









We are your water partner

At Interflow, we have the heart of a humble business, with the vision of something much greater: a vision that drives the growth of our people, fosters our partnerships with customers, promotes continuous improvement, and ensures the wellbeing of the communities we serve. Throughout our journey, which spans over eight decades, our rich heritage of innovation continues to spearhead the market, paving the way for a bright future.

Since our inception in 1936, we have carved out our place as a leader in water infrastructure. Today, we are regarded as one of Australia and New Zealand's leading provider of trenchless pipeline solutions, specialising in the water, wastewater, stormwater and culvert sectors.

Spanning Australia and New Zealand, we work to deliver on our purpose: to improve the lives of the people we work with, the communities we serve and the environment we work in, for generations to come.

Together, we're **Creating the Future of Water**.



Everything we do is underpinned by our core values of **Honesty**, **Reliability**, **Competence** and **Respect** – the cornerstones of our success. We live by them.

Our values



Honesty



Reliability



Competence



Respect



Our vision is to be a company that people want to work for and customers want to partner with, to deliver world class pipeline infrastructure solutions. We achieve this together by defining the standard for success. Underpinned by our values, our behaviours drive us towards this vision.

Our behaviours

The way our people carry themselves speaks volumes about our business and has a huge influence on our overall identity. As such, we recognise that our company culture and behaviours are closely interlinked.



Do what you say

We do what we say we will do: we commit and deliver and own the outcome



Solve customer problems

We partner with our customers to deliver value and quality solutions



Be your best

We strive to be our best everyday



Support each other

We build genuine relationships and keep each other safe



Lead and empower

We empower those we work with and have the courage to do what's right



Achieve together

We work together to achieve great things

Guided by our strategic framework, 'Our Interflow', we create better, more efficient ways of working.



Your needs are at our heart

At Interflow, your drivers are at the forefront of every decision we make. We will look after your communities while we seek innovative ways to promote efficiencies, unlock cost benefits, and maximise the life and reliability of your water infrastructure.

Innovation lies at the core of how we deliver for our customers, and our people are at the forefront of making this a reality.



How we deliver for you

As experienced Delivery Partners, we provide end-toend services for our customers via our self-perform capabilities and our network of trusted subcontractors. From inception to completion, our range of services include:



Project planning

Listening to your specific requirements



Design

Developing methods and workshopping solutions



Construction

Employing our capabilities and expertise



Maintenance

Managing your asset's life-cycle



Innovation lies at the core of how we work with our customers. The first step is listening to what you need and developing a customised solution to your problems: from using patented technologies, quality products and applying innovative methods, our solutions span across four key areas:



Water



Wastewater



Stormwater



Culverts

By having our own in-house expertise, it means our people know how to do the work. This gives us a comprehensive understanding of project tasks and methodologies, enabling us to drill to the heart of a problem and develop an outcome that's tailored to you.

In an emergency, we're here for you

You can't plan for the unexpected, but when disaster strikes, having well-established contacts, the ability to mobilise the right people and equipment, and a dedicated team provides the best solution in the most critical situations.

At Interflow, we answer that call (!)



Our in-house capability enables us to respond rapidly to complex emergency situations. By collaborating with key internal and external stakeholders, our team can rally together and draw on our expertise to swiftly solve your problem. We can respond to any emergency after hours, on weekends and over holiday periods. Our crews can quickly mobilise to site and put in place measures to protect the public until you can decide how to proceed.

Visit www.interflow.com.au to find out more or contact us on 1800 251 240 (Australia) or +64 9 443 7209 (New Zealand).

Our key success drivers

We measure our success by the health and safety of our people, environmental management, and the wellbeing of the communities in which we work. These components are key to providing quality outcomes to help you make the best decisions for your project.

Just like you, we want our employees going home safely at the end of their shifts, the environment protected, and the communities where we work to be happy and confident in our work.

It's no coincidence that our five key success drivers often match those of our customers. We recognise that when we deliver works, we're representing your business too – a responsibility we take seriously.



As ambassadors for your business, these drivers are critical to how you will rate our performance.

This approach has enabled us to become a trusted Delivery Partner for our customers throughout Australia and New Zealand.









3. Diversity



4. Community



5. Quality 🤗









Safety for all

The safety and health of our people and the protection of the environments we operate in are fundamental components of how we define success. It is therefore not negotiable.

We are committed to continual improvement in the way we manage our Operational, Environmental, Health and Safety obligations.

To strengthen our position on Health, Safety and the Environmental (HSE), we have a corporate HSE Strategy underpinned by our vision of Harm 2 Zero (H20).

This strategy focuses on 6 key pillars.

- 1. Collaboration, Communication and Consultation
- 2. Planning and Design
- 3. HSE Assurance and Investigation
- 4. Critical and Fatal Risks
- 5. HSE Risk Management
- 6. HSE Management System (HSEMS)

Our H20 initiative is integral to our business.



Our H20 program supports our people to care for themselves, their team members and others impacted by their work through:

- Empowering our team to be proactive in workplace safety
- Emphasising the importance of planning and understanding risk across our projects
- Providing appropriate on-site supervision and leadership
- Monitoring and assessing our safety performance
- Adopting work best practices

By embedding our H20 vision, we will create a workplace where we promote safety in everything we do. This keeps everyone safe whilst being environmentally responsible.

The vision of our Harm 2 Zero (H20) program is unique to Interflow and is embedded in every decision that is made and within every activity that is undertaken. To support the 'Harm 2 Zero' vision, we recognise that HSE should be managed in a systematic way that empowers our people and continually improves our processes.



A healthy environment

We take a holistic approach to environmental management. For us, the environment is not just about the asset: it includes the creek downstream, wildlife in its natural habitat, or the road over which the asset is built. It also includes the homes of residents who may be affected by flooding, noise or unpleasant odours.

Our all-inclusive approach to Environmental and Sustainability Management has two layers:





1. Operational

Direct environmental impacts: this systematic approach uses our Environmental Management Systems, Construction Environment Management Plans and H20 program to standardise our depots, as well as capture specific environmental challenges of a given site.



2. Organisational

Non-direct environmental impacts: this can be related to resource efficiency efforts, such as the impacts of the waste we generate after a project.



It is with this philosophy that your environmental needs become our own. That's why we customise every project site to protect your local environment.

Throughout our history, we have worked in some of the most environmentally sensitive areas and have delivered incredibly complex projects. Our commitment to carrying out works by adopting best practice sustainability principles has been independently verified as part of our ISO 14001 certification.

We are also members of the New South Wales Government's Sustainability Advantage Program and are committed to continually improving our environmental practices, prioritising your needs, your community, and the environment in which we work.



Your community is our community

Delivering projects is what we do, but we also want to be known for our integrity in how we do it.

A project's community encompasses everyone we work with, either directly or indirectly. It's our people, our customers, suppliers and contractors, members of the public and the local environment where they reside.

We aim to build a harmonious community around your project. It's who we are.

To keep your community connected and informed, open communication with residents is fundamental to the success of any project. Residents greatly value being informed of what is happening in their street and are often interested in learning how the work will be carried out.

We believe that informing residents about the nature of our works and making our crew members available to answer questions is essential. This includes providing regular updates, seeking permission to enter private property and, where appropriate, responding to residents' concerns.

Developing and maintaining successful relationships gives people the power to stay informed, aware and connected – this is the true essence of community relations.

Despite various challenges and multiple change events... I like to acknowledge Interflow's commitment and dedication in delivering the project on time and to the quality standards set by SW... I also like to place on record that Interflow collaboratively worked with the wider Sydney Water Team, and other related stakeholders (including four Councils, private property owners) with a single focus to achieve the agreed EPA timeline and deliver the best possible project outcomes.

Peter Murugathasan

Project Manager – Delivery Management, Sydney Water (2020)



While managing customer queries is a natural part of relining work, Interflow's willingness to assist and resolve customer concerns quickly during a recent project, resulted in positive project outcomes and an improved customer experience.

Janarthan Ganesh

Project Manager, Water Corporation (2018)



...the professionalism and genuine care displayed on site is greatly appreciated by YVW's Asset Quality team. Your team's experience and ability results in extremely quick and effective installation of new assets with very little wasted or lost time.

Graeme Julier

Asset Quality Services Officer, Yarra Valley Water (2020)





Driving innovation through diversity

At Interflow, we thrive on driving innovation through the diversity of our people – they are the centre of making this a reality through sharing their wealth of knowledge and expertise.

The combination of different ideas creates a vibrant environment for collaboration, where everyone's input is respected and becomes a valued asset to the business.

As an organisation that fosters inclusiveness, we will embrace your culture and work collaboratively to achieve the best outcomes for everyone.

We continually work to foster a workplace that places cultural, gender, sexual and generational inclusiveness at the forefront of every decision.

Our vision stems from our belief that everyone is entitled to work in an environment where they are treated with dignity and respect. In a bid to further enhance our ambition, our diversity and inclusion initiatives are active and always evolving.



Quality delivery from a trusted partner

Quality service, quality products, quality technology – from tender submissions to contract development, design, procurement, construction and commissioning – all are central to our business. For us at Interflow, quality stems from our work practices and standards, which have enabled us to continually raise the benchmark to meet our customers' needs.

We are Quality Assured to AS/NZS ISO 9001: 2008 and receive regular third-party audits. By applying this quality system, you can be assured that our work complies with relevant protocols and legislation and is carried out to the highest standards.

Another component to providing quality service is through the power of knowledge. Continuous improvement drives our commitment to and investment in research & development. This enables us to adapt our techniques, improve operational efficiency and continually deliver quality outcomes to meet your needs.





Our people strive to 'make it right the first time' by seeking best practice solutions to solve your problems.



Our innovative solutions stem from our innovative way of thinking.

This allows us to deliver unique solutions that are designed to meet your needs and the communities you serve. Our specialised equipment, fleet administration and the expertise of our trained personnel enable us to provide services across your full asset management life-cycle.

Our water reticulation, wastewater, stormwater and culvert construction, renewal and maintenance services include:

Project planning 🥰



We believe that a successful project requires diligent planning. When we plan your project, we create a foundation to minimise cost by using optimum resources. During the planning phase, our teams carry out extensive stakeholder, environmental, supply and traffic management assessments, as well as complete and thorough safety and risk assessment.

Design 💖



The design phase, or pre-construction phase, is especially important to us as we want to ensure that every decision will maximise the return on your investment. Our experienced engineers will work with you to create designs that detail project specifications from the ground up.

For us, the design phase encourages innovation and creativity among our people, who work to provide the most valuable outcomes for you and your community.



Investigation and condition assessment \wp

We carry out comprehensive condition assessments to detect leaks, test soil, and destructive and non-destructive wall thicknesses testing. We also offer CCTV inspections, GIS location and service mapping, and service proving and location by sonde. Using this data, we make service predictions and assist with asset management planning and budgeting.

New construction **B**

Using directional drilling – a trenchless method – we can install new underground pipes with minimal impact on the surrounding area in a range of soil conditions. Whilst trenchless technologies are increasingly our customers' preferred method for water infrastructure construction and renewal, we have maintained our long-held capability for traditional open-trench pipeline installation. When project needs dictate open-trench installation, our teams will construct or replace new and existing watermains using these traditional methods.





Rehabilitation 🕀

Pipelines around the world are in danger due to ageing, deposits and corrosion. Leaky fittings and cracks are an environmental hazard, having the potential to cause loss of our most valuable resource: water. At Interflow, our advanced rehabilitation technology is constantly evolving, enabling us to work on projects that were considered challenging or impracticable in the past. By using trenchless technology where possible, we provide a modern, cost-effective rehabilitation solution for our customers. We have been applying these methodologies successfully throughout many years to achieve a quick, efficient and environment-friendly outcome for our customers' ageing assets.

Asset renewal ()

We partner with asset owners to deliver renewals programs that ensure our customers and their communities have access to reliable water and sanitation services. Through harnessing **our key success drivers** – safety, environment, community, diversity and quality – our dedicated project renewals delivery team uses specialised equipment, trusted products and tested methods to renew your existing infrastructure.



Periodic maintenance 💥

Well-planned periodic maintenance is vital to the successful operation of water and wastewater assets. Our range of maintenance services includes flushing, swabbing and cleaning; exercising valves and hydrants; verifying and maintaining system identification signage; and protecting against corrosion. The benefits of our proactive approach to asset maintenance over the traditional reactive approach enables us to provide a structured maintenance system for managing your asset's life-cycle that reduces risk, minimises cost and provides the most value.

Emergency services ①

Major damage to water and wastewater assets can have catastrophic ramifications on the structure, its surrounding environment and the community. When incidents occur, we take immediate action and implement remedial solutions to control the situation and mitigate further risk. We have a large inventory of pumps, pipes and bypassing equipment on stand-by and we can coordinate flow and bypass management. All equipment is prepared for immediate mobilisation in the event of an emergency and our crews are well-versed in responding to crisis situations.

Our customers have the confidence that the people **developing** the solution are also the people **delivering** the solution.



How we help

Our 4 Waters



Water is essential to life and we know that every drop counts. We know our communities expect on-demand access to water, and we work with our customers to ensure that together we deliver on this fundamental expectation whilst improving operability, reliability and longevity.

We work with local councils and water authorities across Australia and New Zealand to maintain and renew ageing water networks. This includes employing trenchless technologies where possible, with an emphasis on managing local drivers and priorities.

Our people will work with you to ensure a reliable delivery of water services is provided for your communities in the most efficient and sustainable manner.



Water

Securing Life's Essential



dedicated water main specialists

H20 - Harm 2 Zero



Best practice safety and environmental stewardship

60km+

of network renewed or installed per annum



Ensuring a sustainable outcome for every project



Our key skillset includes:



Pre design site proving



Construction and renewal – DN100-DN900



Emergency response



Design



No severe disruptions to residents

Key projects delivered include:

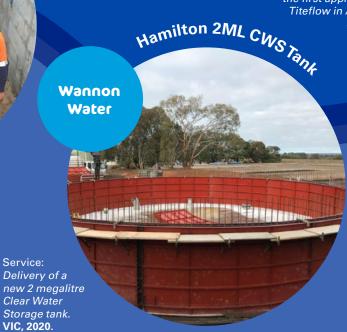
Triple Primus Line Installation Hunter Water

Service: Rehabilitation of a DN900 pipeline by installing three DN450 Primus Liners an Australian first innovation! NSW, 2020.

Service:



water main using Titeflow technology the first application of Titeflow in Australia. SA, 2014.



North West Growth Centrel Amount 12 agranded to 12 **Sydney** Mountain Highway Ac Make Main Renewal

Service: Construction and installation of new trunk mains to supply drinking water to existing and future homes in Rouse Hill. NSW, 2020.

PFAS Contamination

Icon Water

21

South East Water

> Service: Rehabilitation of a 1.4km, 100mm AC water main along the Mountain Highway using our RediFlow technology process. VIC, 2019.

> > Service: Amplification of an existing DICL Water Main Construction from DN100 to DN150 using Hydro-excavation, treatment of contaminated soil and traditional open excavation. ACT, 2020

Wastewater

A clean community is fundamental to its overall health and wellbeing. As we place more demands on our local water supplies, it becomes vital to ensure that optimal wastewater management systems are put in place.

When we manage our customers' wastewater networks, we always follow our 'Triple H' rule: keeping your community Happy, Healthy and Hygienic.

Our partnerships with customers ensure their wastewater assets are managed throughout all stages of the project across remote, regional, peri-urban and urban parts of Australia and New Zealand.

Using trenchless technology, premium products and innovative methods, we inspect, assess and renew

A good wastewater management system gives people access to essential sanitation services. Let us help you make clean living easy for your community.





Wastewater

Clean Living for our Communities

387
Projects delivered per annum

200 Structures

(access chambers, pump stations, treatment plants)

H20 – Harm 2 Zero



Best practice

safety and environmental stewardship

200+ &

maintenance work orders per annum





Ensuring a sustainable outcome for every project



400km

of network rehab & construction per annum

Our key skillset includes:



Condition assessment, program development & design



Spiral, CIPP solutions, coating & more – DN100-DN3000



Emergency response & programmed network maintenance



Deep structures, tunnels and access chambers



Robotics, trenchless and conventional excavated repairs



Key projects delivered include:

NSOOS Desilting and Renabilitation (Package 8) Markating of autority of autori **Sydney** Water

Sewer Condition Assessmen Australia. VIC, 2018.

Sewer Main

Hobson's Bay Reline of Ovojo

pipeline. NSW, 2017-ongoing.

Water Corporation

Melbourne

critical wastewater assets. 2015-ongoing

Agreement)

Moa Point Relining



Christchurch Earthquake Re Christchurch City Council

Rehability of New Zea diameter wastews Wellin Wastewater Pump Station III Rejurbish Mental Rejurbish Mental

Expanda. Christchurch, 2011-2016.

SA Water



Stormwater

Stormwater infrastructure assets are vital transport networks for drainage and have a significant impact on the amenity and liveability of the communities we serve. When we plan stormwater works, we consider a range of methods and select the best solution for that specific site.

Critical to our stormwater management process is maintaining an optimum flow to keep streams, lakes and aquatic life healthy. This process also supports water used by people and communities, enabling a natural flow cycle which prevents infiltration, flooding and erosion.

When stormwater assets deteriorate due to corrosion, abrasion and ground movement, our methods and products are designed to reduce contaminants to water sources. Our patented spiral-wound liners enable us to repair stormwater pipes while maintaining flow capacity and avoiding the need to decommission existing lines or excavate roads

When we plan your stormwater project, we plan to protect your water quality.



Stormwater

Sustainable Waterways

230
Projects delivered per annum

12 🗥

emergency stormwater projects per annum.

H20 - Harm 2 Zero



Best practice safety and environmental stewardship

30km

of network rehab & construction per annum



Ensuring a sustainable outcome for every project



Our key skillset includes:



Condition assessment, program development & design



Construction & repairs of structures such as pits & headwalls



DN100mm-DN3000mm



Environmentally safe solutions



Robotic repairs & silt removal

Key projects delivered include:

prainage Infiltration Sealing at Hamilton and Area of Street, City of Stirling Council

> and renewal of critical stormwater assets in

Service: Injection of polyurethane grout on defects along 180m of DN1800 Stormwater Main. WA. 2018.

Lining with Interline UV Bega Service: Structural renewal of a DN1050 brick arch stormwater drain under the Bega Council Works Depot using our Interline CIPP technology. NSW, 2020.





Service: GPS location, GIS mapping, condition assessment, reconstruction and renewal of stormwater assets. This provided real-time progress reporting to our customers. Queanbeyan, NSW, 2020.

Queanbeyan Palerang Regional Council

> Service: Inspection and Level 3 Structural Assessment of a large twin-cell reinforced concrete box culvert. QLD, 2020.

Culverts

Culverts play a crucial role in providing natural drainage, enabling traffic over waterways, preventing erosion and providing safe and natural passage for fish and other aquatic wildlife. They are engineered from a variety of materials such as concrete, steel, aluminium and polyethylene.

At Interflow, our culvert management systems are designed to meet the many different types, sizes and shapes of culverts. Prior to any project works, we carefully plan the dimensions, material, shape and position according to your needs.

Our culvert delivery solutions cover every stage of your project: from planning, design, construction, renewal, and periodic maintenance – all factors are considered

We have an extensive range of trenchless culvert renewal solutions to renew culverts, including corrugated metal and box culverts, which can be tailored to a range of diameters and ensure minimal loss of diameter.

As your Trusted Delivery Partner, we can manage your road and rail drainage infrastructure systems by providing a complete end-to-end service.







dedicated crews

H20 - Harm 2 Zero



safety and environmental stewardship

of culvert renewal per annum

Our key skillset includes:

Ensuring a sustainable

outcome for every project



Structural solutions up to DN3000



Condition assessment & design



Environmentally safe solutions



No disruption to rail or road freight lines



Robotic repairs & silt removal



Key projects Clean, Line, Growt, CCALINGPECTION and Reneway or Stranger of Stra delivered include:

Hunts Bridge Culvert Reneway **City Council**

Central Hawke's **Bay District** Council

Service: Rehabilitation of the nominated culverts using a combination of both Expanda and Rotaloc pipe lining solutions. NZ, 2017.

> Service: Inspection, renewal and installation of a stormwater culvert solution using custom composite pre-cast GRP Liner, annulus grouted. QLD, 2020.

Brisbane Corso Channeline SW Culvert Rehabilitation Council





We have partnered with our customers for more than 85 years. By working collaboratively, we can provide customised, reliable solutions that service our communities for generations to come. This has led us to become a preferred Delivery Partner for water authorities and government bodies across Australia and New Zealand.

In 1936, Harold 'Bill' Weaver founded General Constructions. From the first contract building sewers in Sydney, Bill focused on challenging the status quo and continually improving the way the company operated.

In 1938 General Constructions imported the first Barber-Greene trencher to Australia, which significantly reduced the costs of excavation. In later years, we pioneered trenchless technology, which has become the go-to choice for managing water infrastructure networks.

In 1960, Bill passed the baton to his son Ron, who continued to lead until 1990, when he appointed his son Geoff to Managing Director. In 1996, General Constructions merged with Vortec and Pipeline Rehabilitations to form the complete water network solution provider that operates today.

As part of our evolution, Geoff's son, Daniel, has been appointed as Interflow's Managing Director. Starting his official position on 1 January 2022, Daniel will diligently lead the next phase of our growth journey.

Bill built the company on three key values – **Honesty**, **Reliability** and **Competence**. In 2020, the addition of our fourth value, **Respect**, is another milestone and represents the company's evolution. These values are the cornerstone of our success and are lived by our people. This approach has seen Interflow thrive in the face of a rapidly changing and industry to become one of Australia and New Zealand's leading providers of water infrastructure network solutions.

We now employ 600 people throughout Australia and New Zealand, who build on the traditions of the company whilst continuing to drive its growth through innovation.



How can we help you?



You have learnt about who we are and why we exist. Guided by our strategic framework, 'Our Interflow', our purpose is to improve the lives of the people we work with, the communities we serve, and the environments we work in, for generations to come. No job is too large and complex, or too small and simple. We work around you. Contact us today and find out how we can help.

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When you work with us, you'll know that we'll look after your communities by delivering world-class pipeline infrastructure solutions. Join us as we're Creating the Future of Water for generations to come.



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For more information about the services we provide

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