



GG Pumps & Electrical

Values

Continuous quality supply to industry and the public of pumping, electrical and solar appliance services for the domestic commercial and major industrial markets.

Using advanced technological applications, responsive and unique methods whilst trading from a sustainable and optimized position with a professional approach to good product and service quality.

Retaining a Culture of diversity, commitment, responsiveness and adaptability for the benefit of the firm's image and service to the region by a dedicated, loyal and committed team.



Vision

"To remain a preferred supplier of diverse pumping, electrical and solar services"

" targeted services, positive results "

Mission

Deliver growth, expanding the business through clearly defined strategic intent whilst maturing customer processes supporting business development and networking within supporting industry associations.

Improving returns on investment, by increasing sales revenue progressively each year. Improving profitability by optimizing capacity utilization by managing scarce resources and controlling the cost structure of the business.

Improving sustainability, operating on principles based on realizable triple bottom line deliverables delivering continuous economic, social and environmental improvement in all functional elements of the business.



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1. **GGPE Overview**

GG Pumps and Electrical is a broad-based pump contracting company that has been located in Geraldton for approximately 16 years.

We are a well-structured company with a large client base which is expanding at a steady but controlled rate. In November 2010 we realized that as a company we needed to put structure, planning, and procedure into the company if we were to survive and grow. We engaged a business advisor/ mentor to assist in reshaping the company, first by completing a business review and optimisation, out of which grew today's structure, and secondly to design and implement a management structure to suit this business and its growth aspirations.

In recent years GGPE has won several business awards

- 2013 - Finalists Micro business, winner of Judges encouragement award
- 2014 - Micro business of the year
- 2015 - Small Business of the Year
- 2015- Overall Business of the year
- 2015- Finalists Western Australian Business Awards

GGPE has continued to engage a business mentor/advisor and is continually updating our integrated management system, in 2019 we upgraded our system to align with ISO 9001-2015. We are Accredited Master Electricians and as such have a fully implemented and operational safety system which is audited by external parties.



2. Qualitative Criteria

2.1 Previous Work

2.1.1 Pump sales and Hire

GGPE are members of Irrigear and as such have access to a large range of pumps and water-related equipment. We design and sell pumps and pumping systems to many people and companies throughout the state. Currently we are distribution agents for Aussie pumps, Pumps Australia, Lorentz, Ebara, Davey, Grundfos, Franklin and Lowara pumps. We also build and design pump controllers for small- and large-scale water systems.

2.1.2 Pump repairs and Installation

The main workshop is located at 4 Beaver Street Webberton (Geraldton) where we have a pump repair facility. We carry a large range of spare parts and seals and can repair and test most types of pumps from domestic to large submersibles. Over the last few years, we have carried out repairs for many rural, domestic, mining and industrial customers. Our major maintenance and repair works have been for the City of Greater Geraldton for whom we have the service contract for all submersible, reticulation, wastewater and general pumps.

2.1.3 Remote monitoring

GGPE have and are involved in several remote monitoring projects. Some of our monitoring systems include the City of Greater Geraldton Stormwater GRM system: others include remote monitoring and control of irrigation and pumping systems utilizing Netafim equipment. We also carry remote monitoring and control of pumping systems using MAIT.

2.1.4 Hire

GGPE carries a range of submersible and surface transfer pumps for long- and short-term hire. We can tailor a hire package for most situations.



2.1.5 Plant and Equipment

GGPE is well experienced and is suitably equipped to operate from our Geraldton depot and workshop as experience has proven since 2007. GGPE has four (4) well equipped four-wheel drive service vehicles and a light truck to enable rapid and expedient responses to pump and electrical service requisitions for our services. GGPE also has a well-equipped workshop situated at 4 Beaver Street Geraldton, where we hold an extensive range of Pump and Electrical spare parts, tools and test equipment.

2.1.6 Financial Resources

1. The firm has a strong balance sheet position, that commensurate with being able to support this application.
2. The firm measures its performance to the extent of net result in each individual line-of-business to fully understand, comprehend and respond to maintaining sustainable operations – those upon which clients may rely.
3. The firm maintains a positive cash flow position to be able to support its forward positioning and mobilisation for clients' needs with both project and service works application.
4. The firms Mission statement expressly encompasses strict commitment to Triple Bottom Line applications; specifically setting out economic, social, and environmental targets which are measured and reported as KPI's in its ISO 9001:2015 system

2.1.7 Personnel Resources

GGPE has an organisational design that has been derived from its own individual Mater Process Flow or DNA. This is shown below and means that only processes that are required to functionally and sustainably operate the business are engaged; and included within the position descriptors.

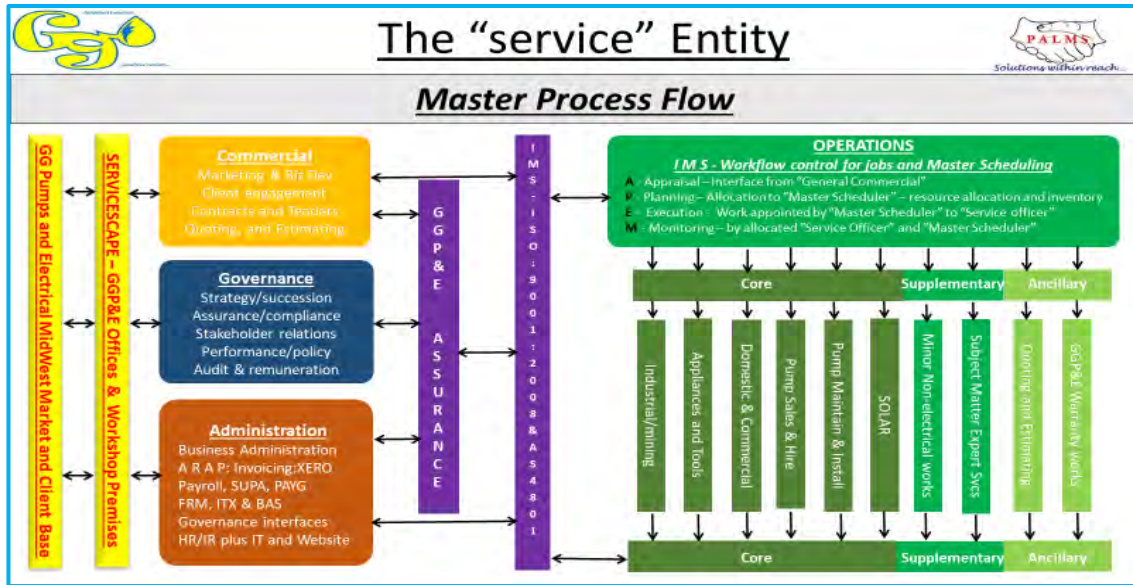


Figure 1 Master Process Flow

The Master Process Flow drives, through organisational structure and design, shown below, the most efficient and practicable means of operating the organisation with the minimum sustainable required of workforce allocation and overhead.

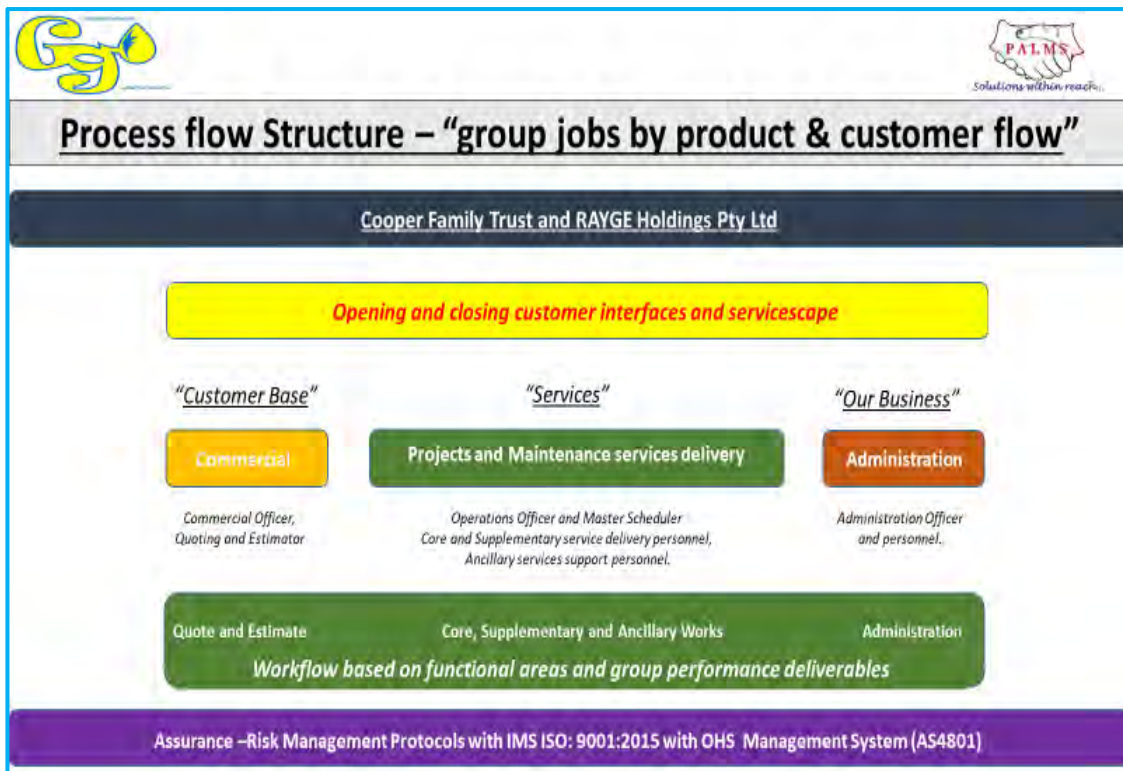


Figure 2 GGPE Organisational Structure

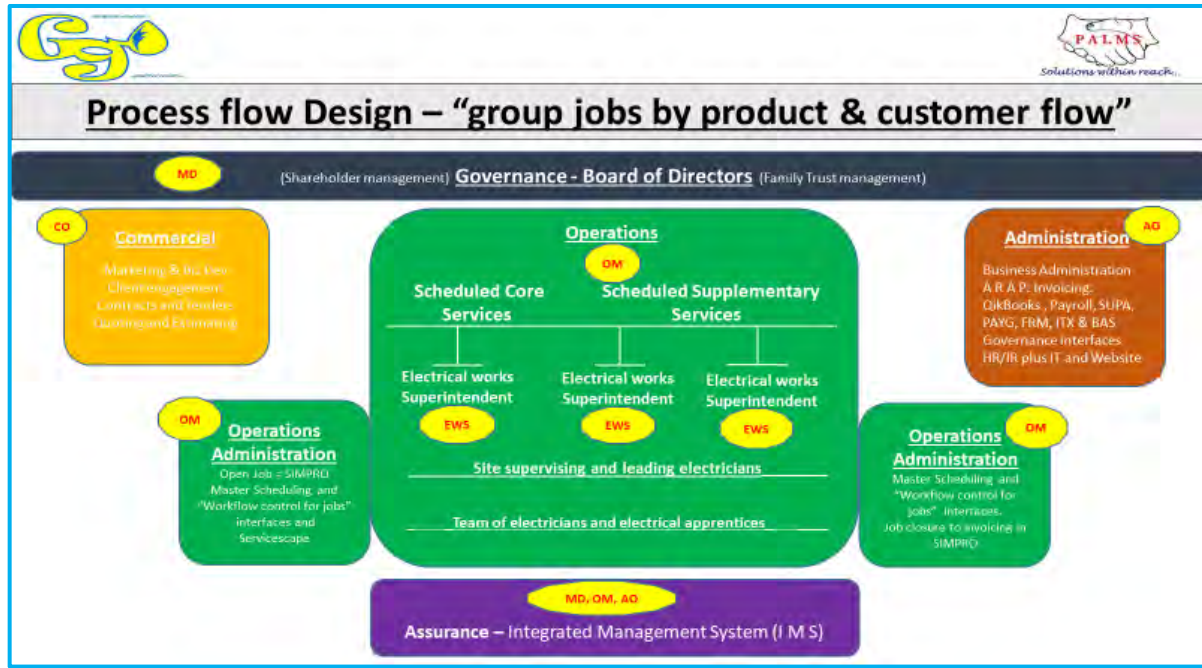


Figure 3 GGPE Organizational Design

The organisational design uniquely drives the “work-flow-control-for-jobs” which, in turn manages workflow and deployment of scarce resources, including labour. Our full-time staff includes One (1) Pump Fitter, two (2) electricians and one (1) electrical apprentice and One (1) Trades assistant, in addition to ‘casual’ resources. Importantly, in the context of our wider diversification and regional expansion, we are in the process of employing additional experienced trades staff. Our office staff includes our operations manager who schedules all our work through a proprietary job management system and an Administration Officer who also operates our head office and maintains the service scope.

2.1.8 Tangible Resources:

1. GGPE has a large office/warehouse/factory in the Webberton light industrial estate which is suitably equipped to cope admirably with any challenges presented to the Company and has done so since the firm moved there in 2012.



2. GGPE have a retail/trade store located at 4 Beaver Street Webberton, where we carry a large range of pumps, pipe and fittings as well as spares for pumps and electrical equipment.
3. The firm is well equipped with for 4wd Vehicles and a light truck as well as mobile (shipping) containers to deploy plant and equipment should that be required.
4. A large range of replacement (and ready for deployment) stock is available within the firm.
5. Our plant and equipment are of a standard that is “mine site complaint”.

2.1.9 Intangible Resources:

1. GGPE have exceptional relationships with suppliers for plant and equipment which support their service offerings; these relationships, and their terms, are reviewed annually to ensure service and pricing standards and adequately maintained. We are Grundfos Authorised service agents and have direct accounts with Grundfos, Franklin, Onga, Davey, Southern Cross, as well as most other major pump companies in Australia. As an Irrigear Company we have access to a massive range of parts and technical knowledge.
2. GGPE’s staff are trained – through a dedicated Sales Plan – to deliver services in a manner consistent with client’s expectations. All staff have bi-annual reviews where we discuss and implement personal professional development plans.
3. GGPE’s ISO 9001:2015 integrated management system includes customer feedback and complaint processes which provide appropriate and immediate responses to any service or customer issues that may arise.
4. We have a dedicated email address for all planned and emergency work notification as well as afterhours contact numbers. GGPE always have at least one tradesperson on call, who has a well-equipped vehicle at their disposal for afterhours work.



3. Financial

GGPE has been operating for over 17 years in Geraldton and is a financially viable company. We operate on a philosophy of making a little bit all the time and have a target of a Net profit of 10% on all our works.

Our Accountant is Brendon Davies, and we Bank with the BOQ and both Brendon and BOQ can vouch for our financial stability.

4. OHS

All GGPE's service staff have completed and have current white cards and have completed safety inductions and ongoing safety training. All staff and contractors are inducted into GGPE's IMS and Safety Connect. All field employees have training in carrying out Job Safety Analysis (JSA), it is a GGPE requirement that either a Safe Work Method Statement (SWMS) or JSA is used on all works.

GGPE are Accredited Master Electricians, to obtain this accreditation there are several criteria that must be met. One of these criteria is having a Health, Safety, Environment/Energy and Quality System. Our safety system is Audited on an annual basis to ensure compliance, an audit report is supplied to GGPE and any discrepancies are dealt with as a priority. GGPE carry out weekly toolbox/ Safety meetings, during these meetings we conduct safety training, discuss any incidents/accidents or non-conformances. We also review workplace procedures and have open discussion about any issues that may have arisen during the week. We will quite often have a customer or supplier come in and give a five-minute talk on their experiences dealing with GGPE as a group, this gives us a chance to improve our offering.

All our equipment is inspected on a scheduled basis to ensure that it is in safe and usable condition and personnel are trained in the use of this equipment. We have Safe Method Work Statements (SWMS) for all routine jobs and a JSA is generated by the work crew for all non-standard works, these JSA's are quite often discussed at toolbox meeting and used to form new procedures and SWMS.



All our field personnel have completed first aid training and understand the reporting requirements for all incidents, near misses or accidents. GGPE's vehicles all have Verizon trackers and forward-facing Cameras in them, which gives us update information on the vehicle's location and status. We also have Spot tracker for instances where our vehicles may be operating in an area where there is no mobile coverage, this is a satellite tracker that gives the vehicles status and has a duress alarm attached in case of accident or breakdown.

5. Safety Record

Since conception GGPE has had two Lost time injuries (LTI's) in the first incident the employee went against explicit instructions and injured their arm (strain and bruising) and the other instance an existing injury, that GGPE were not aware of, was escalated at work (shoulder strain). We have a well-documented system (PIN's) for the reporting of all incidents, near misses, injuries or accidents. All PINS are investigated to discover the root cause of the issues and these findings are discussed at toolbox meetings and the quarterly board meeting.

6. Social Engagement and Responsibility

GGPE takes corporate social engagement and responsibility seriously. We currently engage with all the local senior schools and the local Tafe and sponsor work experience students on a continual basis. Generally, we would have work experience students in the business on two days a week and all school holidays.

GGPE also sponsors local community groups and sporting teams, currently we are sponsoring the Chapman Valley Cricket Club, Waves Netball club, Chapman Athletic soccer club and the country week soccer team. We also donate to local charity organizations in the way of goods, financial assistance or work in Kind.