



PROGRAMMED

**School Executive Officers' Association
Conference 2017
*Planning for Zero Harm***

Programmed's scope of work:

STAFFING

SKILLED WORKFORCE ▼

STAFF HIRE
MANAGED LABOUR
TEMP STAFFING
INDIGENOUS EMPLOYMENT SERVICES
PERMANENT RECRUITMENT

PROFESSIONALS ▼

STAFF HIRE
PERMANENT RECRUITMENT
MANAGED RECRUITMENT
OTHER HR SERVICES

HEALTH PROFESSIONALS ▼

NURSING AGENCY
PERMANENT HEALTH CARE
COMMUNITY CARE
DISABILITY SUPPORT
AGED CARE
NURSING EDUCATION

TRAINING SERVICES ▼

APPRENTICESHIPS AND TRAINEESHIPS
GROUP TRAINING ORGANISATION
REGISTERED TRAINING ORGANISATION
GET QUALIFIED
LEARNING AND DEVELOPMENT

ONESHIFT

MAINTENANCE

PROPERTY SERVICES ▼

PAINTING
SIGNAGE
GROUNDS
GOLF COURSES
SPORTS STADIA & TURF
BUILDING PROJECTS
SUSTAINABILITY

ELECTRICAL TECHNOLOGIES ▼

AUDIO VISUAL
DATA & COMMUNICATIONS
ELECTRICAL

FACILITY MANAGEMENT ▼

PUBLIC PRIVATE PARTNERSHIPS
ASSET MANAGEMENT

INDUSTRIAL MAINTENANCE ▼

SHUTDOWNS
MAINTENANCE SERVICES

MARINE ▼

PERSONNEL
CATERING SERVICES
EMPLOYEE RELATIONS
HSEQ SUPPORT
INTERNATIONAL AGENCY SERVICES
VESSEL MANAGEMENT
TRAVEL MANAGEMENT SERVICES
PAYROLL SERVICES

Diversity of safety cultures / expectations



>\$3b+
>25,000 employees
>10,000 contract sites
>100+ offices

Why Safety?

- ▼ Moral
- ▼ Societal
- ▼ Legal
- ▼ Caring, educating, nurturing business
- ▼ What is the business rationale for good workplace safety?

Business (or Undertaking) Imperatives:

Cost

Reputation

Delays

Asset /
Equipment
Reliability

Pupil &
Community

Safety

First of the Equals:



Incident – definition:

An ***unplanned event*** that results in or could have resulted in:

- ▼ An injury
 - ▼ Damage to an asset and/or equipment
 - ▼ Environmental harm
 - ▼ School access issues or other loss that impacts on the pupils and/or community
-a negative

Proposition:

- ▼ Unsafe work practices are –
inefficient!

LTIFR

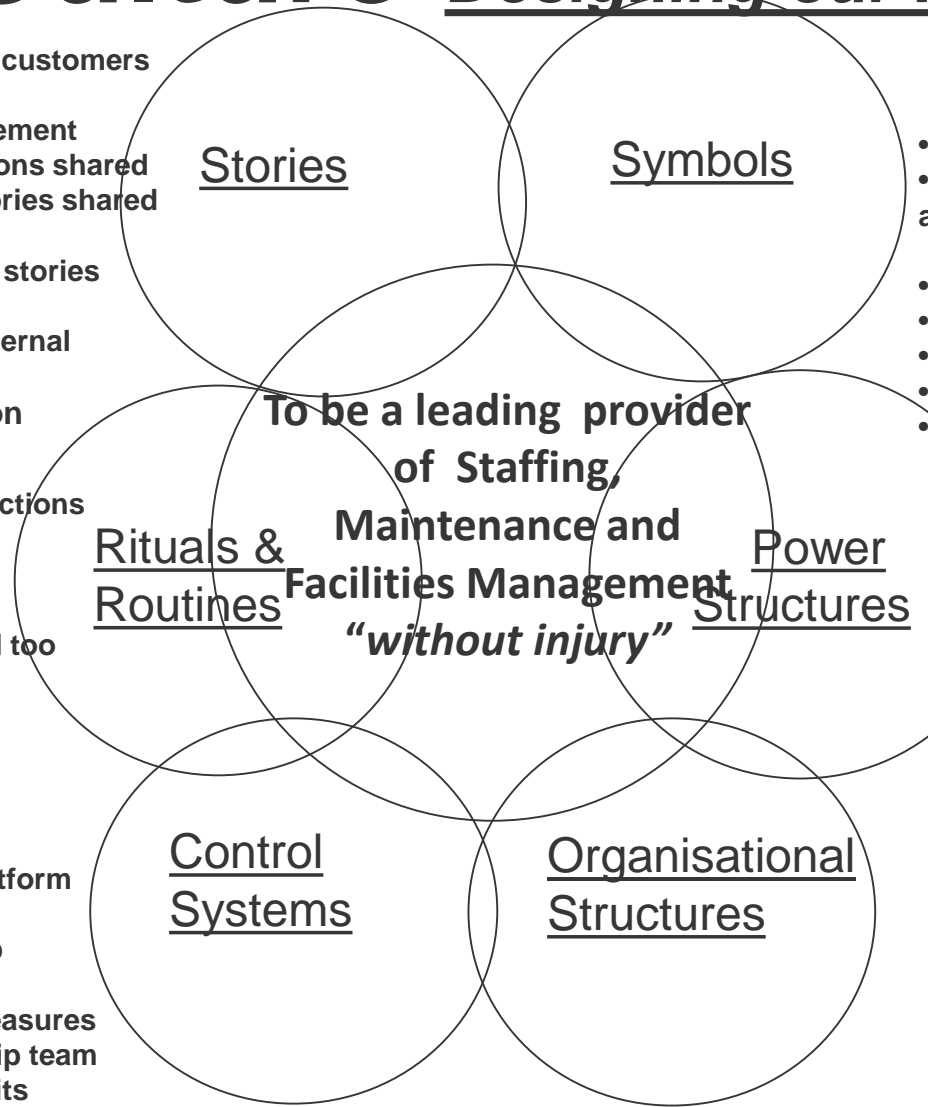
How?

- ▼ Certifications
- ▼ Governance – reviews, ownership, accountabilities
- ▼ Commitment statements
- ▼ Safety Pauses
- ▼ Safety conversations
- ▼ Beliefs
- ▼ Designed our culture – Culture Web

Our Culture



PROGRAMMED
Designing our Future



- Good news newsletters to customers
- PRG Safety Alerts
- Celebrating safety improvement
- Feedback from investigations shared
- Cross divisional safety stories shared
- Values & Beliefs stories
- Improved customer safety stories
- Ongoing Improvements
- Learning's – External & Internal adopted
- Uncluttered communication

- Use of facts & data
- Tool Box talks – site inspections
- Lead by example
- Safety pauses
- Safety conversations
- Non injury data responded too
- Mentoring / Role models / Coaching
- Selection, Induction & on-boarding is rigorous
- Successes celebrated

- Standardised reporting platform
- Planned training
- Competency of work group
- Off the job safety
- Use of both Lag & Lead measures
- Executive Safety Leadership team
- External certification - Audits
- Health programs
- Operational Reviews

- Finding people doing things right
- Senior managers publicly talking safety and phoning injured employees
- Good house-keeping – 5 S
- The goal of *Zero Harm*
- Value alignment with customers
- A value for people
- Commitment statements

- Relationships with customers, suppliers, contractors, unions, Insurers, legal counsel....
- Relationships with regulators
- Relationships with communities

- Manager & Supervisor skills & competence
- Strong Group functions
- Role & skills of Safety team to mentor and influence
- Succession Planning
- Safety written into PDs and performance reviews
- Line of sight reviews

Safety Beliefs:

- ▼ Working safely is a condition of my employment
- ▼ Employee involvement is essential
- ▼ All injuries are preventable
- ▼ I will get the level of safety I demonstrate I want

Legislation:

- ▼ Harmonised legislation is helpful –
 - ▼ *Health and Safety at Work Act 2015*
 - Since 4 April 2016
 - PCBU and primary duty of care
 - Officers
 - Due Diligence

PCBU and primary duty:

- ▼ Under HSWA, a business or undertaking (PCBU) must look after the health and safety of its workers and any other workers it influences or directs.
- ▼ The business or undertaking is also responsible for the health and safety of other people at risk from its work including customers, visitors, or the general public.
- ▼ This is called the 'primary duty of care'.

PCBU and primary duty:

- ▼ When two or more businesses are working together at the same location or through a contracting chain, they must work together to fulfil their duties of care.
- ▼ Where those duties overlap, they need to consult, cooperate, and coordinate their activities to meet their health and safety responsibilities to workers and others.
- ▼ This is 'overlapping duties'.

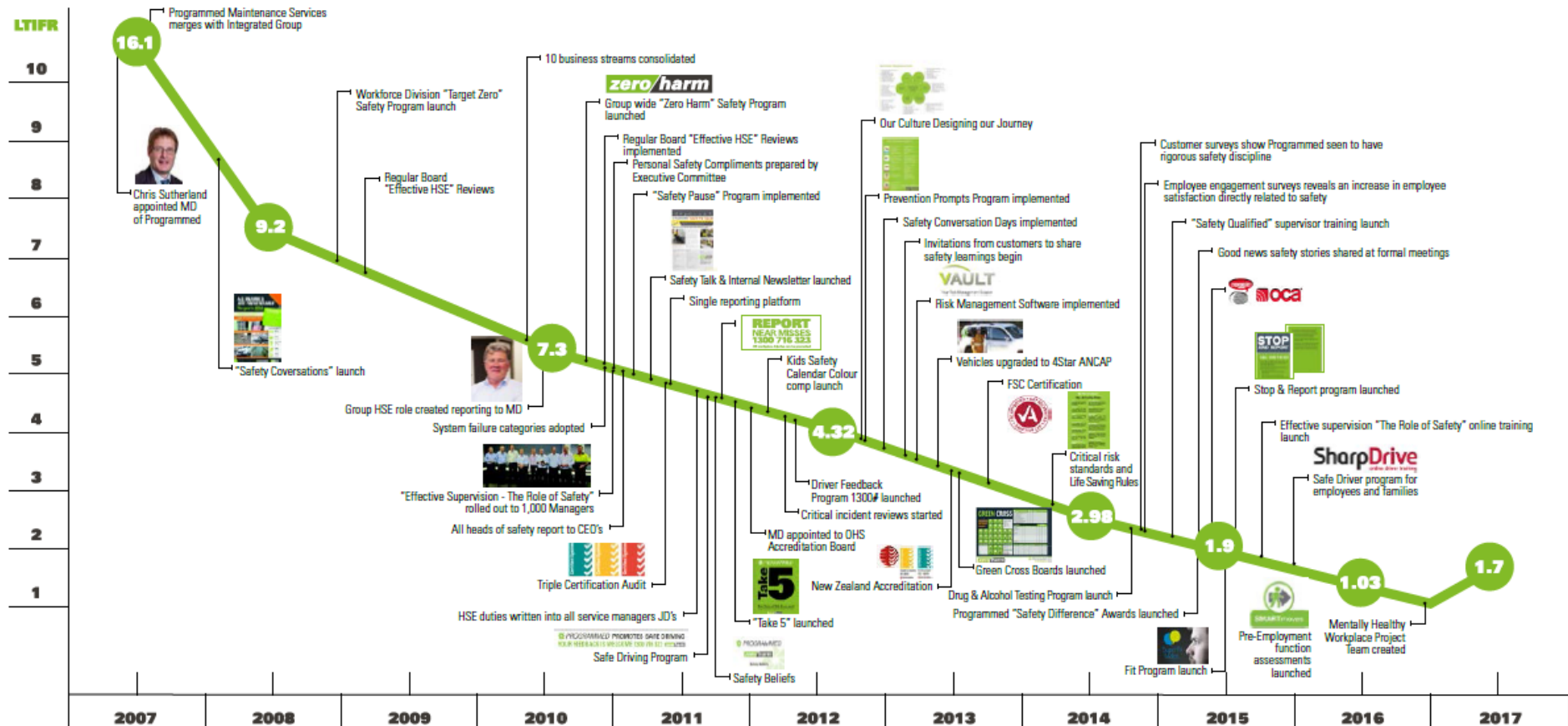
Due diligence:

- ▼ 1. Have relevant, up to date knowledge of WHS
- ▼ 2. Understand the nature of the business and its operations and associated health and safety risks generally
- ▼ 3. Ensure the business has appropriate resources and processes to eliminate or minimise risk

Due diligence:

- ▼ 4. Ensure that the business is complying with its duties and obligations under HSWA
- ▼ 5. Ensure the business has processes for receiving, considering and responding to information regarding incidents, hazards and risks
- ▼ 6. Ensure there are systems in place to monitor and ensure that the resources and processes referred to above are being implemented and used

OUR JOURNEY TO ZERO HARM



Planning for Zero Harm:

▼ Thank you