



DCR

DC Resourcing Quality & Safety Induction



Dylan Cross commenced DC Resourcing Pty Ltd (DCR) in 2007 to provide contract management services to established recruitment organisations throughout Australia.

In July 2010, DCR evolved into a standalone labour provision service provider, capturing an opportunity to provide high quality labour provision service to the construction and engineering sectors throughout NSW and nationally.

DCR is a local, family-owned business built upon the foundation of outstanding relationship management, flexibility to meet customer needs, continued service excellence; unparalleled commitment to workplace safety, and premium tailored labour solutions to our construction and engineering industry partners.

USING THIS PRESENTATION

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To gain commitment to the policies, objectives and targets and to instil a sense of individual responsibility



WHS Policy

DC Resourcing is committed to ensuring the ongoing workplace safety of employees, clients and others who may be present on a DC Resourcing Work Site.

In our commitment to continually improving Health and Safety we shall:

- Establish measurable objectives and targets to eliminate work related incidents
- Comply with all relevant Health and Safety Legislation and Regulations
- Communicate our commitment and make this Policy available to interested parties
- Support appropriate rehabilitation programs and encourage injured Employees to return to work as soon as reasonably practicable
- Periodically review this Policy and the overall performance of our Health and Safety Programs and their applicability to comply operations.

To achieve the above, we will provide the necessary resources, skills and training to assist all stakeholders to work in accordance with our Management System.

Dylan Cross
Managing Director

Hussein Salem
Managing Director



Emergency Contact Numbers

- | | |
|--|----------|
| ● POLICE | 000 |
| ● AMBULANCE | 000 |
| ● FIRE BRIGADE | 000 |
| ● STATE EMERGENCY SERVICES (SES) | 13 25 00 |
| ● WORKCOVER AUTHORITY | 13 10 50 |
| ● ENVIRONMENTAL PROTECTION AUTHORITY | 13 15 55 |
| ● LOCAL ELECTRICITY AUTHORITY (Energy Australia) | 13 15 35 |
| ● LOCAL GAS AUTHORITY | 13 15 35 |
| ● LOCAL ROADS AUTHORITY | 13 17 00 |
| ● POSIONS INFORMATION CENTRE | 13 11 26 |

Emergency Evacuation











- Where **fire, gas, smoke, bomb threat** or other **threatening situation** occurs contact the Supervisor/ Emergency Controller.
- If this isn't possible state **EMERGENCY, EMERGENCY, EMERGENCY** over the site specific **UHF Channel**.
- Provide details on the nature and location of the emergency.
- Anyone may call '000' if someone is severely injured, unconscious etc.
- If using a mobile phone and '000' doesn't work, try '112'.
- Anyone may sound the **Evacuation Alarm** if they feel the area needs to be evacuated.
- Upon the alarm sounding or an evacuation is ordered, all personnel must shut down plant/equipment and walk to the closet **Emergency Assembly Point** (unless obstructed or the Emergency Controller/ Site Client Personnel instruct otherwise).
- Once evacuation has started, do not go back for valuables.
- The **Sign-In Book** must be collected before proceeding to the Emergency Assembly Point; it'll be used to ensure everyone is accounted for.

Site personnel must remain at the Emergency Assembly Points until instructed by the Emergency Controller/ Site client personnel.





Emergency Equipment (Fire)

<u>FIRE STOP</u> (02) 6681 6000						
Fire Extinguisher Rating Guide						
ID sign	Typical appearance	Extinguisher Type cylinder contains	Class A Wood, paper, textiles etc, normal combustibles	Class B Flammable liquids, petrol, paints	Class E Electrical fires	Class F Cooking oil, animal fats & vegetable oils
		Dry Chemical Powder	YES	YES	YES	NO
		Co2 Carbon Dioxide	NO	YES	YES	NO
		Water	YES	NO	NO	NO
		Foam	YES	YES	NO	NO
		Wet Chemical	YES	NO	NO	YES

Before Use:

- Raise the Alarm
- Assess the type of fire
- Assess the potential
- Determine if you have the knowledge and;
- Skill level to attempt to extinguish



Dangerous heroics or failing to report **puts life at risk!!**

Induction Overview

The following induction process is required prior to commencing work on site:

Construction Induction

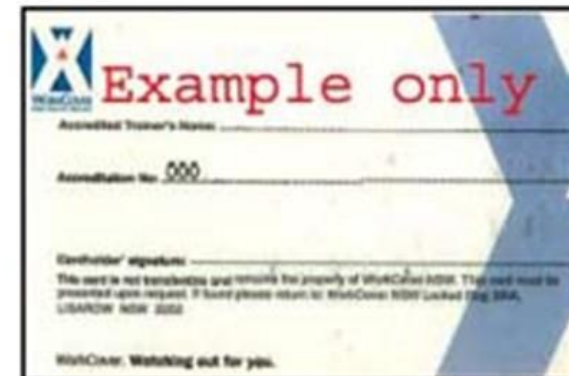
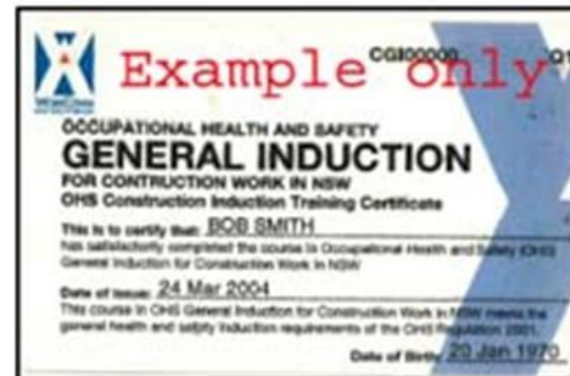
- NSW White Card, QLD Blue Card, Vic Red Card etc.

Program Induction

- You get your induction Card.

Site Specific Induction

- Required for each individual site.
- You get a stamp on the back of your Induction Card.



Personal Protective Equipment (PPE)

Mandatory PPE:

- Hard hat
- Safety glasses
- Steel capped boots
- Hi-visibility vest or shirt
- Long sleeves (rolled down)
- Long pants



Other PPE as required:

- As per SWMS
- As per MSDS
- Face shield (double eye protection required for cutting or grinding of metal)



Reporting

- **Incidents / Injuries:** Report to DCR client **supervisor immediately** giving clear details as to what occurred, when, how and why. Then report to your DCR Supervisor as soon as possible. All incidents / injuries are required to be reported no matter how insignificant they may appear.
- **Close Calls / Near Hits:** If you witness someone almost getting injured (including yourself) or any plant/equipment getting damaged or almost getting damaged report directly to your supervisor and complete a close call report form in the booklet.



Close call reports can be entered anonymously, close calls reporting is a proactive measure for the prevention of injuries, incidents and illness.

Risk Management Overview

- **Work Activity Induction- Safe Work Method Statements (SWMS)**
- SWMS developed by our host employer and accepted by DCR
- Must be tool-boxed and signed off on, before work commences.
- Let the Safety Coordinator know if changes need to be made to your SWMS.
- **Risk Assessment (JHEA Card)**
- To be completed daily by each individual or work crew.
- To assess risks when normal process changes.
- For ongoing tasks that may be different locations to identify local hazards
- Anybody that enters the area must read and sign on.
- A separate JHEA needs to be completed for Hazardous Substance/ Dangerous Goods.



Form: OHS004808/0308/09		Risk Assessment & Safe Work Method Statement				STATE	NSW	Page 1 of 4	
Task Name		Shade Structure Erection							
Address		Phone		ADH					
SWMS No.	Project					Date			
Risk Score Calculator									
L H M H M H	Consequence	Consequence					Likelihood / Consequence	Risk Class	
		Disaster	Very Serious	Serious	Substantial	Minor			
1	Almost certain	1	1	1	2	2	Not likely to be prevented • potentially death or ill • major injury or damage to the structure • loss of significant property or the structure by accident or intentional	1	
2	Likely	1	1	2	2	2			Not likely to be prevented • major injury or damage to the structure • loss of minor property or the structure • likely to be avoided and public not concerned
3	Possible	1	2	2	2	3	Not likely to be prevented • major injury or damage • no compensation for all injuries	3	
4	Improbable / Possible	2	2	2	3	3			
Job Step	Hazards Identified (describe the hazards which could cause injury) For Each Job Step	Yes, risk score High 3-Low 1	Where there is a risk, describe the control measures proposed				Date Done	Check	By Who?
Site Induction	General Site Hazards	2	Ensure all workers are site inducted						
Entry of materials to site	Struck by moving vehicle	2	Ensure all workers have training needed to carry out tasks Supervise vehicle						
Entry of Dingo to site	Struck by moving vehicle Public Access	2	Supervise vehicle Exclude all Non-Essential Workers & Public						
Set up work site	Springs & Strains Slips Trips & Falls	2	Barricade area Ensure work area is tidy						
Set up work site	Electrocution Injury from service penetration	1	Ensure no live services underground or nearby above work						
Mark Out Site	Springs & Strains	3	Ensure work area is tidy						

Permits

A **Permit** is an authorisation for work in areas of inherent or potential danger where stringent precautions are necessary.

The following activities are high risk and may require a Permit:

- Confined Space
- Excavation
- Work near overhead services
- Hot works (grinding, welding etc)
- Isolations (electrical, water etc)
- High Voltage Access
- High Voltage Switching
- Asbestos Removal



A copy of the permit will be retained by a leading member of the working party at all times.

Scaffolding

Working on scaffolds can be hazardous, serious injury or death may occur.

Responsibilities:

Supervisors / Foremen

- Plan your work – provide safe areas for personnel to work
- Only competent personnel to work on scaffolds
- Ensure you have SWMS and JHA for work process
- Correct PPE is supplied and worn.

Employees / Sub-contractors / Staff:

- Be aware of personnel working around and below you
- Be aware of any powerlines above and around you
- Ensure that you are wearing the correct PPE
- Follow working on scaffolds guidelines.

Scaffolding Guidelines:

- Separate your work area from other personnel
- Place bollards or barricades around work area
- Ensure all scaffolds higher than 4 meters are installed, modified, repaired and inspected by a certified scaffolder before use
- Ensure Scafftag is on place at the access point
- Ensure ladder access is lashed to the scaffold
- Hand Rails are to be one metre higher than the last platform
- Ensure mid rails have been installed
- Scaffolds are to be no less than 450mm wide.

Mobile Scaffolds

- Scaffolds to be no higher than three times the base width
- Outriggers are fitted
- Caster brakes are locked when on scaffold
- Ensure no one is on mobile scaffold when moving.



Fixed Scaffolds

- Keep walkways free of obstacles, tools and equipment
- Keep platforms free from Grease and mud
- Climb from one level to the other by ladders provided
- Never exceed safe working limits of scaffold
- Never stand on handrails.





Working at Heights

Defined as:

- Whenever there is a danger of a person or object falling more than 1.5m
- OR
- Whenever the risk assessment has identified the possibility of a fall occurring regardless of the height, preventative measures must be implemented to reduce the risk of a fall, e.g. catch platforms. Handrails, EWP's or scaffolds.
- Any preventative measure must not be changed or modified unless our Host Employer Foreman has approved the changes in consultation with the work crew.
- A rescue plan for all working at heights situations must be developed before starting the task.





Confined Space

Definition:

An enclosed or partially enclosed space that:

- Is not intended or designed primarily as a place of work, and
- Is at atmospheric pressure while persons are in it, and
- May have an atmosphere with potentially harmful contaminants, an unsafe level of oxygen or stored substances that may cause engulfment, and
- May (but need not) have restricted means of entry and exit.

Examples:

Pipes, tanks some wastewater structures, certain deep excavations.

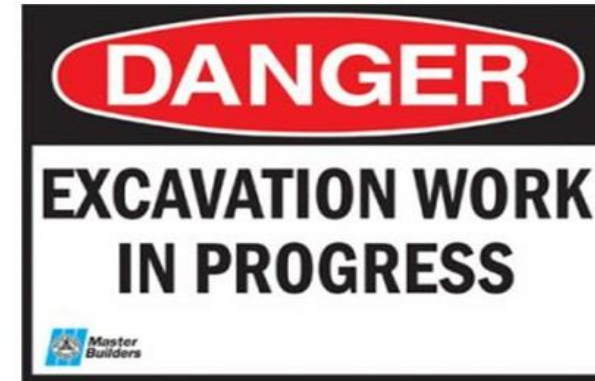
- A confined space does not need to be small; it can be a large area/structure such as a swimming pool depending on the number of factors as determined from a risk management process.
- Confined spaces can be very dangerous and the most hazardous things in them are not usually obvious.
- This is the reason why people should not enter confined spaces unless they have been trained to do so.
- If you see someone collapsed in a confined space, report it to your supervisor immediately.
- Do Not Enter on your own as you may become a casualty yourself.





Excavations

- All excavation or penetration may require a permit as per your host employer requirements.
- Issued by host employer Foreman after sign off from the Site Engineer.
- All services in the vicinity of the excavation are to be located by shovel, water jet or services location technology as per host employer requirement.
- All services located are to be marked throughout the site with conduits or pegs that show the depth of the service.
- The excavation permit must remain with the operator.
- No excavation/holes to be left uncovered or un-barricaded when spotter is not on duty.
- Excavations over 1.5m must be benched battered or shored to minimise any degree of collapse.



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Hazardous Substances and Dangerous Goods

- Prior to any substance or dangerous good arriving on site an MSDS (No more than 5 years from issue) is to be supplied to your host employer for your perusal if required.
- A register of all hazardous material will be established and maintained for each project site.
- They are to be stored as per site requirements (eg- bunded area)
- Containers must have appropriate labels as per the legislation
- Spills and contaminators to be reported to your host employer Supervisor
- Spill kits are available at each site at all times.



Working with Cranes

Cranes:

- All cranes must conform to the requirements as described in AS2550 Cranes – Safe use of.
- All personnel will be authorised and competent operators.
- Ticketed dogman only to sling loads
- Operators to complete pre-start daily
- Lift studies and notifications will occur.

Rigging and lifting equipment:

- Lifting equipment shall be manufactured, installed, used, inspected and maintained as per relevant legislation and standards.
- Shall be inspected prior to use each time the equipment is used.
- Must be listed in a site register and have a current test tag attached.



Crane Equipment





Electrical Work

- Electrical leads and tools- Must be tested and tagged monthly.
- Electrical Supply- Must be protected by an RCD
- Leads and Cables- Shall be kept off the ground by use of insulated hooks, stands and other suitable methods wherever practical.
- Electrical Installation and repair- May only be performed by a suitably licensed and competent person.



NOTICE
ALL ELECTRICAL LEADS
& POWER TOOLS MUST BE
TESTED BY SITE ELECTRICIAN
BEFORE BEING USED ON THIS SITE





Plant and Equipment

Plant:

- Mobile plant must have a flashing amber lights, reverse alarm, fire extinguisher, UHF Radio and if required the appropriate insurance and registration.
- Maintenance and risk assessment forms to be completed before the plant arrives onsite.
- Daily prestart shall occur and be recorded in the supplied log books.
- Do not use any item of plant or equipment that you are not trained or qualified to operate.
- Plant not requiring a Work Cover Ticket will require the operator to be trained and deemed competent before use.
- Your Host Employer Operator Assessment Form is to be completed and signed off.
- Refueling to occur in designated areas only (always 20m away from waterways).

Equipment:

- **Oxy and Acetylene sets:** Must have flashback arrestors at both gauge and hand piece. A fire extinguisher must be present.
- **Laser equipment:** Must not be used at eye level and signage noting its use must be placed around works.
- All tools must be inspected prior to their use. All damaged tools must be tagged "OUT OF SERVICE".





Isolation / Lockout

The purpose of isolation is to stop unplanned releases of energy (Eg: Live electricity, flow of water, gas, hydraulics etc.) while we are working.

When we lock things (like switches) out we can't power them up until everyone has taken off their lock.

- Yellow lock at point of isolation (E.g.- Valve, penstock, electrical switch)
- Red (personal danger) locks on the lock box and/or hasp.
- Green Lock isolation supervisor.
- Red Danger tag attach to red lock for identification (name/ phone number etc)
- Every worker must have their own lock- only the person who places it is the one that is allowed to remove it again. If you do not remove your isolation lock upon leaving site you may be required to return to site to remove your lock at your own expense.



Isolation / Out of Service

- The purpose of an Out of Service tag is to indicate an item of equipment or plant is damaged or has the potential to cause further damage or injury if used.
- The tag provides information on the fault or requirements of the plant or equipment.
- The out of service Tag may be removed by a competent person making the repair.

<p>Work Number: 18-02-104</p> <p>OUT OF SERVICE</p> <p>REASON</p> <p>DO NOT USE OR OPERATE</p> <p>UNTIL THIS</p> <p>TAG</p> <p>HAS BEEN REMOVED</p> <p>ON COMPLETION</p> <p>OF REPAIRS</p> <p>AND</p> <p>ONLY AFTER</p> <p>DANGER TAGS</p> <p>HAVE BEEN REMOVED</p>	<p>OUT OF SERVICE</p> <p>DO NOT USE</p> <p>OR OPERATE</p> <p>Placed By:</p> <p>Name _____</p> <p>Dept _____</p> <p>Router _____</p> <p>Date _____</p> <p>SEE OTHER SIDE</p>
--	--



Manual Handling

Risk Identification, Assessment and Control

Risk assessments should be carried out in consultation with relevant employees and should consider:

- Actions and movements,
- Workplace / workstation layout,
- Working posture,
- Duration and frequency of task,
- Location of loads,
- Distances to be moved,
- Weights and forces,
- Characteristics of loads and equipment,
- Work organisation and working environment,
- Experience and skills,
- Age and special needs of individuals.

The extent and application of controls will depend largely on the outcome of any formal risk assessment.





Manual Handling

Safe Handling Recommendations-

Weight alone does not determine the risk of an injury. A light load lifted many times is just as likely to cause injury as a heavy load lifted once. The load weight should be considered in relation to:

- Frequency and duration of handling- The risk of an injury increases when you increase the frequency, repetition and duration of the manual handling activity. How often, and for how long a task is performed are key risk factors to be considered.
- Position of the load relative to the body and working posture- A weight that is lifted or carried further from the preferred lifting zone, increases the risk of musculoskeletal injury. Avoid bending or twisting of the spine, especially when it is prolonged or repetitive. When handling large loads or during forceful movements avoid seated lifting.
- Distance to be moved- The distance over which loads manually handled should be as short as possible. The greater the distance, the greater the risk.
- Characteristics of the load:
 - Dimensions, stability, rigidity, predictability, texture, temperature, grips and handles.
- Work Environment:
 - Climate, lighting, space, floors, equipment, vehicles and people.





Heat Stress

Take into consideration your work environment to control exposure to heat stress!

- Effect of heart stress:
 - **Fatigue**- Heat induced fatigue- Impaired performance, or lapse in concentration.
 - **Prickly Heat**- Acute localised dermatitis from perspiration resulting in clothing irritating the skin.
 - **Fainting**- Insufficient blood flow to the brain.
 - **Heat Cramps**- Normally developed in the leg muscles. May cause abdominal and shoulder spasms; moist, cool, pale skin; nausea and tiredness. May also indicate a salt and water imbalance due to fluid loss.

Environmental Factors

- ✓ Air Temperature
- ✓ Air Movement
- ✓ Humidity (high)
- ✓ Radiant Temperature



Personal Factors

- ✓ Clothing Worn
- ✓ Water and salt balance
- ✓ Level of activity
- ✓ Acclimatisation

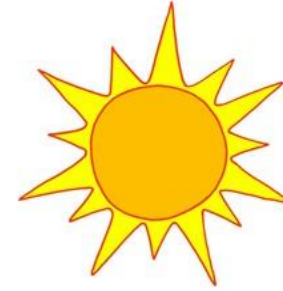




Dehydration

Early Signs:

- Headache
- Cramping
- Rapid Pulse
- Mid dizziness / Light Headedness
- Skin cool and moist



IF THESE SIGNS ARE NOT DETECTED THEN HEAT STRESS AND EXHAUSTION MAY FOLLOW

What to do if you think you or a work mate are dehydrated:

- Office Workers may need 2-3 Liters per day
- Outdoor Workers may need 8-10 Liters per day
- Rest in the shade, cool down and Drink more water or an Electrolyte Replacement.
- All Electrolyte Replacement should be consumed at a ratio of one per ten water drinks.

Consultation and Communication

- DCR will promote participation in the consultation process by involving employees in:
 - Undertaking risk assessments
 - The preparation of an ongoing review of SWMS's
 - Attending daily pre-start safety briefings
 - The Election of representatives on the safety committee
 - Being invited to comment on the potential changes to program polices and procedures, though the safety committee and/or toolbox meetings.

- The establishment and composition of the Host Employer Safety Committee will comply with the following requirements.
- Employee representatives will be elected by and from the employees in the relevant workgroup (site) the committee represents.
- The election of representatives will be conducted in a manner that is consistent with recognized democratic principles.
- The number of employer representatives will not exceed the elected number of employee representatives.





Noise

- Main Factors in permanent hearing damage is the loudness of the noise and length of time a person is exposed to it.
- The maximum time a worker can work (unprotected) exposed to noise is reduced by half for every 3 decibels (dba) increase in noise level.
- For every 3dba raise in noise, the noise has doubled!
- Just because a sound might only last a short time does not mean it's harmless, the strike of a hammer against some surfaces can produce enough noise to harm your ears.
- When you "get used to it" you have permanently damaged your hearing.
- Noise level monitoring is conducted on all DCR projects.
- Hearing Protection is available to all workers.





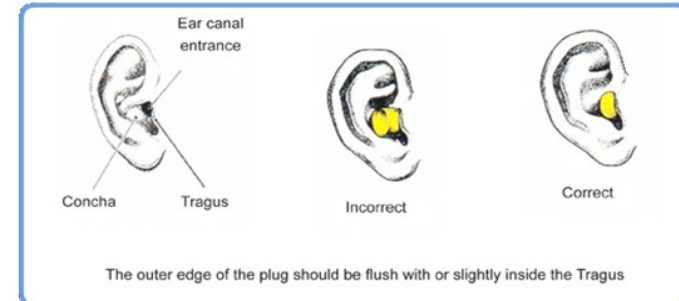
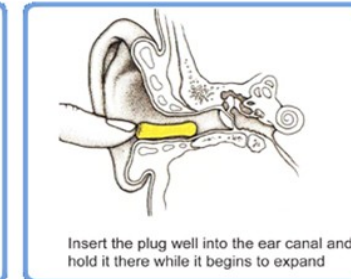
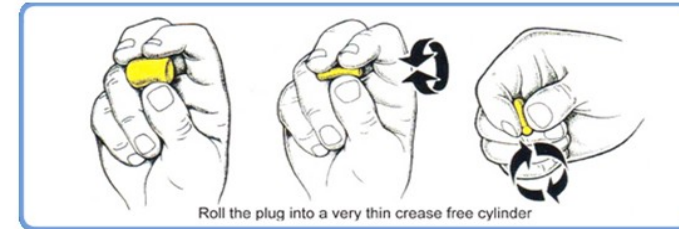
Hearing Protection

Examples of some controls you can put in place:

- Place noisy generators at a distance from the work area
- Use physical barriers around loud equipment (Eg- Stack Materials between you and the compressor / pump / Etc.)
- Maintain Equipment (Eg- Lubricating excavator tracks)
- Wear Ear Muffs or Ear Plugs.

How to fit Ear Plugs Correctly:

- 1.** With Clean Hands, Roll (don't squeeze) the ear plug between your thumb and first two fingers until the diameter of the plug is as small as possible.
- 2.** Reach over your head with your opposite hand and pull the top of your ear up to open your ear canal.
- 3.** While you are holding your ear open, quickly push the rolled end of the plug into your ear as far as possible. Keep your fingers on the end of the plug for about 10 seconds, until the plug expands to seal your ear.
- 4.** Do the same for your other ear.





Beyond Blue

- More than one million people in Australia experience depression, anxiety or related substance use disorders each year.
- Depression affects one in five people at some point in their adult lives.
- Depression is second only to heart-related illness in terms of disability in Australia- resulting in a profound impact on all aspects of life, including work.
- Depression accounts for three to four days off work per month for each person experiencing depression. –That's six million working days lost each year in Australia.
- Untreated depression can also result in a significant reduction in work performance and accounts for more than 12 million days of reduced productivity each year, with serious implications for work safety.
- It is estimated that on average, each employee with untreated depression will cost their Organization \$9,660.00 Per Year.



- If you notice any behavioural changes that last for more than two weeks in family members or friends, then it is worth asking if the person may be depressed. The *beyondblue* info line provides information on depression, anxiety and related disorders, available treatments and referrals to relevant services. You can call the info line for the cost of a local call or send an email. If you require a translator, the info line operator will request one through the Translating and Interpreting Service

Personal Hygiene

Whilst working please be aware of your personal hygiene and the associated risks before eating or smoking in the appointed designated areas.

- Toilets and Washrooms:

- Be aware of wet and slippery floors
- Maintain clean and hygienic behavior
- Do not use glass containers
- Report to your Supervisor with any matters of concern.



- Lunch Room Conduct:

- Orderly conduct- No horseplay
- Do not tamper with other people's food or belongings
- Hazardous substances are to be appropriately labelled and stored separate to food
- Clean up after YOURSELF:
 - Dispose of waste food to appropriate bins
 - Clean up all spills
 - Wash your utensils in the facilities provided
 - Do not leave dirty cups, cutlery and plates for others to clean up.
- Maintain hygiene of facilities and lockers
- Report to your Supervisor with any matters of concern.





Drugs and Alcohol

Pre Employment:

As part of the DCR Process a comprehensive medical examination may be completed, this now includes breath and urine tests. The Host Employer Subcontractors and their employees, including DCR employees may be tested on their first day on site.

Random:

The Host Employer Project Manager and their appointed supervisory staff have the discretion to decide the randomness of the test. E.g. - It could be by selecting:

- A work group at time of a Pre-Start, (Blanket Test)
- Every third (or any other random number) person walking by,
- A whole selection of people on a site (Blanket Test).

It also means that the National Safety Manager will randomly select sites to be tested and the whole site may be tested.

Result of an Incident:

After an incident where the person was involved.

For Cause:

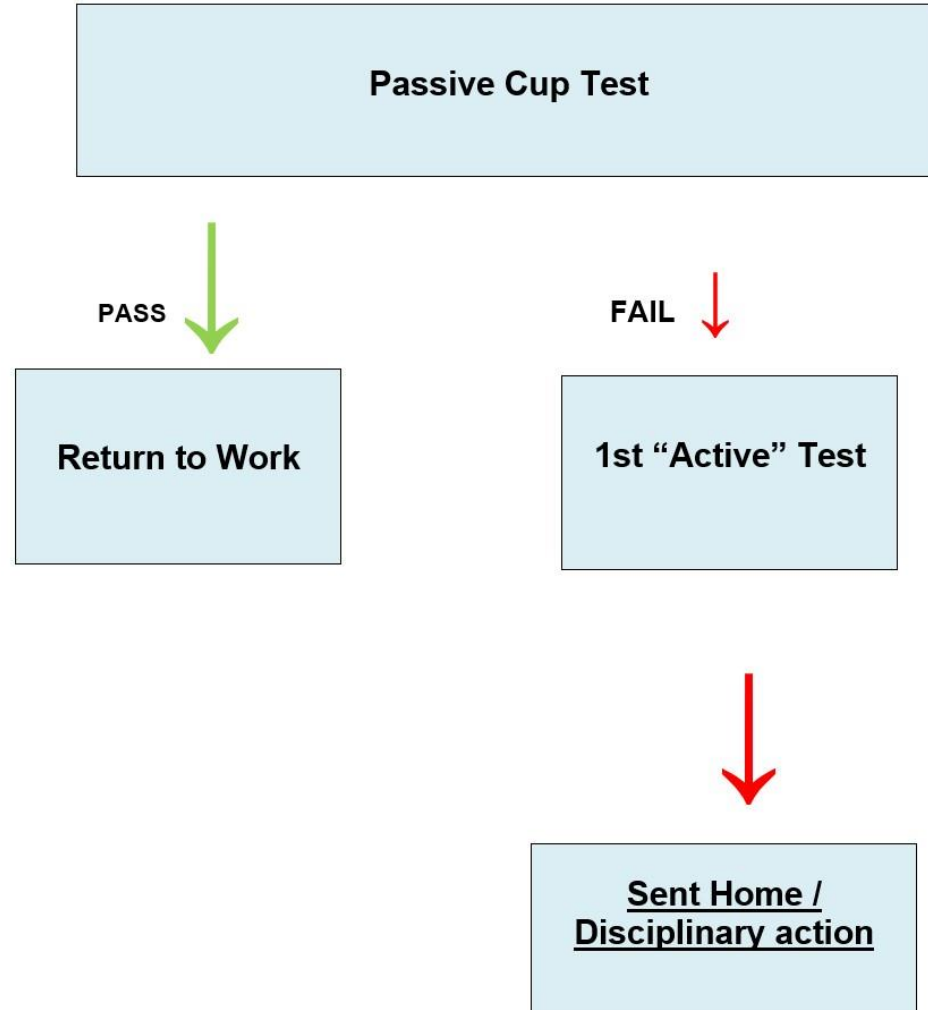
Outwardly displays effects of alcohol.





Drugs and Alcohol

- DCR's alcohol limit is Zero %
- Alcohol Breath-Test Process:



Quality





Quality Policy

DC Resourcing is committed to delivering Industry leading service to clients and employees.

DC Resourcing's company process is driven by our Quality management system, developed in accordance with ISO 9001 Standards.

Our objectives are to develop a reputation with our clients and candidates for effective and efficient delivery of all business aspects. DCR strive to maintain an industry leading payroll accuracy, alongside 100% compliance for all candidate and client documentation prior to engagement or supply of business.

DC Resourcing quality management targets include:

- Maintaining a high degree of quantity awareness in all project tasks
- Ensuring compliance with all standards, codes and legislation relevant to contracts
- Dedication for continual improvement by responding promptly to quality concerns and appropriate corrective action.
- Ability to monitor quality performance.



Why

- Market Demands
 - Our customers want us to have it
- Company Objectives
 - Satisfied Customers
 - Continual Improvement

Management System Documents

Our system is based on the structures required by
ISO9001

Our Management System Documents system are
available online at:

www.dcr.managementsystem.net.au

Username = dcr

Password = dcr

Employees should be aware of the following
documents:

1. Our Quality Policy
2. Procedures, which give further detail as to process of that particular element operates.
3. Standard Operating Procedures, which give details on how specific tasks are carried out.





Who does what?

- Dylan Cross is the Management Representative for the Quality System
- He coordinate:
 - internal audits, management reviews, document management, corrective actions and more.



How to Contribute

- Read the policies
- Be aware of your impact on the system
 - Each of you are part of it
- Be positive
 - If something is wrong or a process can be improved, tell us by raising a **Review**
- Be system savvy
 - Learn how to find the information
- Enjoy the journey

How to Raise a Review



Log on to the Document System

www.dcr.managementsystem.net.au

User = dcr

Password = dcr

Select ***Take Action - Raise a Review***



Induction



Evacuation



Take Action
Raise a Review



Dashboard



Policies



People



Incident
Investigation



Objectives



Manuals



Risk
Register



Legislation



Performance



Procedures



Risk
Assessments



Compliance
Review



Audit



Forms



Work
Methods



Training
Materials



Reviews



Records



Certificates



Management
Review

Save



Attach File

Add a new file

No file chosen

Files must be less than 20 MB.

Allowed file types: **txt xls xlsx xlsxm doc docx dot dotx pdf png ppt pptx zip jpg jpeg.**

Revision information

New revision

Revision log message

Provide an explanation of the changes you are making. This will help other authors understand your motivations.

Objectives and Targets

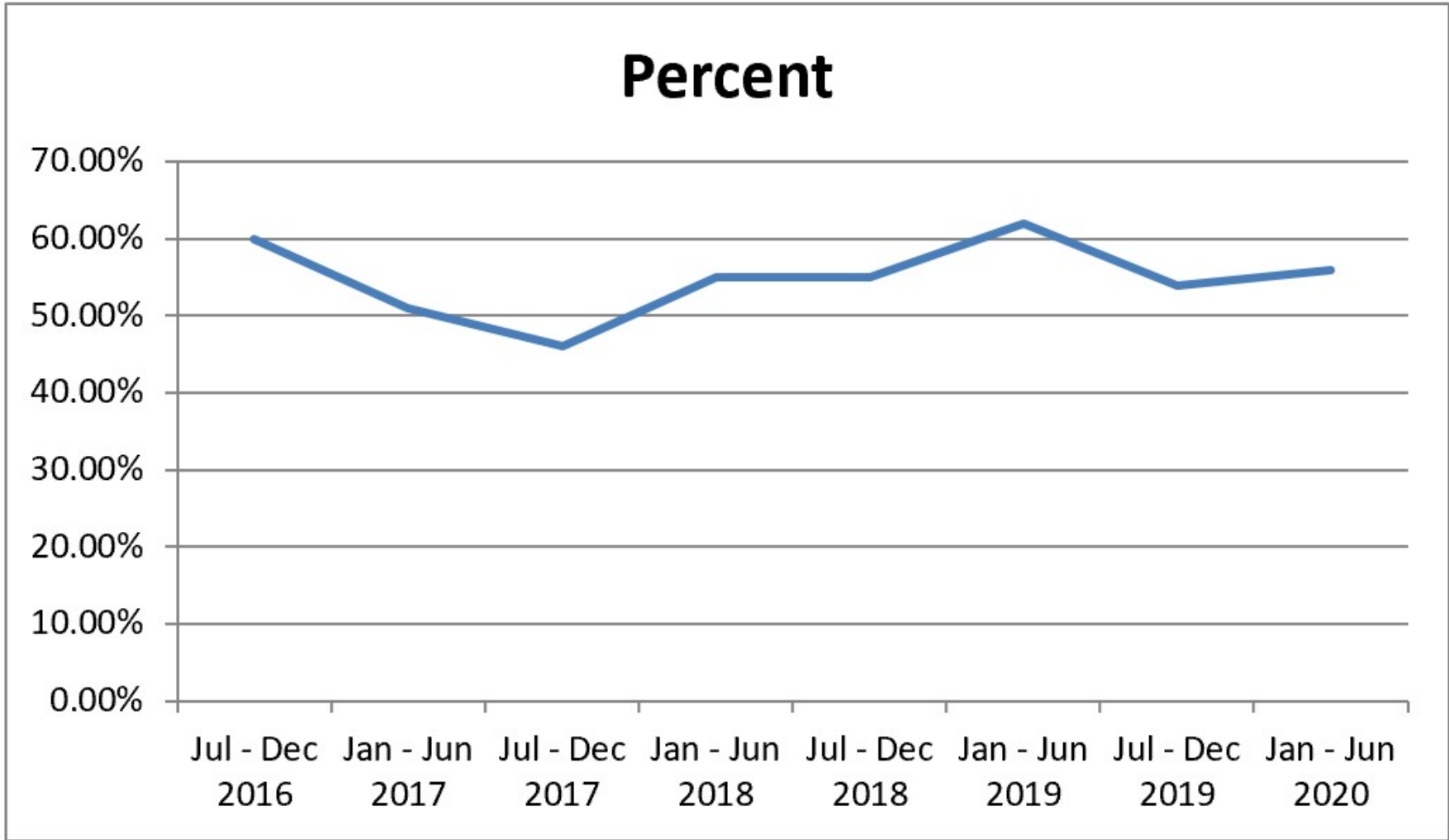


**Achieve a minimum of 50% of
Current Business form
Existing Customers**

This is achieved by:

**Each job is carried out according to the standard
operating procedures.**







**Please ensure that your
training session is finalised
by completing the
questionnaire in the link
below**

