

# INFOCUS

THE NEWSLETTER OF IESA

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## STEADY HANDS AT THE HELM

*Steady leadership can be reassuring when the global economy is taking a battering. Ifocus looks at IESA's management for their cool approach to tackling some hot issues.*

One of IESA's great strengths is their ability not to 'knee-jerk' in response to adverse conditions. This approach takes a cool head and most IESA clients know that Director Ross Neivandt's management style is always considered.

IESA's position is unique. They exceeded their target growth projections last year by over doubling in size from 9 staff to 22.

As for the next twelve months, Ross said, "We are extremely well positioned across a broad client base and range of industries. Now more than ever it's important for the business to run efficiently and offer the utmost service to clients."

This seems to be on track too. In 2008, IESA invested heavily into the drilling and lab departments in a bid to become sharper and more competitive.

Ross said, "We are now ready to offer a more personable service to our clients. We take great pride in what we do and do not want to be a faceless company to our clients"

What makes IESA such a success, in it's 15th year of business is the aspirations of the individuals who make up IESA. "They are a big consideration in the direction of the business."

Ross believes that the biggest challenge over the past 15 years has been staffing. "Finding the right people is paramount to our

success. Staff are the single most valuable resource we have."

The biggest change Ross has seen in the 15 years in business is the loss of independent competition. However, he adds, "the real challenge will be the economic one facing us now and in the future."

The economic crisis will really test the stability of large and small businesses. Ross said, "We want our clients to know that we'd like to help."

IESA is not simply paying lip service to that help. It is their inherent belief that their business is about giving back to the community. Not many know how charitable IESA has been in the past with their donations to CQ Rescue and involvement in community environmental projects such as sponsoring the 2008 'Healthy Waterways Conference' in Airlie Beach last May.

Ross will ensure IESA runs through the tough economic storms ahead and still plans to increase capacity of the company to ensure client services are at their optimum. His investment into the departments in 2008 will pay dividends in 2009 and beyond.

With new staff from Europe and Victoria on board, IESA will continue to remain fiercely independent and proudly serving their client-base in the years to come, thanks to the steady hands at the helm.



*Celebrating 15 years  
1994-2009*

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## INSIDE THIS ISSUE:

IT AND LAB NEWS

DRILLING & ENVIRONMENTAL

CHOIRBOYS ARE COMING!

## UPGRADE TO SERVE IESA'S GROWTH

IESA recently had a new state-of-the-art server installed at their Mackay headquarters. The new server will increase security and storage capacity for the growing company.



Chris and Daniel of Secure IT, Sydney who supplied and installed IESA's new server.

## NEW RATES FOR LAB SERVICES

From 20 January 2009, there will be new rates for some of the lab services. These new prices include work relating to House Soil Classifications, Percolation Tests, Waste Water Management Designs and Wind Rating. Those clients already utilising our lab services will receive notification of the new rates shortly. For further information please contact our lab team on 07 4952 6826.

## LAB'S TESTING TIMES YIELDS POSITIVE RESULTS

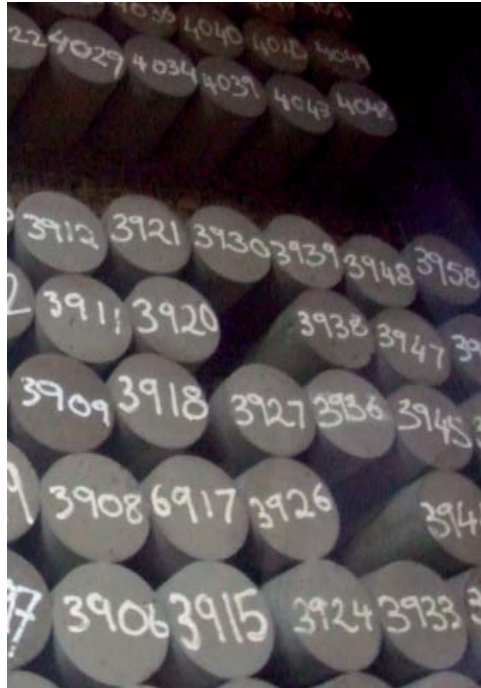
There's no doubt that IESA's Mackay-based lab had its fair share of growing pains in 2008. Now with new staff which includes lab manager Shane Bourton, Martin Camilleri, Nathan Grant and Ralph Sevenstern, there are now 9 staff in the lab with the aim of adding more this year.

Not only has the lab department increased staff size over the year, it has physically expanded as well. The previous lab facility has doubled in size.

Lab Manager Shane Bourton said, 'It gives us the potential to take on new tests. It has also improved the environment and training quality for our staff within the lab.'

The expansion of the lab department is due to be complete by March 2009. Shane says, "These changes will help us to increase our service level to existing clients, as well as extending the range of services. We are installing more testing equipment so we can be more versatile for clients and minimise delay in testing times."

The IESA lab tests soils, aggregates and concrete to Australian Standards.



Concrete cylinders being cured prior to testing at the IESA lab in Mackay.

## Get ready to log onto IESA's new website

**GEOTECHNICAL AND ENVIRONMENTAL DRILLING SERVICES**  
IESA Pty Ltd's Geotechnical and Environmental Drilling Division operates three highly specialised units, specifically suited to applications ranging from shallow geotechnical and house site investigations to hollow flight augering, rotary air and mud, downhole hammer, diamond coring and a proprietary retracta-barrel system.

**ENVIRONMENTAL SERVICES**  
IESA's Environmental Division offers a wide range of site monitoring and investigative services. Our specialty area is in the provision of field monitoring, sampling & reporting services primarily to the mining and allied industries. Our hydrology field services, assessments and reporting are part of our Environmental division.

IESA's new website will be launched in February 2009 after months of work. The new flash-enabled website has been updated and refreshed with more information, including a section about IESA's corporate social responsibility and engagement with natural resource management and other environmental projects.

There are several new features including easier site navigation, an updated photo gallery and a new feature which will allow IESA customers to pay their invoices by credit card, should they wish.

Ross Neivandt, Director of IESA said, "We are offering clients the flexibility now of paying by credit card. This new facility for on-line payment seemed to fit the bill perfectly which will make payment options easier for our clients." The IESA web address is unchanged at [www.iesa.com.au](http://www.iesa.com.au)

## IESA builds new drilling team

Drilling Operations Manager Paul Cunnington's goal is to have happy clients. Paul and the rest of the team's enthusiasm and passion about the drilling department compliments their no-nonsense approach to the business. The drilling department's workshop and associated facilities present in near immaculate condition and it's clear to see that this team is highly motivated and organised.

After almost a year at IESA, Paul, who came to Mackay from Victoria, says that the department has achieved a high level of professionalism and reliability and this has resulted in numerous repeat clients who are happy to recommend us as preferred contractors. It's easy to see why.

The IESA Drilling team has a total of 9 staff including two class 1 and a class 2 licensed water bore driller, geotechnical and mineral exploration drillers, trainee drillers, and an in-house boilermaker and motor mechanic. If there are break-downs of equipment on site, the IESA drilling team has set itself up to do on-site repairs, saving clients' money, time and, more importantly, getting the job done with maximum efficiency.

If Paul's team had a wish list for the coming year, it would include having all 3 rigs operating full time with trouble free drilling and satisfied clients. It looks like they're well on their way to achieving those goals because since Paul's arrival at IESA, the equipment list has grown, along with staff numbers. They now have 3 multipurpose geotechnical/exploration rigs, 1 high pressure mobile compressor, 4 support trucks and a crew 4WD. In addition to this, the drilling department shares two small Toyota LandCruiser mounted geotechnical drill rigs for soil testing with IESA's lab department.

Paul is confident about the new drilling team now established at IESA. "The challenge for the future is to make it grow whilst maintaining a high level of client confidence. We've come a long way, the new team is working together really well and our clients are happy too. That's what it's all about. If the clients are happy, we're happy."



IESA's drilling team on site.

## Wet season brings busy days for environmental monitoring team



Reece Smith, Environmental Manager at IESA says 2008 was a busy year. "That looks to double in 2009 with the addition of two more team members due to start in February/March. "The new staff will help Reece and team mate Steve Nurser to increase the range of services IESA currently offers their clients.

The bulk of the environmental work done at IESA is monthly compliance monitoring, with some effluent and trade waste monitoring and sampling.

The increase in staff numbers means that IESA can concentrate on expanding the environmental services to existing clients and also tap into new industry sectors such as restaurants or heavy industrial industries for trade waste sampling and monitoring.

Reece has been at IESA for ten years and feels servicing existing clients is a priority. "We want our clients to be able to come to us at any time with any changes which would effect their regular monitoring."

"As a result of the floods in February 2008, the EPA brought in a lot of changes, which meant an increase in monitoring. Clients can be caught unprepared with these changes".

There are several steps clients can take to ensure they do not get caught out.

- 1) Ensure you have a sufficient sample bottles on hand in anticipation of rain events.
- 2) Notify IESA on any changes to your regular monitoring program, such as new sites which need to be monitored or different samples required to be taken or the relocation of a dust gauge or rising stage samplers.
- 3) Maintain access to your monitoring sites.

2009 will definately be a proactive time for IESA's environmental team as they continue to expand their services to clients.

## IESA TURNS 15 AND BRINGS CHOIRBOYS 'BACK TO PARADISE' TO CELEBRATE

*In March 2009, IESA will turn 15 years old. To celebrate, IESA is hosting an exclusive charity dinner at the Mackay Entertainment Centre. The special evening will raise money for CQ Rescue, a life-saving service close to the heart of the Mackay community.*



*The Choirboys will rock the MEC for IESA's anniversary*

It will definitely be a night to remember. An exclusive evening with comedy from Rod Quantock and live music from the Choirboys. IESA Director Ross Neivandt wanted to mark the 15th Anniversary of IESA



by doing something memorable and charity driven. Always a supporter of CQ Rescue both personally and with business donations, Ross felt a charity auction dinner would ensure everyone had a great night for a good cause.

IESA staff will attend the \$175\* per person event, with IESA clients being encouraged to sponsor or donate prizes for the charity auction.

General public tickets will go on sale first week in February, however, IESA clients can pre-order their tickets through PROSE PR prior to this date. Tables of 10 are available in addition to per person ticket sales.

The charity dinner will include a sumptuous 3-course dinner prepared by premier catering Grinders.

For further information please contact Jane Turner of PROSE PR on 0400 385 603 or [prosepr@gmail.com](mailto:prosepr@gmail.com)

*\*Ticket includes 3 course dinner, entertainment, wine, beer, post mix drinks, a special IESA Anniversary gift and GST.*

*Melbourne comic Rod Quantock will be the Master of Ceremonies.*

## 'Keep it Up' Campaign Lifts Off

*IESA creates slogan and t-shirts for charity*



IESA devised the 'Keep it Up' campaign especially for the fundraising dinner in March. The Choirboys and comic Rod Quantock have given their permission for their name to be used on a very cool, limited edition black t-shirt commemorating IESA's 15th Anniversary Charity Dinner & Auction.

The t-shirts will be on sale on the night of the charity dinner. Please support our fundraising efforts by purchasing one of these unique t-shirts, created by Canadian artist, Anne McAlear. Proceeds from the sale of the t-shirts go directly to CQ Rescue, in addition to all the money raised by the auction held throughout the evening.

Please support our event and purchase a t-shirt. They go on sale mid-February onwards.

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