



Dial Before You Dig News



Message from the CEO

Stuart Burdack

2018 has been busy and productive for Dial Before You Dig (DBYD). We continue to see growth in the use of the referral service and steady membership growth for state DBYD entities. The National enquiry service has grown at around 20% year on year over the last 5 years. This trend continued in 2017/18 with more than \$1.9 million enquiries made to Dial Before You Dig, resulting in over 10.5 million referrals for asset location information.

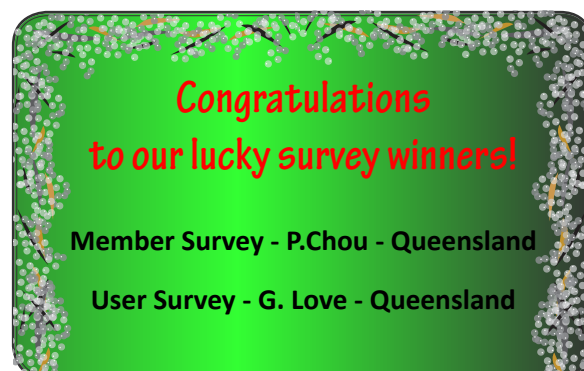
As we maintain our efforts to achieve the DBYD vision of Zero harm, Zero damage, it is encouraging to see independent research confirming that our brand and message highly visible with more than 60% of Australians knowing who DBYD is, what we do and indicating that they think of our service as a prerequisite for any digging.

We developed some valuable professional partnerships to research and understand our service and the opportunities for improvement over the last 12 months. Dial Before You Dig engaged Bis Oxford Economics and the University of Melbourne to conduct research on the importance of the service and the wider industry:

- The Bis Oxford Economics research calculated the expanse and value of Australia's underground assets and the importance of protecting those assets from unnecessary damage. Representing over 800 asset owners nationally, the service protects over 740,000km of underground infrastructure, valued at \$340 billion. These are large numbers that emphasise the importance of the referral service and the need to continue to improve the efficiency and effectiveness of our service.
- The University of Melbourne researched how Members and users make decisions regarding the Dial Before You Dig service to quantify the perceived value of the services. The study found the perceived likelihood of damage occurring is 69% when digging

/ excavation activities are conducted without a Dial Before You Dig enquiry and engaging the service reduces this likelihood of damage by 47%. See page 3 for further details.

Our annual Member and User survey have also reinforced the positive work that Dial Before You Dig has produced over the past year. Members are satisfied with DBYD; a consistent average score of 82 out of a 100 on overall service and performance. While users were thankful for the service and the overall ease of the process to lodge an enquiry (89%) with DBYD.



Planning for the service of the future is progressing well. We have been working with Deloitte Consulting on this project and have requested and received valuable feedback from Dial Before You Dig Members and users to understand the value chain process of the referral service and identify efficiencies and improvements. We are committed to working with all stakeholders to continually improve our service offer. I look forward to bringing you more information on where the future service is headed and the improvements we are aiming to make as a result of this work soon.

We are delighted to announce our partnership with Coates Hire, Australia's largest equipment supplier, who have agreed to help promote and spread the safe excavation message to people hiring equipment at the largest and busiest depot in Melbourne.

Dial Before You Dig participated in two national conferences throughout the year:

- Oceania Damage Prevention Conference, Gold Coast (August 2018)
 - The inaugural conference provided the opportunity to share learning, damage and injury prevention knowledge across all sectors within the utility design, management and construction industry. The quality of Australian and international presenters stimulated discussion about how we can work together to achieve Zero harm and Zero damage across the sector. There is enthusiasm to continue the dialogue and find innovative solutions and a commitment from a number of organisations to work together to find some practical solutions to problems. I am looking forward to providing more information on the results of these projects. A follow up conference is also proposed for Sydney in 2020.



Delegates at the Oceania Damage Prevention Conference

- Australian Pipeline and Gas Association, Darwin (September 2018)
 - Dial Before You Dig attended the 50th Anniversary of the Australian Pipelines and Gas Association at the Darwin Convention Centre in the Northern Territory. The conference was well attended by various industry representatives, where DBYD caught up with Members to discuss our referral service. At the exhibit booth we displayed a section of the damaged pipeline of the Derwent Park Road, Hobart incident, drawing a sizeable crowd to the DBYD booth; thanks to Andrew Bambridge (Tas Gas Network) for this opportunity. DBYD was pleased to be part of the 50th Anniversary of the APGA Conference and look forward to continuing working with the APGA.



Delegates at the Australian Pipelines and Gas Association

Lastly, on behalf of all the Dial Before You Dig staff, I would like to take this opportunity to thank the Dial Before You Dig community for your ongoing support over the last 12 months. Protecting Australia's infrastructure requires a coordinated effort from the sector and DBYD could not play our part effectively without your continued support. Have a safe and relaxing Christmas and New Year festive period and we look forward to working with you all again in 2019.

Dial Before You Dig and Coates Hire

Dial Before You Dig is pleased to announce a partnership with Coates Hire, Australia's largest equipment supplier.

This project will include the distribution and promotion of the Dial Before You Dig Best Practice guidelines to all hirers of heavy machinery.

Starting in Victoria, Dial Before You Dig will pilot the initiative from Coates Hire's Dandenong branch; the largest supplier of earth moving equipment in Melbourne.

Dial Before You Dig welcomes this partnership and looks forward to working with Coates Hire in promoting and spreading the safe excavation message to the Hirer industry.

Watch Dial Before You Dig's social media platforms for the coming announcements.

Dial Before You Dig Research Project

Background

As many recipients of our newsletter may recall, Dial Before You Dig, in conjunction with the University of Melbourne (UniMelb), conducted an independent research study on how Members and users make decisions regarding the Dial Before You Dig service.

The research focused on understanding the value created by and awareness of the Dial Before You Dig services. In addition, it closely analysed the enhancers and hindrances to the use of the services. 545 responses were received; we thank all who make up this number.

Research Survey

Through the two-tiered survey, the research focused on investigating:

1. The process value created by the core Dial Before You Dig enquiry activity.
2. The potential for the provision of further value creation and value adding Dial Before You Dig services. This included assessing the value (importance) placed on the following key dimensions of information currently or potentially provided through the service:

- Accuracy
- Timeliness
- Richness (quality of information provided)
- Information Scope (supplementary information)

Findings

1. Part one of the survey revealed that, at an aggregate level, a Dial Before You Dig user assumes the likelihood of damages without making a Dial Before You Dig enquiry to be 69% on average and this likelihood reduces to 22% if an enquiry is made. This results in an estimated value created by lodging a Dial Before You Dig enquiry to be 46% as summarised in Table 1 below:

Stakeholder Group	Number of responses	Likelihood of damage without DBYD services %	Likelihood of damage with DBYD services %	Perception of Process Creation by DBYD Services %
All stakeholder groups	545	69	22	46
Private users	66	64	21	43
Commercial users	343	70	23	23
All organisations by size				
Small (less than 20 employees)	131	69	23	45

Operating Hours Over the Festive Period

Please note that during the festive period, our call centre will be closed on the public holidays and closing at 1.30pm AEDT on 24th December and 31st December 2018.

You will however, still be able to lodge a FREE enquiry anytime online at www.1100.com.au throughout the festive period. Please note that during this time some Members may take a little longer to respond to your enquiries so please allow sufficient time to lodge your enquiry and to receive your plans.

For any emergencies, contact the utilities directly; their details are available on the Enquiry Confirmation Sheet you receive after lodging your enquiry or by clicking on the Emergency Contacts search function:

<http://emergency.1100.com.au/>



The Results Are In... “Thank You for a very good and needed service.”

At the end of 2017/18, Dial Before You Dig conducted our annual Member and User Survey regarding the overall performance of the service and feedback of the organisation.

The target group consisted of all Dial Before You Dig Members and nationally selected users of the OneCall System; totalling 329 Members and 1,411 users responding to a 7-minute online survey.

Compared to the previous survey conducted (2016/17), Dial Before You Dig maintains an overall consistent performance for 2017/18:

Member Survey 2017/2018

59% have assets digitally recorded; with 84% of that total having between 75% to 100% of their assets digitally recorded.

DBYD Members are continuously looking to improve information provided to users (61%) by constantly improving accuracy (48%) and the Duty of Care information (19%).

The 2 top priority projects that Members would like to see from DBYD are: 1) working with Members to improve the quality of plans and 2) improve the functionality of the OneCall System.

Overall, Members are generally satisfied with being a Member of DBYD; with an average score of 82 out of a 100.

User Survey 2017/2018

Generally, the lodging of an enquiry is an easy process to comprehend for users (89%), with the Mapping Tool considered the most awkward step to undertake.

Outside of normal work environments, TV and Radio were an effective form of marketing (78%), followed by stickers and signage at various locations (48%).

The overall quality of plans sent to users by asset owners were considered slightly above average; however, calls for more accuracy were a constant occurrence.

Overall, users are generally satisfied with DBYD: “DBYD is the best site that I use. It only takes me 2 minutes to do an enquiry.” “DBYD-1100 is a fantastic service.” “Very beneficial to business and house owners. Thanks.”

Coates Hire Overview

As the country's largest equipment supplier, Coates Hire has been helping to build a better future for Australians for over 130 years.

With branches in over 160 metropolitan, regional, rural and remote locations Australia-wide and a fleet of around 2000 delivery vehicles, access to our range of over 1 million pieces of serviced equipment is within reach, wherever your job site.

Our dedicated teams of experts are committed to supporting your project from general hire to total site solutions.

So give us a call on 13 15 52 or visit coateshire.com.au and let us make it happen.



coateshire

New South Wales / Australian Capital Territory

Congratulations Courtney

In a first for the Dial Before You Dig racing teams, sprint car driver Courtney O'Hehir gave birth to a beautiful baby girl in late November.

Maddix Ruby Wright was born on 23rd November 2018 and has already been to her first race meeting.

Pregnancy forced Courtney to stop racing temporarily. All being well, she will be back on track in early 2019.

Global Racing partner Michael Stewart has been a very able replacement for Courtney during her leave.



Survey Security

Dial Before You Dig exists to protect underground assets. Some assets are not like others.

Survey marks are valuable buried assets that are still at risk of damage.

Survey marks support the surveying of property boundaries and easements. They are important for engineering, road building, mapping and other land surveys.

The loss of survey marks degrades the integrity of legal property boundaries and adds to the costs of development projects that depend upon position and height.

Survey marks are protected under the NSW Surveying and Spatial Information Act. There are penalties of up to

\$10,000 for unauthorised removal, damage or disturbance of survey marks.

Dial Before You Dig NSW/ACT is working with Spatial Services to promote safe digging near survey marks. Look out for the campaign in early 2019.

It was a very good year

Dial Before You Dig is on Facebook and Instagram at [beforeyoudignswact](https://www.facebook.com/beforeyoudignswact).

We have put together a highlights video from our social media posts in 2018. See it at www.youtube.com/watch?v=TLykuuckkpk



South Australia / Northern Territory

Activities and Events

Staying involved within our industry and with industry partners is an important part of spreading awareness of the Dial Before You Dig service and safe excavation in the community.

We have recently been involved in a number of events in South Australia including the LGA Roads and Works Conference held in the Barossa Valley. This event gave us the opportunity to meet with a large number of Council representatives from all over South Australia. It was an opportunity to discuss all things Dial Before You Dig, speak to those Councils who are considering joining our service and to catch up with many existing Members. We were also involved in the Riverland Field days, held in Barmera on the 20th and 21st of September and the NULCA Meeting and AGM at the CCF House on the 7th of September. While in the Riverland, we were able to hold an awareness session with the Renmark Irrigation Trust.

We continue to work closely with SafeWork SA and NT Worksafe and recently played an active part in the national SafeWork Month, highlighting the important role the Dial Before You Dig service has in safe excavation. Bruce Coleman, Membership Liaison and Awareness Officer, recently visited Darwin to meet with a number of local industry partners and Members and delivered a number of awareness sessions with local government, industry bodies and construction companies. One of the highlights of our time in Darwin was working with NT Worksafe and presenting at their SafeWork Month day at Charles Darwin University; a very successful event and the Dial Before You Dig presentation was well received by all attendees. While up there, Bruce even stumbled across the old Darwin Surf Life Saving Club boat from a sponsorship of years gone by.



Bruce Coleman
with the old Darwin
Surf Life Saving
Club boat.



Bruce Coleman at
HIA NT

In the last few months we were heavily involved in industry events in the Top End, including holding our Board Meeting and AGM in September. The two days of official meetings were followed by a dinner on the last evening which gave us the opportunity to meet up and connect with our Members and industry contacts in Darwin.

As part of a national initiative, Dial Before You Dig attended the 50th Anniversary of the Australian Pipelines and Gas Association Conference at the Darwin Convention Centre. The conference was well attended by many industry representatives coming both from the Top End and all over Australia, creating ample opportunity for our national staff to make valuable connections. We were also delighted to host the 'damaged pipeline of the Derwent Park Road, Hobart incident,' drawing a sizeable crowd to the Dial Before You Dig booth.



Australian Pipelines and Gas Association 50th Anniversary

Training and Awareness Sessions

The SA/NT team has been busy holding training and awareness sessions in recent months. These have been held at Mount Barker Council, ATEC, TAFE, Renmark Irrigation Trust, the Northern Connector Project and Gawler Rail Electrification Project (Lendlease), BMD Constructions, HIA (NT), Litchfield Council, Charles Darwin University, NT Worksafe and Comcare.

Training and awareness sessions are an important part of working with our industry partners in promoting safe excavation and reinforcing how important the Dial Before You Dig service is.

These training and awareness sessions have a recurrent focus on educating the industry about safe excavation and increasing understanding of our services.

Please contact us at sa-nt@1100.com.au if you would like more information about these sessions or would like to organise a time to hold an awareness session within your organisation.



Merry Christmas and a Happy New Year

It has been a busy 12 months and another extraordinary year. Protecting Australia's infrastructure is important to all of us and requires collaboration from everyone. Dial Before You Dig SA/NT would like to take this opportunity to thank all our Members and users for their ongoing and continued support.

We look forward to another great year and wish our Members and users a safe and happy New Year!



We also continued working alongside other industry partners in the Northern Territory through sponsorships which included the Master Builders NT corporate golf day, held at Palmerston Golf Club on the 14th of September and the Master Builders annual Excellence in Building and Construction Awards 2018. This event was held at the Skycity Casino and is the largest industry event held in Northern Australia, attracting more than 650 key industry players each year.

If you are interested in working alongside Dial Before You Dig, please do not hesitate to contact the SA/NT office at sa-nt@1100.com.au or phone 08 7231 1111.

New Members

Dial Before You Dig SA/NT are pleased to welcome FB Pipeline Pty Ltd and Willogoleche Power Pty Ltd as new Members.

FB Pipeline Pty Ltd

FB Pipeline joined DBYD SA/NT to protect an underground water network that supplies 400 residential blocks in Fisherman's Bay, a small community between Port Broughton and Port Pirie on the Yorke Peninsula.

Willogoleche Power

ENGIE owns and operates a new wind farm facility called Willogoleche Wind Farm which is located approximately 6kms north west of the township of Hallett in South Australia. Power outputs from the turbines are fed through 33KV high voltage underground power line to a substation located 15kms away.

Any organisation that owns underground infrastructure should register it with Dial Before You Dig. If you know an organisation with underground assets that is not a member of ours, or would like further information regarding membership, please email us at sa-nt@1100.com.au.



Western Australia

New Members

There were two new Ordinary Member and several new Associate Members who have joined this quarter. Dial Before You Dig WA welcomes these new Members and thank them for promoting & supporting the Dial Before You Dig service. With several organisations in the latter phase of preparing for Ordinary Membership in WA, we look forward to being able to connect our Users with more asset owners in 2019.

New Ordinary Member

- Superloop
- City of Cockburn

New Associate Member

- Allpipe Technologies
- GHD
- DM Roads
- MPA Skills
- Heliwest
- Overflow Industrial
- Links Surveying
- Holdens Electrical Contracting
- Country Landscaping Pty Ltd

New Damage Prevention Officer

The Dial Before You Dig WA team would like to welcome John Butcher as our new Damage Prevention Officer. John has an extensive training background with Diplomas in Vocational Education and Training, as well as Training Design and Development. John also has a Certificate IV in Training and Assessing and is in the process of finishing his Certificate IV in Occupational Health and Safety. John is looking forward to providing our awareness education throughout WA and meeting with all our Members and stakeholders.



DBYD WA End of Year Forum

After taking the mid-year Forum into the regions in 2018, the end of year Forum held on 28th November 2018 celebrated a successful year. The forum was again well supported by our Members, users and Industry Partners with over 80 people enjoying the networking opportunity. The Sponsor for the evening was C.R. Kennedy who provided an update on the latest technology supporting the industry. We would also like to thank the support of C.R. Kennedy, MiniQuip, Ditchwitch, and PelicanCorp for

their tradeshow displays.

Thank you to all that attended and contributed to a great evening. The encouragement, feedback and support for Dial Before You Dig WA helps us to continuously improve our services to the industry.



WA Board Directors - from left to right: Chair: Andrew Ward, Telstra, Independent Director, Mike Morris, Claire Royston, Western Power.



Left to right: Russell Godsall (ATCO), Jodi Aitken and Justin Scotchbrook, Dial Before You Dig.



Jeff Hugo, State Manager and Damien Paterson, Senior Sales Consultant.



Full house at the WA Forum.



Main prize winner Donna from AGIG, Jeff Hugo and Justin Scotchbrook.



Doug the Wombat even dressed up for the forum.

Sponsorship and Events

The second half of 2018 has been very busy for the Dial Before You Dig WA team. There have been many events and functions attended and supported; spreading the awareness of the Dial Before You Dig service. This has included a number of awareness and toolbox presentation sessions to Members and users. With many Local Government Authority focussed events, including WALGA, LGSA and IPWEA there has also been an increase in presentations to MPA Skills students, including plumbing apprentices. These events and speaking opportunities provide a great platform to introduce and reinforce the 5Ps of Safe Work messaging.



MPA Skills Apprentice Awards night. Justin Scotchbrook, DBYD WA State Manager presenting one of the awards.

Dial Before You Dig WA were once again at the Dowerin Field Days in conjunction with one of our Foundation Members, Telstra. In 2018, we participated in the Dowerin Field Day Student Trail and took the opportunity to encourage awareness of Dial Before You Dig to our younger generations. This was hugely successful and led to many a student bringing their parents back to our display in the afternoon to challenge the parents to answer the questions!



Dowerin Field Days - Jodi Aitken, Dial Before You Dig and Allan Wheeler (Telstra) stand watch at the booth.



Excited primary school students follow the student trail.

With attendance and sponsorship by the Dial Before You Dig National collective of organisations, the inaugural Oceania Damage Prevention Conference was very successful. With speakers and attendees from all over Australia and overseas, it was a great opportunity to open discussions to further develop the collective approach to damage prevention and safe work education.



Misty Wise Martin, South Carolina 811 and Justin Scotchbrook, Dial Before You Dig at ODPC.



Jodi Aitken, Dial Before You Dig at the IPWEA State Conference

Merchandise

We are pleased to announce that the new 2019 Magnetic Calendars have arrived. These and other items are available to our current Members and users.

DM Roads are using our Dial Before You Dig stickers on their vehicles to help call to mind and promote the importance of safe excavation prior to any project big or small.



DM Roads with the Dial Before You Dig stickers on display.



New 2019 calendar available now.

If you are interested in promoting the importance of safe excavation and would like to display the free stickers or other promotional merchandise (subject to availability) please email us at wa@1100.com.au.

Book Your FREE Awareness and Plan Reading Sessions Now!



Dial Before You Dig WA continues to work closely with our Foundation Members to provide free awareness and plan reading sessions to our Members and users. These sessions assist with reinforcing the appropriate mindset to avoid asset damage and minimise harm to personnel, the community and the environment. It is also a great opportunity to interact directly with the Dial Before You Dig WA team, representatives from our Foundation Members and provide feedback on the service to enable Dial Before You Dig to look for continuous improvement of our services.

Book your free awareness session now by emailing the team at wa@1100.com.au.

Queensland

New Members

Dial Before You Dig Queensland welcomes our new asset owning Members:

- Winton Shire Council • Century Mining Limited
- Burke Shire Council • The Local Broadband Network Company (LBNC)

and our new Associate Members:

- Queensland Major Contractors Association (QMCA)
- Toowoomba and Surat Basin Enterprise (TSBE)

We are continuing to engage with all asset owners to stress the importance of registering their assets in our service, so we have coverage over all of the State. Our goal is to have all regional councils and utility owners registered with us.

Jon Triumphs on the Gold Coast

The Kumho V8 Touring Cars were a late inclusion into the Gold Coast 600 race program and our Dial Before You Dig sponsored race car driven by Jon McCorkindale showed what great talent he has as a serious competitor by winning the three race program over the weekend. The exposure Dial Before You Dig received both at the track and more so via Foxtel's coverage was massive. We look forward to seeing Jon step up for next years assault on the series.



Jon McCorkindale in his V8 Touring Car

Awareness Presentations

Dial Before You Dig Queensland have continued spreading the safe digging message delivering awareness sessions to various organisations, contractors and councils. We also did joint presentations in conjunction with Ergon Energy and Telstra to over 60 participants from Townsville City Council and to over 100 participants from Cairns City Council. The participants came from a number of roles including construction, maintenance, parks and gardens, plumbers, office administration and some subcontractors. The positive feedback we received is encouraging that the safe digging message is getting traction. This should translate to reduced damages to the underground assets of our Members.



Awareness Presentation to Cairns City Council

Trade Shows and Conferences

We attended a number of Trade Shows and Field Days jointly with Ergon Energy, the Electrical Safety Office and Workplace Health and Safety. This gives us a combined presence to push the safe excavation, electrical safety and safe working messages to the agricultural and domestic sectors. Field Days included the AgGrow Field Days in Emerald and Beef Week in Rockhampton. These shows are well received and lead to many robust discussions concerning safety at home, at the workplace and minimising damages to the underground infrastructure of our Members.

We continued our involvement with the Master Plumbers (MPAQ), attending various information evenings throughout the state and sponsoring some golf days.

We were also part of the Master Builders (QMBA)

roadshow that went through Central and North Queensland major centres. We spoke with builders and other trades in the domestic, industrial and commercial building industry about safe digging practices using the 5Ps of safe excavation.

We presented a session at the Queensland Water mini conference in Cloncurry, exhibited at the LGAQ State Conference at the Gold Coast, the IPWEAQ regional conferences and the IPWEAQ State Conference in Brisbane. We use these events as a major avenue to converse with Members and associates about safe digging processes and the Certified Locator program. This allows us to approach asset owners who are not yet members of Dial Before You Dig and discuss the advantages of membership.



IPWEAQ State Conference



LGAQ State Conference



Emergency Services Day Rockhampton



Beef Week in Rockhampton

Certified Locator Program

The Certified Locator program continues to expand. As of the middle of November there were 686 certified locators. We certainly expect to see in excess of 700 certifications by the end of December. We currently have an additional 98 candidates who are in the process of obtaining certification.

An annual certificate renewal process commenced this year with 269 renewals so far.

We are also pleased to announce that we have established a joint venture with beforeUdig to commence the Certified Locator program in New Zealand.

The board of DBYD Certification recently wrote to AADBYDS and State Chairs with an Executive Summary of our three-year plan. The letter highlighted the following achievements for the 2017/18 financial year:

Key Objective	Outcome
Undertake 160 locator certification assessments	160 achieved as well as 81 re-assessments
Gain endorsement from asset owners for the Certified Locator program	Gain endorsement from asset owners for the Certified Locator program. Energy Queensland and Toowoomba Regional Council joined Telstra, Optus and Queensland Water Directorate in endorsing or mandating Certified Locators. In addition, we are working very closely with Australian Gas Industry Group and APA in the training and development of staff in the Certified Locator program
Deliver 110 certification renewals	155 certification renewals
Inform relevant industry associations of our programs	The following industry associations were informed and engaged with: AAPA, QMBA, HIA, MBA, Engineers Australia, Irrigation Australia, Landscape Queensland
Develop and deliver a Pre-excavation management course	Comprehensive one day course developed and delivered to 163 managers, supervisors and construction personnel throughout Australia

Victoria/Tasmania

Events

Our very own Angela Gilmore - Education and Engagement Coordinator for Vic/Tas, was a proud guest speaker at the Women Building Australia Luncheon. Sponsored by Dial Before You Dig Vic/Tas and run by Master Builders Tasmania, the aim of this event was to help more women gain a better understanding of career opportunities within the Building and Construction industry and educate women about changing workplace cultures.



Angela Gilmore - Education and Engagement Coordinator

Angela talked about her career to date and shared her experience as a woman in the building and construction industry, calling for more women to apply.

The event was an outstanding success, a big congratulations to Angela on being selected to present and inspire other women in the industry to make a difference.

Financials

The financials for 2017/18 have now been finalised and reviewed by an external audit team, with positive results which is a credit to the Dial Before You Dig Vic/Tas team and Board.

The financial year 2018/19 has delivered strong growth in July and August with enquiry rates up 30% same period previous year. This is a fantastic result, with a new marketing strategy commencing shortly to drive community awareness and safety.

With our strategic projects in full swing, coupled with pleasing results for the last financial year, we hold a strong and exciting outlook for 2018/19.

On a closing note, I would like to welcome the newest Dial Before You Dig Vic/Tas Member - The Port of Melbourne.

We look forward to working with you in the coming years and helping to protect your assets.

Summary

In summary continuing to deliver more value to our Members, users and the community is a key driver of the Dial Before You Dig Vic/Tas strategic plan.

So far this year, we have been very focused on identifying opportunities to expand our reach and the completeness and relevance of the information we provide. Through our market research, we have identified some exciting and compelling offers for our Members which we will be trialling through its infancy during the last quarter of 2018.

Merry Christmas and a Happy New Year

We wish all our Members, users, and industry partners a safe and happy holiday season. We look forward to an exciting and successful 2019.

