



HydroVac
ENVIRONMENTAL SUPPORT

Newsletter

Message from our General Manager

Wow, we have reached another milestone and the end of the financial year and as per the calendar year where has the last twelve months gone??

The last 12 months our team have worked hard ensuring we provide the services and professionalism to meet you, our client's needs and goals.

We really appreciate the positive feedback that you give us about how our team is performing and the service they are providing both internally and externally. We use this feedback as a platform to better improve and train our staff to ensure we put our best foot forward every time.

I have been in the service industry for over 25 years and good customer service is the most vital aspect of a business no matter what it is and I constantly put to the team, to think about when they are customers, how they like to be treated by a supplier. After all, we all want to get value for our dollar but, more importantly we want to feel valued as a customer and a friendly, honest and genuine attitude together with going that extra mile to achieve what is required wins overall. Price is not necessarily a show stopper.

I am extremely proud of my team and the achievements we've accomplished over the past year and despite some tough challenges, our team have bonded together and overcome these successfully. Without my staff, HydroVac would not be what it is today. We do not always win but we have a winning attitude!!!

We look forward to continuing to provide you with our service and I want to encourage you to give us your feedback whether negative or positive (prefer the positive mind you) but if we make a mistake then we need to know so we can learn from it.

Again thank you for your continued custom and support as we get into this new financial year.

Dave Coutts
General Manager

IN THIS ISSUE

Waste Water
- Justine Neale
Sales
- Rowan Murray
Page 2

CCTV
- Jason Hakaria
Operations
- Jason Koenen
Page 3

Getting to know our Team
- Brent Murphy
Page 4

Waste Water

By Justine Neale - Waste Water & Health and Safety Manager

Welcome to our autumn newsletter. As we approach winter, the seasonal "issues" come through, usually being groundwater infiltration into tanks after heavy rain. Something to keep an eye on if the tank is sitting low in the ground. Care needs to be taken when landscaping an area where the tank is situated to ensure that the ground level does not get built up around the tank. This can create ponding of water which could seep into the tank lids or the electrical control box, causing electrical failure and corrosion of the componentry.

We have some clients who have systems which are low lying on the property, and they have many high level water alarm activations during autumn and winter, with no issues in the dry months. Occasionally drain layers will install a tank at the foot of a slope and subsequently the tank is hit by surface water flowing into the electrical box. Small channel drains can be dug to divert the surface water away from the tank.

Sales

By Rowan Murray - Sales Advisor

It's been a very busy first 8 months in the Sales role, which is very different to my 6 years "on the trucks". I've had more than my fair share of challenges and as one of our customers, you may recognise one of the following:

- Hydro-Excavating at 10m to locate the "OMS" (Orakei Main Sewer line)
- 5 Hydro-Excavation sites within the North Shore Hospital
- Hydro-Excavating 2 foundation pits inside a bank at Kerikeri.

The HydroVac office team have been abiding and have adapted to my slightly excitable nature in the office, and so far I haven't been banned (but the threat is always there for sure)! But without an awesome team in the office, I wouldn't have been able to process all the estimates you've asked for, let alone turn on my laptop (truck driver remember).

My biggest challenge so far has been time - as there is never enough hours in a day and this is the same with the customers I have spoken to as time is of an essence. I have learnt to think of more efficient ways of dealing with jobs and contracts on a larger scale. For me, it's all about getting the right information, then building a strong platform to work from as the works go on.

I am pleased to say that I have made some strong relationships with my customers and I look to building on these and creating many more moving forward.

CCTV

By Jason Hakaria - CCTV Manager

Hydrovac CCTV division continues to grow

The Hydrovac CCTV division continues its growth. With the demand for CCTV services from our clients, we have a new CCTV camera van and system expected to arrive in the next month. The new camera will have a longer reel which will allow us to cover pipes up to 600 meters in length. The camera also has larger add-on features giving us the ability to inspect larger diameter pipes. With the demand of our services, we've had to increase our staffing levels and have recently employed a new operator Brent Murphy who also profiles in this newsletter. We have further senior and junior operator positions available. If anyone is interested please contact me on 027 453 8016 or email your CV through to Jason.hakaria@hydrovac.co.nz.

With all the growth and development happening, it is our continual aim to offer our clients the best options and service in the market. We are also looking into the service of Laser Profiling which is clip on feature to the camera and can produce in-depth reports showing areas of deterioration and pipe wall thickness.

Hydrovac is a supporter of local business and we are steadily forming alliances and relationships with other service providers.

Reflecting on the past financial year the CCTV division had a great year. Meeting and exceeding monthly budgets through to the growth of the division. With the start of the new financial year, we have some big projects commencing which will get us off to a good start.

Operations

By Jason Koenen - Operations Manager

Downtown developments go clappers: Hand in hand with Hydro Excavation and CCTV

You may have recently seen some news about our great city in the headlines detailing the amount of development taking place through the CBD. Auckland central city dwelling has had a fourfold increase in the last 16 years, coupled with continued urbanisation of jobs this has led to a construction boom on some of our most congested roads and footpaths across the city. As much of this work has to be completed during off-peak times including nights and weekends, along with contending with decades worth of services laid underground; our phone lines have gone rampant. There is one service that we provide that is on almost every developers lips at the moment – Hydro Excavation.

Less intrusive and risky than conventional digging means by excavation, Hydro Excavation uses water and vacuum to remove spoil in a safe and cost effective manner. From providing almost none of this service 3 years ago, Hydro Excavation has grown to become our largest and fastest growth service on offer. HydroVac now has two large 9K Litre units plus truck sizes down to 1,800l for single pole holes, with another unit to be added to the fleet later this month; HydroVac aims to continue being the first point of contact for many of the large infrastructure developers. Some variations we have had to contend with in the line of work is, splash guards to protect the public, soft wash for digging around tree roots; while being supervised by an arborist as well as an archaeologist, contaminated soils plus the need to be equipped with electricity compliant PPE. Hydro Excavation has also taken us all over the north Island, from Napier to Keri Keri along with queries from Wellington.

Do you have a challenging Hydro Excavation job you need advice on? No worries; Hydrovac can assist you to overcome any challenge and keep your project on track.

OUR PEOPLE



Brent Murphy



Brent joined HydroVac just a few weeks ago. Married with a young family and lives locally, Brent has worked in the milk business for over 10 years.

Looking for a new challenge, Brent joins our CCTV department as an operator and is learning the ropes of our industry and enjoying learning new technology and we are confident that Brent will be a great asset to this division as well as HydroVac as a whole.

A lover of fine whiskey, Brent is also an avid V8 enthusiast as well as enjoys contact sports particularly Rugby

Join our team!

At HydroVac, we want to make sure our employees are well taken care of so we recognize that their hard work and dedication are the driving force behind our success and we continually look for additional ways to reward them. Our employees enjoy competitive pay and excellent benefits, along with a positive work environment built on mutual respect and professionalism.

HydroVac has a strong reputation as a responsible citizen and has always been committed to improving the quality of life in the communities we serve. We recognise the importance of balancing business with the environment and as a leader of sustainability initiatives in our industry, we have taken many proactive steps in to reduce our carbon footprint.

We have a strong appreciation for the variety of backgrounds and characteristics that make individuals unique so as champions of diversity and inclusion, thoughtful people practices, function at the core of our business philosophy.

Our employees also have countless opportunities to grow personally and professionally. With numerous training programs and development, we ensure that our employees are continually strengthening their skill set and developing as individuals.



If you are interested about who we are and what we do, we invite you to visit our website www.hydrovac.co.nz to build and advance your career with Hydrovac and help contribute to the future success of our company.