



A RISING STAR FOR PROGRAMMED

By her own admission, every day at work feels like an adventure and the opportunity for career progression, according to Programmed electrician Sarah Jayne Flatters.

"I love my job because each day is different and I really enjoy working with my team and our varied clients," says the 25-year-old, who completed a two year stint at Programmed during her apprenticeship before starting work with the company at the beginning of this year.

"I originally began my apprenticeship for the job security and the ability to continue learning throughout my career, but I soon found that I loved the lifestyle, in terms of being physical and working outside. I also discovered pretty quickly that I really enjoy being on the tools and working in a team environment."

During her apprenticeship Sarah Jayne gained experience working in various different industries, including large construction, commercial fit-outs and radio communications. Sarah has also been presented with several awards for excellence in her work.

Today she works with Programmed Electrical Technologies, formerly the KLM Group team, a career opportunity which she says has increased her skill-base and knowledge.

"Working in the service department at Programmed has not only taught me the right skills to become an electrician, it's also enabled me to build relationships with clients and work with different types of people," Sarah Jayne admits.

"I genuinely feel that Programmed is a great company to be part of; the opportunities in this industry are endless and I'm very much looking forward to my future with this company."

access the information they need in real time, on any mobile device, to plan and manage their work, report effectively on a daily basis and help reduce non-productive time. The system will also result in further consolidation of our back office functions.

Our web and social media presence will be significantly upgraded in the next 12 months as we move more of our marketing and support to online systems.

The investment in these system upgrades will total approximately \$17 million, and \$3 million has already been incurred in FY2014. A further \$9 million is expected to be incurred in FY2015, followed by \$5 million in FY2016.

The main focus of these investments is to secure our future in a developing digital world, to grow sales through enabling customers to access our services 24/7, and to improve operational performance, customer service and satisfaction. However, we are also projecting back office cost savings

