installation of CCTV system)  
Bay of Plenty Polytechnic (Installation of CCTV system)  
Lakes District Health Board (Installation of CCTV system)  
Fonterra Te Awamutu Factory Site

## **Radio & Mobile Communications**

Waikato District Council (upgrade telemetry system for water & wastewater pumping stations)  
Hamilton City Council (upgrade & expansion of wastewater telemetry system)  
Hamilton City Council (Supply and repair of fixed and mobile radio units)  
Waikato District Health Board (Supply of mobile radio units)  
New Zealand Fire Service (Installation of cellular car kits in fleet)  
Waikato District Council (Maintenance of Datran radio network)  
United Group Ltd (Supply of mobiles for entire company)  
Progressive Enterprises (Supply of mobiles for entire company)  
Baxter Healthcare (Supply of mobiles for entire company)

## **Switchboards & Control Panels**

Laminex control panel  
Rivermill switchboard upgrade  
Waikato District Council (Taupiri pump control panel)  
Matamata Piako District Council (pump control panels)  
Thames Coromandel District Council (Pauanui wastewater treatment plant)  
Matamata Piako District Council (Morrinsville wastewater treatment plant)  
Western Bay of Plenty District Council (wastewater pump panel renewals)  
Matamata Piako District Council (Tills Road switchboard upgrade)  
Springhill (wastewater pump stations)  
Watercare (East Tamaki pump station upgrade)

## **Traffic Signals**

Rotorua District Council (Traffic signal maintenance contract)  
Tauranga City Council (Traffic signal maintenance contract)  
Hamilton City Council (Hood Street beautification – traffic signal alterations)  
Transit NZ (Tauranga Harbour Link Stage 1 – traffic signal installation)  
Transit NZ (Bethlehem pedestrian crossing signalization)  
Transit NZ (Taupo, Kopu Bridge and Pekatahi Bridge traffic signals maintenance)  
Mighty River Power (Karapiro, Arapuni, and Whakamaru Dams – traffic signals installation and maintenance)  
Hamilton City Council (Victoria / London, Hood St, Kent / Hall, Mill St, Te Rapa / Pukete & Ward / Anglesea St's upgrades)  
Tauranga City Council (Chapel Street realignment – traffic signals installation)  
Hamilton City Council (V8 Supercars project – traffic signal alterations)

## **Water & Wastewater Treatment**

Thames Coromandel District Council (Pauanui, Whitianga & Whangamata wastewater treatment plants)  
Waikato District Council (Wangamarino Water Treatment Plant)  
Wapia District Council (Kihikihi Wastewater pumps stations)  
Hamilton City Council (Hamilton Water Treatment Plant – High Lift Pumps)  
Waikato District Council (Raglan wastewater treatment plant)  
Watercare (East Tamaki – cathedral wastewater pump station)  
Western Bay of Plenty District Council (Katikati wastewater upgrades)  
Waikato District Council (5 Year maintenance contract – water & wastewater plants & pumping stations)  
Rotorua District Council (Installation of grinder pumps)  
Tauranga City Council (Foam pump and VSD upgrades)  
Watercare (Te Atatu – wastewater pump station upgrade)  
Watercare (Huia, Waikato and Ardmore water treatment plant turbidity and flowmeter installs)  
ITT Water and Wastewater (Mangere wastewater treatment plant UV lamp maintenance)

## **Petrochem**

Shell Oil retail outlets (point of sale maintenance and upgrades)  
Mobil Oil retail outlets (point of sale maintenance and upgrades)  
Shell Oil truckstops (maintenance and upgrades)  
BP retail outlets (point of sale maintenance and upgrades)  
Shell Oil retail outlets (repair of site lighting)  
Independent Oil Company sites (installation and maintenance of G5 point of sale equipment)  
Shell Te Awamutu (upgrade)  
Shell Kings Way Auckland (Installation)

## **Industrial / Other**

Rivermill Bakery (small goods manufacturing plant)  
Rivermill Bakery (slicing and packing line)  
Carter Holt Harvey (laminator outfeed line)  
Genesis Energy Ltd Huntly Power Station (Electrical installation of taprogge condensor cleaning system) Units 2,3&4  
Genesis Energy Ltd Huntly Power Station (Electrical conversion and upgrade of the overland coal conveyor from 3.3kv drive motors to 415v VSD controllers)  
Genesis Energy Ltd Huntly Power Station (Electrical installation of air compressor plant air control panels)  
Hamilton City Council Water Plant (Installation of 2 x 500kva and 1 x 633kva caterpillar generators including associated PLC controls and commissioning)  
Shell/Woodside/Veolia Water/PFS Engineering (Instrumentation and control wiring of 13 skid mounted production modules for Pluto LNG De Mineralisation Plant W.A)

### **Routine Maintenance and Emergencies**

The company has extensive experience in both the routine maintenance and emergency repair services for industry. Our team of experienced and competent technicians has a wide range of technical and practical knowledge, and are available during normal working hours as well as on the afterhours call-out roster.

We operate a 24/7-callout service with a single call telephone number to ensure prompt response.

### **Qualifications and Competency**

All staff involved in on site electrical works are registered electricians with current practicing licenses or apprentice trainees. These site electrical people are further supported via our in house team of Electrical Engineers, Technicians, Radio Engineers, Security Engineers, Technicians, and Trainees.

Our staff keep apprised of new technical developments through supplier training and in-house training sessions. The company is technically competent to handle current and future technologies as applied to industry. Current technologies covered by our company include:

- PLC Controllers and Automation
- Rockwell / Allen Bradley, Omron, Siemens, Schneider, AAB and Others.
- Software programming
- Scada HMI programming
- Computer technologies
- Data and fibre optics Systems
- Cardax access control and security systems (Cardax dealer partner)
- CCTV monitoring and surveillance systems (Panasonic preferred integrators)
- Radio, mobile and fixed wiring communication systems
- Switchboard and control panel manufacture
- Electrical technologies

### **3. TRACK RECORD**

#### **Performance**

Concord is a comprehensive company incorporating engineering, programming, panel manufacture, installation, service, and maintenance divisions. We have built our business and reputation by responding to the needs of the marketplace. We generally exceed the performance specification set for a contract by bringing, in association with our key suppliers, professional expertise, advanced technology and world-class products to each project.

#### **Health and Safety**

Concord actively promotes a safe working environment and our dedication to Health and Safety and Environmental issues form part of the company's core values. We promote a no blame culture with regard to accident and near miss reporting and hold regular staff meetings which focus on workplace safety. Contract and site specific Health and Safety plans are developed for each contract and all staff attend workplace inductions to ensure they are fully aware of each locations specific hazards and requirements. All LTI's are recorded and investigated as appropriate to ensure that we continue to learn and evolve our workplace culture and methodologies to further improve workplace safety.

Our staff are supplied with good quality, appropriate Personal Protection Equipment and recognise that a safe and tidy workplace is as important for the safety of themselves, fellow staff as well as the public.

#### **Environmental Safety**

As part of our induction and Health and Safety procedures Concord staff are briefed on environmental issues and potential risks to themselves and the environment. All Concord staff take a proactive role in the protection of the environment.

## 4. RESOURCES

### Technical Resources and Plant

Concord has in excess of 100 permanent employees and this resource is topped up via the use of quality pre qualified subcontractors. We operate a fleet of 95 modern vehicles, equipped with relevant tools and test equipment.

The majority of our staff are contactable via our cellphone network and we operate electronic call dispatch and job tracking systems to ensure our field staff have the most accurate job information at their disposal.

Concord's Head Office operates from modern and well equipped premises at 639 Te Rapa Rd, Hamilton, this site incorporates:

- Offices
- Showroom
- CCTV Demonstration Unit
- Workshop
- Technical Workshop
- Stores
- Assembly area
- Covered storage area

All areas are security protected with access by Cardax only.

Within our branches and service vehicles we hold specialist installation and service equipment and we have 24/7 arrangements in place with our major equipment suppliers.

### Staff Resources

Concord offers a 24 hour 7 day service to our clients via a team of competent and well trained technicians. Our technicians possess a wide range of technical and practical skills and strive to ensure that plant down time is minimized and any fault rectified in a prompt manner.

Concord is able to offer a range of maintenance and call response services ranging from simple "as required" through to full facilities maintenance packages which utilise our in house "PRONTO" management software.

## **5. MANAGEMENT SKILLS**

### **Senior Management**

Concord's senior management team has a range of engineering, business and trade qualifications. They are experienced in all aspects of modern, successful, management practices and will be friendly and willing to foster a philosophy of partnering with the principal to achieve satisfactory results for all parties concerned.

### **Quality Assurance**

The management is committed to the relevant quality assurance techniques and requirements for the provision of quality services. Quality is one of the cornerstones of all our business activities and provides assurance for our clients to be confident in the completed contracted works. In conjunction with the Quality Manager the Contract Manager will prepare a quality plan for contracts and for approval by the Engineer. Contact will be maintained with the Engineer and regular meetings scheduled to discuss the progress of the contract.

### ***Executive Quality Statement***

*The Directors, management and staff of Concord are committed to achieving customer satisfaction. We are focused on the provision of products and services of a high standard. Our aim is to always meet or exceed our customer requirements and expectations.*

### **Memberships**

Concord holds memberships and is actively involved in the following organizations:

- Electrical Contractors Association (ECANZ)
- New Zealand Security Association (NZSA)
- NZ Water & Wastewater Association (NZWWA)
- Waikato Chamber of Commerce
- Tauranga Chamber of Commerce
- Rotorua Chamber of Commerce
- Auckland Chamber of Commerce

## Our Approach is Simple

### Discover

Understand how your company collaborates and communicates

### Audit

Assess your company's investment

### Analyze

Map all costs and infrastructure, building and reporting on GAP Analysis as well as opportunities / risks within the plan

### Design

Engineer your new solution in accordance with the challenges and benefits of the outcomes sought

### Demonstrate

View live demos of products and witness our capacity to implement and support your proposed investment

### Report

We will provide a comprehensive report on your consultations, our recommendations and a cost analysis on existing and potential new expenditure

## 6. MANAGEMENT STRUCTURE

The Company Management Structure is as follows:

