



BSA Limited

**Sub - Contractor
Introduction
Booklet**

Issue: August 2010



ABOUT BSA LIMITED

Background



Contracting Solutions

BSA Limited (formerly *Comet Satellite & Cable*) provides high volume residential, commercial satellite, free to air and microwave installation services across Australia. Having secure contractual arrangements with FOXTEL, Telstra and Optus, BSA Contracting Solutions (CS) specializes in the installation of subscription TV to customers throughout Australia.

BSA has seven branches nationally and a regional installation base covering over 200 locations throughout Australia. The company employs over 300 employees and maintains a network of over 1000 contractors.

Subscription television (TV) installations in Australia are expected to exceed 50% of all households by 2011. Driving the growth in this market segment is the transmission to digital and wireless transmission delivered by satellite and microwave. As the largest provider of subscription TV, satellite and some cable services into homes and commercial premises throughout Australia, **BSA** is well placed to take advantage of these and other emerging opportunities. Each month our contractors complete over 45,000 transactions throughout Australia.

MR Antenna and Mr Alarms are wholly owned subsidiaries of BSA Limited. As the only national free to air antenna Installation Company, Mr Antenna enjoys a reputation of quality and reliability.

The services performed by *BSA* include:



BSA Limited installs satellite equipment for FOXTEL, the largest provider of subscription TV services in the country. FOXTEL has the most subscribers and an impressive growth record. BSA's relationship with FOXTEL continues to strengthen. Currently BSA undertakes FOXTEL installations Australia wide. Support infrastructure for the operations, offices and warehouses in these sites has continued to be expanded to cope with the increased demand.



With over 500,000 satisfied customers since 1991, Mr Antenna has become Australia's household name for the best reception solutions available. Mr. Antenna is Australia's leading television antenna installation company. Visiting over 50,000 homes per year, Mr. Antenna has outstanding potential in the domestic antenna installation sector. The company has strong brand recognition and a loyal customer base. BSA expects to dramatically expand brand awareness, market share and revenue for Mr. Antenna as it moves into the next stage of the company's development.

MR Alarms

Working closely with the Mr Antenna structure, BSA has developed a significant security alarm division. Mr Alarms is an authorized dealer with the ADT Group in Victoria and recent strategic appointments and restructuring have been implemented to commence dealerships within the other states of Australia. In addition to existing and proposed ADT dealership expansion, Mr. Alarms has developed a qualified installation and service resource to compliment its sales activities. The installation and service technician resource is planned to expand into major regional centers where limited installation resources prevail.

With the increasing demands for personal and home security Mr. Alarms is well positioned to provide a qualified and comprehensive service to both capital and regional centers of Australia.



BSA performs high volume contracting work as a third party provider to Telstra in a number of areas where BSA's contracting quality can assist in delivering the services Telstra requires for its customers.

Broadband

With the maturation of high speed internet services,



Services

BSA expects to see the delivery of broadband internet via cable and satellite continue in its very strong growth phase.

BSA was one of Australia's first installation groups of broadband internet via satellite and cable. Like any pioneer, BSA found the service introduction very challenging, but believes that as a result the knowledge and skill acquired will prove to be very rewarding in the future.

BSA is currently providing installation services to various ISP organizations utilizing delivery platforms such as ADSL and wireless local loop technology. BSA is committed to becoming the leading supplier of services to both these technologies.



B.S.A. CONTRACTOR NETWORK

Quality and Standards

Installers are provided with a comprehensive procedures manual covering all aspects of their work and job responsibilities. Installers are held responsible for their own work, rework and insurance claims in the unlikely event that these should occur. This acts as an incentive to ensure the highest standards of quality are maintained in all work performed.

BSA's in-house Quality Assurance (QA) program requires inspection of not less than 10% of all jobs performed by each and any Installer in our network. This QA program is in addition to that performed by our customers.

The business is operated in accordance with AS/NZS ISO 9001 quality management standard.

Procedures in use are:

- Installer Management Procedures
- Routing and Dispatch Procedures
- Work Order Processing and Invoicing System
- Staff Management & Organizational Procedures
- Technical Support & Training Procedures
- Online Dispatch System
- Fully Computerized and Audited Internal Accounting System
- Quality Control Procedures

Customer Service Focus

BSA recognizes the importance and benefit of ensuring every customer has a pleasant, hassle free and favorable memory of their installation. BSA achieves this with the customer by providing the following at the point of installation:

- Clean and tidy appearance of the work vehicle
- Technician is in BSA uniform with a neat and tidy appearance and identification
- A comprehensive pre-installation briefing and user education process
- Use drop sheets for all work inside the premises
- Ensuring the work area at the customer's premises is cleaned
- Ensure accurate paperwork details to avoid billing mistakes.

Insurance & Terms of Trade

All contractors that work on behalf of BSA are required to be a **Pty Ltd Company** and provide evidence of the following insurance cover prior to carrying out any work for BSA Limited.

- \$20,000,000 dollars Public Liability cover
- \$25,000 Stock and equipment in vehicle and locked premises cover
- Worker's compensation policy



Evidence of the above insurances must be provided to BSA whilst all contractors continue to work for BSA Limited.

A competitive rate for the insurance cover can be obtained from the following broker who is familiar with BSA's requirements.

Assurity Pty Ltd

Contact Adam Smith
Ph 07 3490 9200
Fax 07 3205 6610
Email www.assurity.com.au

Registration of your company can be instantaneous with the company certificate and ACN able to be issued online. From the same location you can even register for an ABN and TFN from Tax Department.

The easy and inexpensive process can be provided by Register a Company Limited. To access the process just visit <http://www.registeracompany.com.au/pricing.cfm>

Tools of Trade

The following is an indicative list of minimum tool requirements for a contractor prior to carrying out work for BSA Limited.

- Ladder (Fiberglass) 2 story , min 7.9 meters
- Ladder – Folding Step
- 20mtr Extension Lead with an earth leakage device.
- Impact Drill
- Angle Grinder
- Cordless Drill
- Small vacuum cleaner and dust pan
- FOXTEL Approved Meter (Unaohm S22 or Hills HSTC for Satellite and Sunrise CM1000 for Cable)
- Multimeter
- Inclinator / Compass (Silva Brand)
- Cable Stripper – RG-6
- Compression Tool – RG-6 and RG-11 Type
- Side Cutters
- Combination Pliers
- Needle Nose Pliers
- Spanner Set Metric (8mm to 19mm)
- Shifting Spanners
- Screwdriver Set
- Chisel – wood
- Tin Snips
- Tape Measure
- Drill Bits – standard & masonry
- Auger wood drill bit (10mm X 400mm)



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- Extension Drill (1.2m) (Internal Wall)
 - Plaster Saw
 - Hammer
 - Hacksaw
 - Torch
 - Dental Mirror or Mechanics Mirror
 - Spirit Level (magnetic)
 - Silicon Gun
 - String line and weights
 - Electricians Tongue (yellow tongue)
 - Fiberglass extension rods (optional)
 - Krone tool
 - Scotch Loc tool
 - Drop sheet
 - Stanley knife
 - Slim Design Basic Telephone

Personal Protective Equipment

- Fall Arrest Harness (Full roofers kit including Tin Roof Attachment)
- 3 X Safety Cones
- Working at Heights Barricade Tape
- Safety glasses / goggles
- Sunscreen lotion
- Ear plugs or ear muffs
- Wide brim hat
- Fully enclosed slip resistant footwear
- First Aid Kit , compliant with State Authority Requirements

Other (provided by BSA Limited)

- BSA ID Card
- BSA Safety Rules
- Safe Work Method Statements
- Site Specific JSA Guidelines
- Site Hazard and Risk Check Pro forma
- Emergency Contact List
- Register of Hazardous Substances and MSDS info

BSA Uniform and Accessories

The BSA uniform must be worn at all times whilst carrying out work for BSA Ltd therefore all new installers will be issued, at their own cost, 3 x polo shirts.

Other items and accessories are available for purchase from BSA.



Vehicle

This requirement is negotiable however we prefer the following type of vehicle:

- All White
- Commercial vehicle, van or Ute
- Less than 6 years old
- Tool and stock racking

NOTE: The vehicle must have a lock up area for the secure storage of BSA consignment stock and possibly display the approximate FOXTEL and BSA signage.

Training and Certification

All BSA Limited contractors must obtain and show evidence of completion of:

- Restricted Cable License or above.
- Accredited "Working at Heights" training.
- Construction Industry OH&S course (Green/ White Card).
- BSA on-line Technician Induction Training course.
- Other Courses as required by BSA

Communication Equipment

Communication between BSA and the contractor is of the utmost importance. All contractors must have the following communication equipment:

1. PDA Solution available only from BSA.
2. Mobile phone connected with voice mail and SMS facilities activated.
3. Computer connected to the internet (*it is recommended a broadband or similar form of high speed internet connection be used*)



Metropolitan Operating Procedures (General Overview)

BSA Operates Installation Services seven days a week. Our contractors all need to be available two alternate Saturdays and two Sundays per month.

- BSA receives work from FOXTEL and other clients via an electronic file.
- BSA maps the work out for the next day recognizing the AM and PM timeslots.
- BSA assigns the jobs to the appropriate contract installer in a way to maximize the efficiencies of travel and individual capacity.
- BSA place the work onto the BSA web site at approx 6.00pm the night prior for the following days work.
- The contractor phones (PRECALLS) the customer the night before confirming the job and advising the customer of the time slot (either AM or PM).
- Upon arrival onsite the contractor contacts the BSA via his PDA office to log-in.
- On completing each Ticket of Work you will be required to send the completion details through to BSA via your PDA, requesting FOXTEL to authorize the smart card (connecting to FOXTELS subscriber TV).
- Prior to leaving site you are required to have the customer sign the FOXTEL work order form ensuring they have accepted the work that has been carried out by you.
- Each day you will be required to complete a job summary on the BSA contractors website, this will assist you in receiving your payment for the work you had completed.

Payment to Contractors

Payments from BSA to the contractors will be made by Electronic Funds Transfer (EFT) and therefore a "Bank Account Authority" needs to be completed to enable payment. Payment for completed work will be made within 21 days after the end of the week in which BSA invoices the completed work order from the website, providing it is correct and all required information has been entered. This work order acknowledges that the work has been completed and provides the documentation to enable us to invoice our Head Contractor, (i.e. FOXTEL).

For any incomplete work orders details taken from the contractors' website, BSA will notify the contractor with the appropriate areas highlighted for completion by the contractor. The contractor will be paid within 21 days of BSA's receipt of the amended details.

Next Step....



If you're interested in contracting to BSA, or require more information please contact the BSA Office in the areas listed below,

WHAT SHOULD GO HERE????

Training and Qualifications what's in it for me?

To assist in your learning's BSA has developed a program of work to assist you in obtaining the following Qualifications recognised throughout the country.

- Cert II Telecommunications
- Cert III Telecommunications and
- Cert III Digital Reception

Additional to the external qualifications, BSA will provide you the required product training to work on the Foxtel Platform.

The following training is conducted by our own Registered Training Organisation, (BAL) BSA Advance Learning.

The training is broken down into two separate formats to assist you in the cost and learning out comes.

Option 1:

- 6 weeks of formal training face to face, online and ride on's.

Option 2:

- Block release broken down over a 3 month period, which will assist you in a learning format.

Don't worry if you have already completed a number of course's as BAL will assist in providing you with (RPL's) Recognised Prior Learning Qualifications in any module completed with other Registered Training Organisation, in a prescribe timeframe. For Example.

- Current Open & Restricted ACA License
- Current Working at Heights not greater than 2 years old
- OH&S Construction Card.

On successfully completing the training and assessments you will obtain the qualifications as highlighted above, you will then be able to move forward in becoming a qualified contractor.

The State Manager will provide the BSA Service Level Agreement (or contract) for your review and signature. Two copies of the Agreement will be provided for your signature. Once you have signed and returned both copies to the State Manager, the authorized BSA representative will also sign the Agreement and return one copy to you for your records.

You will not be permitted to commence work until all requirements have been met.



Disclaimer:

Please note that the information provided in this booklet is only a guide and may be subject to change at any time.