



Connected

Business Profile



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Some of our best-known customers include:





Connected to the past, transforming the future

Many companies talk about their commitment to improvement, but we've put ours into writing. These values underscore everything we do, keeping our people focused and our customers confident we are the kind of company with which they want to work with.

Strive



Mark Nilsen
Managing Director



The passage of time often breeds complacency. Old ways of doing things change slowly and use of new technologies can be limited by old perspectives.

A family-owned business now in our fourth generation, Nilsen is innovating more than ever. We work to keep up with relevant technologies, improve our capabilities, tailor our products to customer needs, and build continuing relationships that add long-term value for our customers. Through war and peace, technological revolutions and electrical innovations, we've been there – helping Australian businesses become connected and stay that way.

It's not all about technology, however: we must also keep on top of regulatory, technological, governance, project management and industrial relations

best practice. We offer extensive project management, risk management and safety consulting expertise, as well as specialised capabilities including data, process control, environmental, high energy equipment maintenance, and **TEGG** – a comprehensive electrical service and maintenance program that further differentiates our business approach to you, the customer.

Combine these capabilities with our deep pool of talented individuals – including project managers with broad expertise and specialists with a more narrow focus – and it's clear why a broad range of customers continue to turn to Nilsen for electrical and non-electrical project needs. Our core goal is to continue expanding our capabilities, training our people and finding new ways to solve customers' ever changing business problems.

We are so committed to doing the right thing by our customers that we've put our ideals into writing. Our vision is to be your installation, maintenance and manufacturing partner from your project's inception to equipment replacement. We expect the greatest care possible from our employees, who continually work to ensure they are providing positive and helpful guidance.

Simply put, we want to be your valued partner for electrical and related work - and we never stop looking for a better way. Customers count on it and, with more than 90 years of success under our belts, they count on us. That's our promise – and that's the Nilsen difference.

Our vision

To be a leading electro-technology company operating throughout Australia to deliver installation, maintenance and manufacturing services from inception to replacement.

To continually deliver value by engaging our people; evolving through learning and innovation; and managing risk.

Our mission

To continually deliver growth in economic value to our customers, employees, shareholders and suppliers.

Our values

We are accountable for making and meeting our commitments.

We expect:

- Openness and honesty
- Individual initiative and opinion
- Willingness to stand up and be counted
- Consideration for the needs of others

Individually, and as a team, we set rigorous standards which we continually assess and critique.

We are positive in thought, word and action.

We find ways of doing and do not find reasons not to do.

We actively support others to achieve their goals and recognise one another's achievements.

We encourage and support change.





Growth

Nine decades of innovation

Oliver J Nilsen founded Nilsen in 1916 as an innovative player in Australia's electrical industry.

While heading his rapidly expanding business, he was granted Victoria's first commercial broadcasting licence and was also a foundation director of television station GTV 9. During his prolific career, Oliver also spent 30 years as a councillor on the Melbourne City Council, served as lord mayor of Melbourne in 1951 and 1952,

Nine decades solving customer problems...

"Nilsen has remained under the Nilsen family through four generations... there isn't much we haven't seen or done"

spent 20 years as commissioner and Finance Committee vice-chairman with the Melbourne and Metropolitan Board of Works, and in 1956 was honoured by Her Majesty the Queen as a Commander of the British Empire.

Oliver Nilsen's vision, combined with his strong business and ethical sense, put Nilsen on a steady growth path that it has followed ever since. The company now operates throughout Australia, with revenues in excess of \$150 million annually, and more than 700 employees nationwide. Despite steady growth, Nilsen has remained under the watchful eye of the Nilsen family through four generations.

Over the years, there isn't much we haven't seen or done. Steady growth has extended our expertise to areas such as electrical switchboard manufacturing, field services, auditing, project management and equipment maintenance. We feature in Australia's premier civil works projects and commercial organisations, and our track record of success has led many customers to completely outsource their implementation and maintenance requirements to us.

Our core capabilities include:

- **Electrical audit, design, installation, testing and servicing**
- **Design, manufacture, installation and servicing of switchboards and other specialised equipment**
- **Facilities auditing**
- **Project management of electrical and non-electrical work**
- **Specialised skills such as High Energy equipment testing and servicing**
- **TEGG, a unique service program for improving reliability and reducing maintenance costs**
- **Non-electrical specialties including data, lighting control, emergency lighting, process control and others**

We service customers nationwide from bases in Melbourne, Sydney, Brisbane, Perth, Adelaide, Darwin, Morwell, Mount Gambier and Gladstone. We can move skilled experts nationwide as required to meet our customers' needs. No matter where you are, we're probably there – and if we're not, we can get there quickly.

We value long-term relationships, which make life easier for all concerned by providing clear expectations and a clear understanding of how we'll meet them. Testament to our success are engagements with customers in industries as varied as manufacturing, mining, engineering, electrical power distribution, defence, shopping malls, government, commercial and high rise, health care and sporting facilities.

Where our customers are, when they need us

“Nilsen is intimately acquainted with the comings and goings of local industry”

The local advantage

Nilsen is a nationwide company, but each of our state operations has a long and proud history.

That means each organisation offers its own value. Many have decades of experience implementing projects for local customers, and are intimately acquainted with the comings and goings of local industry. They know the major players and local suppliers, and know how to get the best deal for their clients.

This makes our local staff founts of knowledge about local issues, such as industrial relations laws, safety standards, legislated electrical standards, market prospects, planning restrictions – and anything else they may need to know about operating in their areas.

As well as offering extensive local knowledge, each of those operations remains intimately connected with the rest of Nilsen. This enables the free sharing of knowledge, expertise, skills and other resources so our customers receive the support they need, when they need it.

If your project spans states or requires other specialised local knowledge, odds are that our experts can provide it – or quickly find it for you. This includes areas outside capital cities. Because we have a national footprint, much of our work takes place far from the comfort zone of the CBD.

From the isolation of central Western Australia to the desolation of northern South Australia and the distant reaches of far North Queensland, we can bring our skills to solve your problems, wherever they happen to be.



Advantage



Forward

A strong past, a promising future...

“Our commitment to improvement means you don’t have to try to keep up”

A connection to the future

Electrical distribution remains fundamentally important for any business, but managing complex electrical infrastructure takes a combination of skills that most companies struggle to maintain.

This is where Nilsen comes in. We make it our business to stay on top of ongoing advancements in electrical technology, helping our customers make the most of improvements such as intelligent monitoring and self-controlled systems.

Over nine decades, Nilsen has built a reputation for continued innovation in helping customers make the most of new technologies. Whether your needs involve standard electrical installation and maintenance, or you require more exotic services like High Energy, voice and data cabling, lighting control or myriad other capabilities – we can deliver them.

Our history of innovation and commitment to continuous improvement means you don’t have to try to keep up with the state-of-the-art. Whatever you need connected – whether it’s wires, business, or people – we have the skills to make it happen. We want to be your trusted partner for the long term, and we’ll work to earn that trust by delivering the results you’re looking for, time and again.

To do that, we’ll do whatever it takes.

That’s the Nilsen philosophy and the Nilsen difference.

We wouldn’t expect anything less of ourselves, and neither should you.



Know

Building the right people takes time...

“Many employees have spent their entire careers with Nilsen; a significant number have 25 or more years experience”

Connecting customers with expertise

Getting the right equipment is critical, but it's just as critical to make sure you have the right people to use it.

We have the right people.

Nilsen's broad base of engineering includes specialised capabilities such as the High Energy group within our Engineering Services operations. Engineers skilled with High Energy equipment are in short supply across the industry, but Nilsen ensures enough are always available so power feeds of 3000V or more can always be handled safely and effectively. Our specialists design, implement and service complex solutions involving high and low voltage boards, ensuring you receive the right solution for your needs.

High Energy work isn't our only specialty: our employee training program reaches every level of the organisation. We are constantly looking into innovative training programs such as the Nilsen Management Program, through which numerous Nilsen executives have completed business programs or courses at the Melbourne Business School.

A steady flow of trainee technicians ensures the flow of fresh perspectives and additional workers to handle our customers' needs, and we encourage all staff to pursue additional degrees, certificates and other relevant qualifications.

We know we have the best electrical and management team in the country. At Nilsen, many employees have spent their entire working careers with us, a significant number have 25 or more years' experience. That says a lot about our culture of continuous improvement, but it says even more about the experience we bring to customer challenges.

As long as electrical and related technologies are changing – and that's pretty much a given these days – we will continue to help our people keep up. That's our promise to them and it's a guarantee to our customers that we will continue meeting their needs into the future.



Your problems, our answers

“We put time back into your hands so you can focus on other, more strategic parts of your business”

Complete customer solutions

Poor project management can increase risk and cost, blow out schedules, frustrate workers and potentially lead to damage or injuries. Good project management, on the other hand, is all about delivering the right results on time and on budget, again and again. It reduces risk, increases repeatability and auditability, and ensures customers receive the best results for the least effort and expense.

Solve

Nilsen knows good project management. We can co-ordinate manufacturers, installation technicians, service experts and other experts; assist with budget proposals and design reviews; liaise with and manage surveying, chemical and other subcontractors; and provide appropriate installation and maintenance services.

We also have specialised experience in areas, such as:

- **Occupational health and safety**
Our specialists are well equipped to audit workplace environments, identify potential safety issues, and help remedy those issues before they cause problems.
- **Quality assurance**
Our project processes are clearly defined, explicitly followed and constantly revisited to ensure that quality objectives are met time and again.

- **Procurement**
Efficient procurement can be difficult, but we have the connections and experience to source appropriate products for customer needs at the best possible value.
- **Industrial relations**
IR legislation is a minefield, but our experience across the country has made us well acquainted with the requirements of all local IR regulations.

- **Environmental responsibility**
Customers benefit by minimising their projects environmental impact. We can advise on relevant legislation, reduction of power consumption and development of material recycle strategies to reduce waste.

Projects face more potential pitfalls than ever, and that's where Nilsen adds value. By handling the everyday details and getting the job done right, we put time back into your hands and let you focus on more strategic parts of your business.





Deliver

More than just wires

If concrete and steel are the backbone of any building, electrical and other networks are their lifeblood.

To ensure our customers' network plant services their business needs, Nilsen has built on its strong heritage in electrical wiring to offer complementary solutions including:

- **Voice and data cabling.**
Category 5, 6, 6e and other data cabling solutions ensure data and voice communications flow smoothly and quickly.
- **Building automation and energy management.**
Using the latest software coupled with communication and control cabling, along with the latest in wireless technology, to ensure your facility is functioning to the maximum efficiency using minimum energy, as well as providing aesthetically pleasing solutions.
- **Emergency services.**
Redundant networks and uninterruptible power supplies (UPS's) ensure key emergency lighting, generators, processes, and communications remain connected even during emergency situations.

• **CCTV.**

Closed-circuit TV has grown from its roots in security surveillance to provide complete visibility of your entire operation, helping ensure process compliance and operational safety.

Whatever your cabling needs, odds are we've done it somewhere. If you need extremely specialised equipment, our project management experts will find a suitable partner to ensure you receive the right results.

There's much more to being an electrical contractor than stripping wires and installing outlets. With the construction industry facing an ever more complicated morass of legal mandates, industrial relations practices, quality requirements and accountability, every person involved in a project needs to be aware of their risk exposure.

Let Nilsen help.

After nine decades in operation, we provide a full range of services including needs assessment, design, procurement, installation, configuration, maintenance, auditing, replacement, and more. With people, process and technology skills, we can assume full responsibility for electrical and related civil works contracts.

After all, any electrician can connect wires – but how many can connect people?

Nilsen can, and we will do whatever it takes to deliver the results our customers need, when they're needed. We make the connections so you don't have to.

Power comes in many ways

“There's much more to being an electrical contractor than stripping wires and installing outlets”



Tailored customer solutions

“Our experts offer guidance, new perspectives and effective plans to ensure room for growth in the long term”

Switched on to your needs

Ensuring a continuous supply of clean, reliable electricity requires a switchboard and electrical plant designed for your company's present and future needs.

An electrical plant that's aging, poorly maintained, or not appropriately specified for your company's increasing usage will catch up with you through higher long-term costs – or the inconvenience and expense of an unexpected equipment fault.

The consequences of a major fault range from business interruption and failure of related equipment to production backlogs, failure to meet service agreements and even intangible issues such as loss of confidence in the infrastructure. In the United States alone, it is estimated that power-related problems cost \$US30 billion in lost time and revenue*, with a one-hour electrical outage estimated at \$US1437** in direct costs.

Nilsen has a long and successful history of designing, manufacturing and installing switchboard equipment. Our skilled switchboard technicians involve customers from the beginning, producing hundreds of purpose-built units every year. Our quality focus includes full testing, design validation and fault isolation, ensuring that products leaving our factory are ready to get to work as soon as they arrive.

* Electric Power Research Institute
** Impulse Research

Switchboards are not all we manufacture. However, with a full range of milling tools, we can design and build a broad range of complementary equipment. If you're expecting a rapid business expansion or a significant increase in usage for some other reason, we can also review existing equipment and design modifications to extend the capabilities of your existing plant.

With the support of our broad range of electrical experts, we can design and build to your specifications; and offer invaluable guidance, new perspectives and effective plans to ensure room for growth in the long term. After all, when it comes to your electrical plant, there's nothing more important than peace of mind.

Build



Environmentally sound business

Environmental management used to mean picking up your rubbish after your project was completed.

Increasingly onerous environmental management requirements, however, now force electrical, building and other contractors to ensure materials are disposed of in environmentally appropriate ways. And environmental stewardship is now mandatory in states such as Victoria, where new buildings are required to have 5-star energy efficiency ratings.

Green

Environmental sense means good business

“Greener business also makes good financial sense”

Our experienced project managers can help you develop and follow comprehensive environmental management plans during environmental inefficiencies; minimise the environmental impact of your civil and electrical works, develop comprehensive recycling plans that reduce the impact of your materials usage and comply with relevant state and federal requirements.

Greener business also makes good financial sense. Something as simple as a light left on overnight not only uses unnecessary power, but that power costs money. In the long term, there will also be costs associated with not being environmentally

smart as competitors use environmental initiatives to win market mindshare and improve their efficiency.

At Nilsen, we know electricity – and we know how to minimise its use. Our expertise ranges from simple additions, such as sensors to turn off the lights in empty rooms, to comprehensive plans for electrical plant optimisation using advanced control equipment.

From asset acquisition or construction to asset disposal, proactive environmental management now makes good sense and good business for everyone. With years of experience, Nilsen is well positioned to help customers connect with their greener selves – and turn their environmental awareness into tangible business benefits.

Find little problems before they grow “Many companies forget that their electrical plant ages like every other asset... it’s in everybody’s interest to be proactive about equipment testing”

Ensuring your electrical health

If you’re working in any kind of building, you’re relying on electrical distribution equipment. Are you sure it’s up to scratch?

Too many companies forget that their electrical plant ages like every other asset. Distribution boards, transformers, and other equipment has a specific lifespan – and once you near the end, there’s no way to tell if or when the equipment is going to go. Your equipment could last for years more, or it could blow tomorrow.

At Nilsen, decades of experience have taught us how long particular components tend to last. Combined with continuing examination and logging of installed equipment, we can help customers minimise equipment-related faults by following a clear and effective maintenance program.

Regular audits provide a clear picture of overall system integrity, potential points of failure and potential safety risks, and enable proactive remediation of potential faults. Audits also provide a complete inventory of your infrastructure, providing information that’s invaluable for overall asset management.

Our auditing and testing capabilities include:

- Infrared thermographic analysis of hot spots
- Power factor assessment
- Harmonic analysis
- Voltage stability testing
- Vibration analysis to detect rotary machine problems
- Transformer oil testing and chemical analyses
- Insulation testing
- Protection relay testing
- Power usage surveys

With executives increasingly responsible for ensuring good governance throughout their organisations, it’s in everybody’s interest to be proactive about equipment testing. Many companies learn the consequences of apathy – through fire, interruption of supply, asset damage or loss, and great inconvenience to staff and customers. But it doesn’t have to be that way, a Nilsen audit will give you the peace of mind that comes from knowing you have an electrical infrastructure on which you can rely on.

Test



Smooth performance from a well-oiled business

“Connecting with Nilsen’s expertise can streamline maintenance, reduce risk and let you focus on your core business”

Keeping your equipment connected

Like any asset, your electrical equipment requires regular servicing. While you may already have dedicated maintenance technicians, the cost of their salaries and training, access to the latest test and diagnostic equipment and potential efficiencies, as well as the threat of losing them, are constant issues.



For a simpler solution, many companies are outsourcing maintenance to specialised organisations. Nilsen’s Engineering Services group offers a full range of maintenance services including:

- Electrical load surveys
- Plans for improving power usage economy
- Protection system analysis and grading
- Equipment inspection to identify actual and potential problem areas
- Power factor and harmonic surveys
- Engineering reports
- System management recommendations
- Proposals and costings for comprehensive maintenance plans
- Implementation

Quick response is essential after an equipment breakdown. Our nationwide presence and rapid response services minimise customer exposure to equipment failure by helping us quickly respond to emergencies.

In particularly large premises, many customers have opted to let Nilsen handle maintenance, with dedicated Nilsen staff replacing internal maintenance workers.

Connecting with Nilsen’s expertise, instead of trying to build and keep your own, is a great way to streamline maintenance, reduce risk and let you focus on your core business. Whatever your needs, we can work out a long-term maintenance program that will fit them perfectly.

Maintain



Track

Tested systems, proven results
“TEGG means we’re not the only ones standing behind our work”

The TEGG difference

The average building can suffer up to 106 electrical disturbances per month*, and a rigorous and proactive maintenance program is the best way to minimise the risk of electrical interruption.

* National Power Laboratory study on power quality

Without proper care, IEEE statistics show, electrical equipment is three times more likely to fail than equipment that has been looked after regularly. According to leading US equipment breakdown insurer Hartford Steam Boiler Inspection and Insurance Company, 72% of electrical losses can be avoided through predictive and proactive care.

How do you know who’s best to provide that care? With so many electrical contractors to choose from, you’d probably want the one that has committed itself to a rigorous program of electrical asset management and repair that meets international standards and is regularly audited to ensure compliance with current best practices.

Nilsen offers such a program.

Developed in 1992 by United States company TEGG Corporation, TEGG Service is a comprehensive maintenance program that includes diagnostic testing capabilities, and servicing and maintenance of electrical distribution systems. TEGG Service is only available from members of the TEGG Contractor Network, a group of highly skilled experts who have been specifically trained in the United States by TEGG Corporation.

Nilsen is Australia’s only certified TEGG contractor, putting us a cut above the rest when it comes to maintaining your electrical systems.

Proprietary TEGGTask software catalogues, documents and tracks every aspect of your electrical plant throughout its lifecycle to minimise the risk of usage-related failure. Because it generates a lifetime record of each asset’s maintenance history, TEGGTask also provides essential auditing and risk management capabilities. You know exactly what we’ve done with the equipment and when.

Our TEGG technicians can also undertake a full range of testing and diagnostic activities that identify potential problems before they interrupt your business. This includes power quality analysis – which identifies power fluctuations that cause many electrical problems – and ultrasonic and thermographic analysis.

Some companies provide these services on an ad hoc basis, but none offers the exhaustive testing that TEGG requires. How exhaustive? Our equipment analysis reports often run to 150 pages or more.

Our TEGG work can be fully underwritten by an insurance company that has formally recognised the extra value that an industry standard certification brings. Ask our competitors whether they have got that kind of backing and you’re likely to get a stare: we’re the only company in Australia backed by an insurer in this way. That means we’re not the only ones standing behind our work – and that’s the TEGG difference.



Safety

Safe projects deliver results

“All of our work includes comprehensive safety guidelines and the skilled occupational health and safety professionals to enforce them”

Playing it safe

When it comes to electricity, there's no margin for error. That's why, for Nilsen, safety is a major part of every thing we do.

This focus on safety manifests itself in many ways. Worker safety is paramount in every project; all of our work includes comprehensive safety guidelines and the skilled occupational health and safety professionals to enforce them. This has kept our lost time injury (LTI) rate well below industry averages – a record of which we are extremely proud.

Nilsen's commitment to safety goes much further, however.

Because we recognise safety as a major part of our customers' risk management strategies, we offer a broad range of safety consulting and safety audit services, as well as advice on safety standards and compliance with those standards.

That way, our customers can reap the benefits of our decades of experience in learning, complying with and bettering the requirements of safety standards and guidelines.

The result: Customer safety isn't an add-on or a token effort, it is a significant part of every project we handle. We'll put policies in place to protect our workers and yours, and we'll document those policies to ensure safety guidelines meet even the most rigorous tender specifications.

As a supplier and a partner, we'll help take the risk out of safety planning. And in a world where unmanaged safety risks have become simply unacceptable, that's peace of mind for anybody.



Connected





www.nilsen.com.au

OFFICE LOCATIONS SA VIC NSW WA NT QLD