

Capability & Scope

Document



Our Service Solutions

Crane Hire and Lift Solutions
 Diesel Fitters
 Auto Electricians
 Boilermakers Light and Heavy Fabrication & Repairs
 Field Services
 Gas Engine and Compressor Maintenance & Repairs
 Component Rebuilds
 Navman Wireless
 Mine Spec and Service Truck Fitouts

Air-Conditioning
 Hydraulics
 Light Vehicle Maintenance
 Labour
 Shutdowns
 Transport Solutions
 Tyre Fitting



We have the Solutions

HEQ SERVICES are Quality Assured Specialists





Field Service Gas **Overview**

HEQ is now one of the Gas Sectors primary contractors for maintenance and repairs of gas fired engines.

HEQ currently Work on 3600 Series Gas Fired Engines, Ruston v12 Gas Fired Engines and Waukesha Gas Fired Engines.

We offer Maintenance and Repair for Screw and Reciprocating Compressors including Ariel, Howden, Frick , Kobelco and also Perform alignments.

GAS FIELD SITES

- Ruby-Jo
- Fairview
- Eurombah
- Arcadia Valley
- Jordan
- Woleebee Creek
- Kenya
- Glendower
- Kenya East
- Spring Gully
- Reedy Creek
- Talinga
- Yellow Bank

CLIENTS

- EDL Group
- Veolia
- Broadspectrum /Transfield
- Arrow
- Origin
- WDS
- Thiess
- QGC
- Morris Corp
- Laing O'Rourke
- SG Fleet Australia
- LeasePlan Australia
- Department of Agriculture and Fisheries

Field Services Mining **Overview**

MINING SOLUTIONS AND EXPERTISE IN THE MINING SECTOR

HEQ has a fleet of Field Service Vehicles and Qualified Diesel Fitters, Boilermakers and Auto Electricians.

To complement this HEQ have crews inducted on most of the major sites including:

COAL MINES

- New Acland Coal Mine
- Jeebropilly Coal Mine
- Cameby downs
- Commodore Coal Mine
- Meandu Coal Mine (Tarong)
- Boggabri Coal Mine
- Kogan Coal Mine

CLIENTS

- New Hope
- Stanwell
- Macmahon
- Downer EDI
- Sibelco
- Goldings
- Orica

Diesel Fitter Field Repairs and Maintenance



Overview

HEQ Currently supplies 24hour 7day Repair and Maintenance to every Mine in the Surat Basin and Western Downs and are on call to any number of Construction Companies.

WE OFFER

- Maintenance planning
- Shift relief
- Service day's
- Minor shutdowns
- Breakdowns
- Fixed and mobile plant
- Open cut mining operations
- Regional and remote operations
- Breakdown, shutdown, overhaul and preventative maintenance in contract environments



CRANE HIRE



MECHANICAL REPAIR

24 HR | 7 DAY REPAIR

Mobile Welding and Fabrication

We have a diversified background that can meet your custom fabrication needs. We work closely with you throughout the process to create the perfect finished product for you, whether it is simple or extremely complex in our fully equipped workshop or onsite.

We manufacture a wide range of fabricated components and assemblies for companies in many diverse markets; we provide custom engineered solutions to meet our client's exact specifications.

WE CAN ASSIST YOU WITH:

- Crack Repairs
- Light and Heavy Fabrication
- Field Service Repairs
- Line Boring

Air Conditioner Repairs

REPAIRS AND SERVICE

HEQ is licensed to repair and service Air Conditioners for all equipment from light vehicles through to heavy mining machines.



Repairs and Maintenance



HPU SERVICING AND MAINTENANCE

HEQ has a comprehensive network of field service technicians in several locations around Australia. Field service technicians are typically located in the surrounding region. This facilitates rapid response to your equipment in the event of any unscheduled maintenance requirements. All our technicians are site inducted and come with all tickets and training required.

BENEFITS TO THE CUSTOMER

- Single point of contact
- Accountability
- Service technicians with site familiarity
- Warranty guarantees with maintenance contract
- 24/7 Support
- Dual brand purpose built service trucks



UNSCHEDULED MAINTENANCE

- HEQ offers 24 hour 7 day breakdown service
- large range of spare parts
- Fully equipped field service vehicles
- Type B Gas Certified Fitters for commissioning and decommissioning of units

MAINTENANCE AGREEMENTS

HEQ can provide the highest levels of customer service and peace-of-mind along with comprehensive long-term maintenance agreements.

A maintenance agreement creates a relationship with us for the life of your equipment. In creating each agreement, we work directly with you, defining the best and most suitable solution for your service needs.

SCOPE OF SERVICE AGREEMENT

- Scheduled (preventive) maintenance according to the maintenance needs of your engine
- Required unscheduled repairs and corrective maintenance for the duration of the contract
- Minor and major overhauls
- Remote services to ensure timely and accurate technical support
- Consumables needed for scheduled maintenance (e.g. parts)
- Supply of oil / lubricants

Component Rebuild Service

OVERVIEW

HEQ's Workshop has been set up with convenience and customer service in mind. The workshop boasts ample room for large low loaders to manoeuvre, large secure lay down yard, fully equipped workshop and all conveniently located on the main highway running east-west through Dalby.

HEQ workshop's core focus is to provide quality service, primarily with a fast return of Heavy Equipment rebuilds for Diesel and Gas Engines. Full machine overhauls and repairs are completed on site and in field.

COMPONENT REBUILDS

With its contaminant free pressurised clean room HEQ has specialised teams for rebuilds on

- Up to 3500 Series Caterpillar Earthmoving Engines
- 3600 Series Gas Fired Engines
- Ruston v12 Gas Fired Engines
- Waukesha Gas Fired Engines
- Reciprocating and screw compressor rebuilds

All Types of Drive Train Components including Torque Converters, Transmissions, Wheel ends, Final Drives, Diff's.

HEQ component rebuilds are supported by HEQ warranty statement. Please phone Jason White for further information.

Diagnostics and Fault Finding

HEQ has specialised Diesel Fitters and Auto Electricians with Computer Diagnostics equipment. ET, SIS

Navman Wireless IVMS

HEQ is a dealer and approved installer for Navman Products.



GUARANTEED RESULTS

We manufacture a wide range of fabricated components and assemblies for companies in many diverse markets; we provide custom engineered solutions to meet our client's exact specifications.

Crane Hire

HEQ Crane division has a range of Cranes and Equipment at its disposal. All equipment is available 24/7.

All our operators are fully informed and trained on our internal procedures and carry a full set of computerised forms, maintenance schedules, SWMS, JSEAS, crane certificates, operator tickets and lift studies.



ALL EQUIPMENT IS AVAILABLE 24/7

HEQ OFFER COMPETITIVE RATES FOR:

Dry Hire
Wet Hire
Labour Hire
Transport

The range varies from Transport through to 100 tonne All Terrain Cranes, which are all late models.

Our team consists of experienced crane operators, dogman, riggers and trades assistants for any project.

HEQ's Crane Division is inducted on all Gas and Mining sites throughout the Surat Basin, Darling Downs and Maranoa with accommodation available in Roma, Miles and Dalby.

HEQ CAN CURRENTLY PROVIDE:

EQUIPMENT

Fleet of 20 tonne Frannas
Fleet of 25 tonne Frannas
Liebherr 100 tonne All Terrain Crane
(60 meter main Boom and 19 meter Fly Jib)
Telehandlers 14 meter reach 4.5 tonne capacity
Prime Movers
Side loader
Tilt Trays
Dropdeck
Flat top
Quad Float

CLIENTS

QGC
Arrow
Origin
Thiess
Transfield
Laing O'Rourke
Decmil
Ausco
RoadTek

Other Services HEQ Professionals provide:

DRUG AND ALCOHOL TESTING

HEQ can provide scheduled testing or on the spot Drug and Alcohol Testing, Mechanical and Weed and Seed Inspections for Site Entry

HEQ has a team of qualified Mechanic, Weed and Seed Inspectors who can be mobilised to Site or work from the HEQ workshop.

Track Record

A few of the Major Clients that HEQ Currently provides services for are as follows:

OUR CLIENTS

HEQ provides Boggabri Coal Mine with Heavy Diesel Mechanics and Boilermakers on a full rotational Basis

BOGGABRI COAL MINE

NEW ACLAND COAL MINE

HEQ provide New Acland Coal Mine with heavy diesel mechanics and component rebuilding services throughout their roster and on a response call in Basis.

HEQ provided high level labour to Carbon Energy including Electricians, Fitters and a Process Engineer to their Bloodwood creek power station.

CARBON ENERGY POWER STATION

QGC THIESS EARLY WORKS PROJECT

HEQ were responsible for inspecting sub contractors Plant and Machinery to ensure it complied with Thiess's and QGC's requirements before it entered any of the work sites in the Surat Gas Fields.

HEQ has provided Kogan Creek Mine with Heavy Diesel Fitters on a full rotational roster basis. We have also provided a dedicated diesel fitter to look after all their Light Vehicle and Ancillary asset maintenance.

KOGAN CREEK COAL MINE

COMMODORE COAL MINE

HEQ provide a crew of Heavy Diesel Mechanics on Roster assisting with breakdowns and component rebuilding and boiler making repairs.

HEQ provides Meandu Coal Mine with a selection of trades people from Diesel Fitters to Boiler Makers

MEANDU COAL MINE

NEW HOPE WESTMORTON COAL MINES

HEQ Provides Westmorton Coal Mines with Diesel Fitters

HEQ was the principal contractor responsible to the Service and maintenance of three Ruston v12 Gas Fired Engines on their pilot power station Project at Bloodwood Creek Kogan.

CARBON ENERGY POWER STATION

THIESS CONSTRUCTION

HEQ has repaired numerous equipment for Thiess including a full rebuild of a D9R Engine below. (See www.heq.net.au website video)

Up until they discontinued operations, HEQ provided Wilkie Creek with heavy diesel mechanics on a full rotational roster and in addition to this, we rebuilt numerous engines including 785 Dump Trucks and D11 Engines.

WILKIE CREEK COAL MINE

HEQ has provided Cameby Downs Coal mine with Heavy Diesel Mechanics on a full rotational roster basis. In addition to this, we have rebuilt one of their 16M Cat Grader in our Dalby Yard. When HEQ picked it up on the 4th January it was in need of a lot of work.

Regardless, HEQ had the following fixed and back on transport 9 days later to go back to site:

- Repaired Body and Frame Cracks
- Replaced all hoses, rebuilt the Diff,
- Rebuilt the Final Drives,
- Changed out the engine and transmission,
- rewired the safety systems, resealed the pivots,
- Re-shimmed the circle and blade,
- Replaced Air-Con compressor & hoses,
- Recharged fire suppression system,
- Full Mines Inspectorate compliant Brake Test,
- Safety inspection and audit on Machine before deployment

CAMEBY DOWNS COAL MINE

HEQ is responsible for effective delivery of a large range of industry services that improve the lives of individuals that we employ.

We will continually improve our business performance and conduct operations in an environmentally responsible manner clearly reflecting a commitment to fostering the sustainable use of the Earth's resources.

HEQ recognises our obligation to improve safety performance and to take all reasonable precautions to provide and maintain a work environment that is safe and without risks or injury.

HEQ's integrated Quality, Safety and Environmental Management Systems are accredited and registered.

QUALITY ASSURANCE DOCUMENTATION

HEQ can provide any of the following Documents to support the Quality Assurance

Quality Assurance Audit Reports
Quality Assurance Certificates
QSE Manual
Numerous Policies from Fatigue Management to Manual Handling
HEQ Code of Conduct



Continuous Improvement

All HEQ new Staff and Contractors who are engaged undertake a comprehensive HEQ induction ensuring they are adequately trained to carry out their duties in accordance with all HEQ's Policies and Procedures.

HEQ's Human Resource Department conduct regular Gap Analysis research to establish and identify training needs of our Staff.

HEQ's Safety Department conduct numerous and regular safety audits and observations.

HEQ's Safety Committee conduct regular safety reviews to improve the Safety Systems.

HEQ, s QA Department conduct regular internal Audits and invite external audits to foster continual improvement.

HEQ's Management conduct regular Management review meetings to ensure all goals and targets are being met.

