

# BisConnect

## The Power of Innovation and Teamwork

**Welcome to the 10th issue of our BisConnect Alumni Newsletter. It's great to connect with you all again and provide you with our first full newsletter of the year.**

Since our last update, we have entered a new financial year. Despite challenges in the world and market we had a solid FY20, growing by around 10%. I believe this is a testament to the determination and agility of our company, and this has set us up well to tackle FY21 head on.

As always, our focus is on ensuring the safety of our people. This year our commitment has been tested with the threats associated with COVID-19 – both to our people's physical and mental health. While we made several changes to respond to COVID-19 including around rosters and working from home - which our people were hugely accepting of - we did not miss a beat delivering to our customers. I am proud to say that we have a resilient team who are incredibly patient and focused on delivering for our customers. Their mental and physical health remains our highest priority.

The first quarter of the new financial year has seen our business continue to grow, with the award of a major contract by Roy Hill. The team and I are thrilled to be back in the Pilbara delivering haulage and site services at Roy Hill's iron ore mine site. The contract starts this month and you can read more about this exciting new project on page 2.

As I mentioned in our April update, Bis innovation continues to be a key focus. We have invested in Artificial Intelligence technology to improve safety in our operations, which has allowed us to increase our monitoring capability to reduce fatigue related incidents by 80%. We also introduced Beekeeper, an employee experience app that has changed the way we communicate at Bis. More on this on page 2.

We have once again been shortlisted for the Australian Financial Review: Most Innovative Companies Awards, for our cutting-edge underground grader, Razor. Razor has also been shortlisted by the Queensland Mining Awards for Best New

Product Launch. We have also secured our first commercial contract with Rexx 2, which is showing strong performance at Newlands Coal Mine in Queensland. We have some exciting innovation projects in the pipeline. I look forward to bringing you updates soon.

We've also recently renewed our partnership with Girls Academy. The Girls Academy program is community-led and provides much needed support to give Aboriginal and Torres Strait Islander girls the tools they need to remove any barriers to achieve at school and go on to further study or employment. Almost 3000 girls benefit from the program annually, including more than 300 supported for two years after they graduate.

Within Bis, our Female Operator Traineeship Program has welcomed it's second round of participants after a successful first round. The aim of the program is to increase female participation in our operations in Indonesia. I am pleased to share that some of the trainees are now becoming water cart operators.

Our people featured in this issue include returned alumni, Scott Elder, and our Group Manager Engineering, Scott McFarlane. Scott Elder is back at Bis, in the role of General Manager of Assets. You can read about his return on page 3. On page 4, Scott McFarlane takes us through his interesting career journey and highlights.

I hope you enjoy this issue and I wish you all the best in this new financial year.



Brad Rogers  
CEO

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## Renewed Partnership with Girls Academy

### Bis has proudly continued its partnership with Girls Academy for a third year.

The Girls Academy program is community led and provides much-needed support to give Aboriginal and Torres Strait Islander girls the tools they need to remove any barriers to achieve at school and go on to further study or employment. Almost 3000 girls benefit from the program annually, including more than 300 supported for two years after they graduate.

Like Girls Academy, Bis believes that a good education lays the foundation for future success. Girls Academy runs a school-based, timetabled program centred around an Academy room, which acts as a sanctuary for girls before, during and after school. Academy staff provide mentoring, academic assistance and activities designed to promote cultural connection, health and wellbeing, and empower the girls to become the leaders of the future. Bis's ongoing contribution to Gunnedah Girls Academy provides 50 local girls with the kind of one-on-one support that changes communities, one girl at a time.

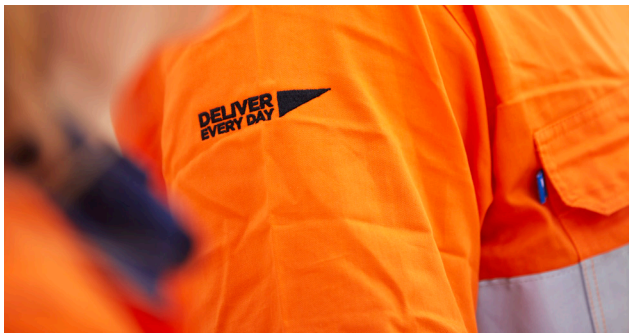
Bis also plays an active role in the Academy. James Mainey, from our Tomago, NSW team, is a proud community member of the Gunnedah Girls Academy advisory committee,

which supports the program and all-important community engagement.

James Mainey said, "The Girls Academy does an amazing job in providing support for these young women all the way to their year 12 graduation and beyond. The opportunity to be part of this program to 'Develop a Girl and Change a Community' is amazing and I look forward to continuing to work with the Girls Academy in the future."



## Bis back in the Pilbara with new Roy Hill Contract



### We are pleased to announce that we are back in the Pilbara after securing a major contract with Roy Hill.

The new contract will see us deliver off-road load and haul and site services at Roy Hill's iron ore site in Western Australia.

Bis General Manager, Ivan McLeod, said, "We went through a very competitive tender process to win this contract. This is a testament to the dedicated team involved and our unique service offering."

"I am exciting to start delivering this project and look forward to working with Roy Hill."

Bis CEO Brad Rogers said he was delighted Bis had been chosen to deliver innovative haulage solutions to a world-class iron ore miner.

"This award highlights our strong reputation and capability across mining projects in Australia and Indonesia. We look forward to building strong relationships with the Roy Hill team, supporting their iron ore operation and delivering the contract efficiently and safely," Mr Rogers said.

Mobilisation to site will commence shortly, with a contract start date in September 2020. We look forward to bringing you more updates in the future.

## The Bis Bees are Buzzing

### Something we are focused on at Bis is continuous improvement. If we aren't moving forward, we're falling behind!

Earlier this year, we introduced our workforce to a new way to communicate, through the app Beekeeper. In a similar vein to Yammer and Slack, Beekeeper is a communication, collaboration and employee engagement tool. The difference with Beekeeper is that it is designed for the front-line worker and is therefore created to be used primarily on the mobile app (a desktop version is available to those who want it).

That was a key reason as to why we partnered with Beekeeper rather than their household name counterparts. During our discovery phase, we found that our communications weren't reaching two-thirds of our workforce. Also, that we were relying heavily on already stretched site leaders to push information down throughout their teams. With Beekeeper, the power is now in our people's hands to inform themselves, share, connect and engage with their teammates and the broader business. We're able to communicate directly with our people and they can communicate directly with us.

The 'connect' aspect became increasingly important this year with the challenges of COVID-19. Because of Beekeeper we were able to remain connected, send important news blasts direct to people's phones, share hygiene and safety tips and lift spirits through storytelling and photo competitions. We built a community.

We're now six months post launch and we have over half our workforce active on the app. We may not have created this tech, but we couldn't be prouder of how we challenged our 'normal' to improve the way we communicate. Next up, further integrations with existing and future systems to create a seamless employee experience.



# Scott Elder

## Bis Returnee Ready for Next Adventure

**Scott Elder is the newest member of a club that's rapidly growing in popularity – and it's made up of alumni who have returned to Bis.**

Scott joined Bis in early 2012 as Project Manager – Maintenance. In that role, he was responsible for building life cycle management and cost plans, assessing and building preventative maintenance tasks and schedules, managing the maintenance planning department and building and implementing the National Site Maintenance Strategy.

The team and people that Scott was able to work alongside were what he most enjoyed about working at Bis.

“Working with people, both within my team and site-based personnel, was a highlight for me. We all worked really well together and were driven to achieve a common goal. As a result, we formed some long-standing relationships that remained after I left the business.”

“Creating and offering solutions to the various operations teams and assisting them through significant change was something else I found quite rewarding. Particularly when you stood back and took stock of improvements that myself and my colleagues were able to implement.”

During Scott's “first tour of duty” with Bis – which he so affectionately calls it – he was able to spend a lot of time across operational projects and even had a hand in setting up key projects.

“Setting up Cloudbreak, Christmas Creek and the Downer contract with Fortescue were other highlights for me. At the time, that was a significant milestone for Bis and being involved in greenfield projects is always very exciting. It's not that dissimilar to what we are now implementing post our recent Roy Hill contract award.”

After two-and-a-half years at Bis, Scott moved on to what he describes as a “rather opportunistic role” as an Asset Manager in another large, Australian transport and logistics business. There he oversaw five divisions of the business including Cranes, Heavy Haulage, Bulk Haulage, Fuel and Manufacturing. Having spent five years in that role, he then moved to a small, privately-owned business.

“The company I moved to was experiencing huge growth, so I came on to assist them with setting up the framework for managing their assets into the future under an internal plant hire arrangement. I also went back to wearing an operational managers hat for a while, running a very successful bulk material handling contract at Cape Lambert in the Pilbara.”

Then the opportunity at Bis presented itself..

“I never thought I would be the one returning to a business that I had already worked at (been there, done that mentality!).

However, seeing how Bis has evolved since I was last here was inspiring. When I came in for my initial meeting, it was with two people who I had worked with before – it was almost like reconnecting with old friends.”

“During my onboarding, it was refreshing to listen to people talk about the development of the business in the last few years. Everyone I spoke with told the same story about Bis, which was one of business transformation, exciting growth, the ability to influence and the hunger for innovation. These were all appealing drawcards that influenced my desire to return to the business. I've been back for just over six months and I can attest to the fact this is certainly the case.”

Scott is currently the General Manger of Assets where he broadly focusses on building and delivering strategies for the business linked to three main Asset Management Pillars, which are structured around Support, Compliance and Solutions.

“I'm very privileged to be in this role. It's critical and challenging given our business is a very asset-centric business. Which reiterates that need for correct systems and processes.”

“I am fortunate to be able to direct a very capable Assets Team. I was able to bring in some fresh faces to the business to ensure that we have the right people, with the right skill sets, in the right roles. I see my role as being there to make sure I instil a culture of living up to our values and delivering on what we say we're going to do.”

Another project that Scott has been a part of since his return, has been Bis' new contract with Roy Hill.

“It's been an interesting 10 weeks! What we have done is use existing equipment, stripped it down to bare chassis, tested, repaired and built them back up from scratch. So, while they're not technically a new combination, they're zero-houred assets with all new components. I would say this is the most comprehensive rebuild that assets of this nature have ever had in this business. That coupled with a significantly reduced timeline to deliver has been a real challenge, but we have managed to deliver them on time to meet the start-up date.”

“Second to that we have been able to secure the first three of a new generation of loaders into Australia that have a semi-autonomous function from Komatsu. These will start to arrive on site in November and we're all keen to see how they work in Australia.”

Now settled in at Bis, Scott is pleased to see the culture is still the same as when he left.

“At Bis, there has always been a huge desire to succeed, challenge the status quo and to promote new and innovative ways of solving problems through idea generation. It's great to see that this culture is still alive and kicking today.”

# Our Values



ZERO HARM



PASSION



UNITY



EXCELLENCE



RELATIONSHIPS

# My Bis – Meet Scott

**Hi I'm Scott McFarlane and I am the Group Manager of Engineering at Bis. I am responsible for all the engineering that is undertaken at Bis and have the pleasure of working with a great group of talented and enthusiastic engineers. My role focusses heavily on innovation and delivering new products – like Rexx and something exciting that I can't talk about just yet!**

I believe it's a privilege to be able to do what we do. In terms of variety of work, not many companies in Australia do full vehicle engineering from the ground up. The whole team recognises this and go the extra mile. We may be a small team, but we achieve big things.

Taking you back to where it all started, I grew up in Eastern Victoria. I saw from an early age that I had a knack for maths and science but I wasn't sure what I wanted to do. After a conversation with my dad, he encouraged me to enroll in university. Thanks to that advice, I have a degree in Aerospace Engineering from RMIT. I finished university towards the end of the recession in the late nineties but managed to secure a job in transport consulting. There I did a lot of work in vehicle simulation. We would simulate the performance of road trains on the road and, from that work, came what is now the performance based standard systems we use today.

**“We may be a small team, but we achieve big things.”**

That was an interesting start to my career. I then moved to a truck and trailer suspension company, which allowed me to travel a lot and see most of Asia. After that I went to Powertrans where I was the Head of Engineering for six years. Now I'm at Bis where I've been for the last seven years.

You could say I have been in the same role for that time, but it has evolved. Initially, it was heavily involved with assets with engineering making up a small focus of that. Now, the engineering is the main component along with innovation. Even through downturns Bis has always invested in engineering and innovation.

That's what I most like about Bis – they are always willing to invest in new technology. What we are working on is leading stuff for



the mining industry. I'm in a lucky position where I get to see products go from concept to actual hardware. That was one of the surreal moments about Rexx. When Rexx was finished and in the shed ready for the launch, it looked so much like the artist sketches. I almost couldn't believe it!

Speaking of Rexx, that has been one of my major accomplishments during my time at Bis. All up, we've run some pretty big equipment. The 140t trailers that we designed in-house and the T1250 trucks that are still running and hauling tons are also highlights. They still bring a smile to my face when I see them driving around site.

Outside of work, I've started cycling to get my exercise up. I've got a 27km route that I ride where I go past the beach and get to relax. Also, now that the kids are in their late teens, my wife and I are able to disappear more often. One thing I was able to do earlier this year (pre-Covid) was go to Finland up to the arctic circle with Porsche. There was a group of around 10 people, and we learnt how to drift Porsche race cars on ice. We also got to drive the new electric Porsche, which has 760 horsepower. The whole experience was awesome. I would love to do more of that.

But, for now, I really enjoy what I do. And I would do it all again. You don't get the opportunities that I have had very often, where you get to build trucks and prototypes and all those sorts of things. It's something that I really enjoy doing and it's a lot of fun.

**“That's what I most like about Bis – they are always willing to invest in new technology.”**



**Join the Bis Alumni**

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



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