



IES GROUP EXPANDS IN WA!



Contents



- Managing Director's Update
- Protecting your skin
- Cootes News
- Liquip Aviation Delivers
- Strewth! That was close...!
- Liquip News
- Why are we interested in New York City?
- The sky's the Limit.....What makes a good committee GREAT!
- Liquip International launches in Dallas
- IES Resources News
- Staff News
- Five Easy Steps to Risk Assessment

Newsletter contact:

Anne Clark
anne.clark@ienergyservices.com
(03) 8832 0110

Managing Director's Update

Vin Stenta Managing Director, International Energy Services

Welcome to the Team at Gould Transport

It is my pleasure to start this edition by welcoming everyone from Gould Transport Pty Ltd to the IES Group. IES acquired this business in January 2008 and it spear heads the entry of IES Resources into Western Australia.

I am pleased that Doug Gould will be staying on for a while to help us integrate this business and grow our presence in WA. Doug is originally from eastern Victoria where his family owned and operated wood mills. Some 12 years ago Doug packed his bags and moved to Western Australia with one truck to start his business. Today Gould Transport consists of 33 quad trailer tip-pers operating in and out of mine sites in Kalgoorlie and Port Hedland.

In the last edition I spoke about how important the quality of the people is when we are looking to acquire a company. I am very pleased to say that with Gould Transport we have inherited some fantastic people. Greatly experienced, committed, with a great understanding of the business and the importance of safety and customer service. I welcome them all.



ALPGA 50th Birthday

On February 14th many of us were fortunate to attend the 50th birthday celebration of the Australian LPG Association. I am pleased to be a Director of ALPGA as it enters into the next half century.

LPG was imported from the USA to Australia in the 1930s in 9kg cylinders. It was not until oil refineries were established in the 1950s that Australia had a reliable and significant source of LPG. As it became used more widely, it was apparent that its safe use would de-

pend upon proper procedures, equipment and codes of conduct being established.

This led to the formation of the Australian Liquefied Petroleum Gas Association in February 1958. Since then the LPG industry has grown to supply over 1 million households and 600,000 motor vehicles, as well as a number of key industries.

LPG's growth has come from increased oil refining and finds of natural gas, from which LPG is also extracted. Off shore gas fields developed by BHP-Esso in Bass Strait, and Woodside on the north-west shelf, and on-shore fields developed by Santos in South Australia and in the Surat Basin in Queensland, have ensured Australia's security of supply of this vital natural resource.

Our Cootes Transport division is proud to have played an active role in moving LPG around the country for over 35 years, and to have contributed significantly to Australia's LPG industry.

At its anniversary dinner, ALPGA's first Life Member, Sir Eric Neal, presented the fourth Life Membership award to Alan Beale, Managing Director of Elgas.

1200 Days LTI Free

Finally I would like to take this opportunity to acknowledge the efforts of some of our divisions in achieving some key milestones. The team of refuelers at Adelaide Airport and the Cootes Bitumen Team, have achieved over 1200 days with out a lost time injury. This is an absolutely fantastic effort and one Trevor Wigg (Manager at Adelaide Airport) and Vivienne Geddes (Bitumen Fleet Contract Manager) and their teams should be very proud of.

I am also pleased to acknowledge the efforts of the teams within the IES Resources division. Bootu Creek operations have achieved 650+ days LTI Free and Osborne operations have just achieved 365+ days LTI Free. These teams are working in some of the most remote parts of Australia. I know how much effort goes into achieving these milestones, my thanks to everyone. I hope all the other operations will be inspired to do the same.

Vin Stenta

Protecting Your Skin

Vin Stenta, Managing Director & **Cherie Logan** Group Manager—Health, Safety, Security & Environment, International Energy Services

Australia has the highest rate of skin cancer in the world. Despite being almost entirely preventable, skin cancer continues to affect at least one in every two Australians in their lifetime. Each year more than 1,200 people die from skin cancer. Yet skin cancer is an almost totally preventable disease and 95 per cent of skin cancers are treatable if they are detected early.



A skin cancer can be:

- A spot that looks different from others around it
- A new or unusual looking mole, freckle or sore
- A spot, mole or freckle that has changed in colour, shape or size
- A flat spot.

The sun safety message is well established in Australia and the dangers of over-exposure well known. However, new research shows that half of all Australians still believe a tan is healthy. This means that the 'slip, slop, slap, wrap' message is as relevant as ever.

Protecting us at work

When it comes to health in the workplace, prevention is far better than cure. Managers should ensure a good sun protection program in the workplace includes:

1. Risk assessment and control measures: *periodic assessment of the solar UVR exposure risk to all employees. Ensure maintained as current in risk profiles.*
2. Training employees to work safely in the sun: *provide effective information, instruction, training and supervision for employees to manage risks.*
3. Monitoring program effectiveness: *review the effectiveness of control measures and identify changes to further reduce exposure.*
4. Early-Detection through Self-Checks: *Encourage staff to do monthly 15 minutes self checks for any suspicious lumps/spots. See your doctor if changes.*

Things to remember

- Skin cancer is almost totally preventable ~ ninety-five per cent is treatable if found early.
- Get into the habit of checking your skin regularly.
- Ensure sunscreen use by date is current and it has a high UV factor protection (preferably 30+) ~ it can't block out all of the sun's rays, so wear protective clothing, a broad-brimmed hat and sunglasses.
- Wear loose, lightweight clothing that covers as much skin as possible (cotton and linen are good) ~ Tightly-woven fabrics offer the best protection. Cover your arms, trunk, legs, face and neck.
- Some medications may increase your sensitivity to sunlight — check with your doctor or chemist.



Where to get help

- Your doctor
- Your local community health centre
- www.healthinsite.gov.au for more information

So protect yourself, have fun and make sure you are 'sun-smart' at work and home this summer!

Cootes News

Greg Niven - General Manager, Cootes Transport Group

The transport and distribution of dangerous goods is a challenging business. At times much focus is spent on incident investigation, finding learnings and improving the business. This is a vital part of what do we do!

Sometimes it is also important to take a moment to look at how many times we have got it right as well;

- We travel 65million kilometres a year
- Make 465,000 deliveries a year (think of a B/Double that can have 8 different compartments per delivery)
- Load 85 Million tonnes of our customers product
- Deliver over 10 Billion litres of product.

I spoke previously of the work groups that have achieved the 12 months LTI free last year:

- WA Fuels
- Newcastle Fuels
- NSW Bulk LPG
- Vic Bulk LPG
- Vic Bitumen

Additional to this the Victorian Bitumen business has achieved over 1136 days Lost Time Injury free & the

Adelaide Airport Refuelling business has achieved over 1195 days LTI free. What do all the numbers mean? They show we have some of the most committed and safety focussed people working for us and it is important we are recognising this.

Thank you to all of the people involved either directly – drivers or indirectly –mechanics, contract managers, or admin staff for silently going about and getting it right.



Truck Aware Teenager Presentation

When: Sunday 16th March, 0800hrs
Where: Cootes Smithfield yard!!!!
Purpose: Attend a Truck Aware Teenager presentation.

All of the attendees were actively involved in the activities throughout the morning. The course encouraged the teenagers to stop and think before they act.

These were the strict orders given to 9 young teenagers by their concerned parents – concerned at the growing road toll involving young drivers.

A big thankyou to “Dougo” for his work and congratulations to him for a great job on presenting the course on his first attempt.

Glenn Douglas – Level IV driver trainer, was one of these parents . Glenn expressed his concern some months ago and volunteered his time to work in with us to devise a course that would make new drivers aware of Defensive Driving techniques. The content of the course also involved the following:

As with all courses presented, the students were asked to complete a course critique with fantastic feedback received – plenty of comments on the sausage sizzle cooked by Kingy.

- Blind spots
- Safe following distances
- Observation/Scanning
- Safe tyre changing
- Alcohol and Driving – the next day
- Fatigue-power naps
- Driving to the conditions.
- Heavy vehicle awareness

I might add that it was a great effort for these guys to make the 150km journey so early on a Sunday morning. The start time would have required a 0530 departure from Newcastle. Any of you with teenagers would be aware how hard it is to get them to rise before lunchtime on weekends let alone this ungodly time. These guys are a credit to their parents – their manners and behaviour was fantastic.

Cheers – keep your eye out for courses in your States.

A flyer was posted at the Newcastle depot with a great response. In total we had 9 “eager” teenagers attend the inaugural course. Along with the theory presentation, time was taken to allow the group the opportunity to sit in a prime mover to observe the blind spots – a shock for all to see how many blind spots there are for heavy vehicle drivers.



Liquip Aviation Delivers

In February this year Liquip once again showed why we are a renowned international company.

For several years Liquip Aviation have been shifting some of their focus from domestic to international sales and this started to bear fruit late last year.

All the effort and hard work put in by Liquip's staff for this project was praised, when the vehicles for four International Customers (BPCL India, Shell Thailand, Air BP Dubai and Air BP Western Samoa) were delivered in February.

Four of our Aviation Technicians which comprised of **Cliff Higgins, Steve Woods, Anthony Agius** and **David Lynch** who may have thought that they would be working solely in an Australian workshop when they joined Liquip, were given the opportunity to travel overseas and commission some of the equipment they had been involved in building.

Mark Scott, Liquip Aviation General Manager says: "The four people selected were chosen not only for their technical aptitude but also for their ability to sell Liquip to the world as a company with a great deal of skills and knowledge of our business." The feedback received on these four gentlemen ranged from "Awesomely Talented" to just plain "Brilliant". These statements were made in Indian, Thai, Arabic and Western Samoan.

For several of the guys, shock best described their introduction to their new working environment. It is a truism that the value of human life in places like India and Thailand is extremely different from what our people take for granted at home. The way safety is managed in these environments was probably the biggest test for our people. One of the initial jobs that was undertaken in India by Liquip, was to clean up the work place and make some shovels to assist with this process. Liquip were also able to provide a bit of additional Personal Protective Equipment (PPE) to the local staff working on our equipment. Safety precautions we presuppose in Australia are laughed at in many cultures.

Certainly the learning was not all one way. Through the process our employees learned that there were extremely capable people within these cultures that were sponges for the knowledge that our Liquip people had to impart. Tasting new and exotic food and discovering different cultures was also naturally part of the learning process.

Mark says: "For our part Liquip are extremely proud of these ambassadors who where able to fly the Liquip flag overseas and demonstrate to the world that we are a force to be reckoned with."

Overall, the experience for most was better than they expected and the experiences our employees have had will become life time memories and lead most of them to want more. All agreed however that whilst they may be happy to explore and taste what the world has to offer, there really is no place like home.



Photo: Anthony Agius and Air BP Dubai



Photo: Steve Woods and BPCL India



Photo: Cliff Higgins and Air BP Western Samoa

“Strewth! That was close...!”

Suzie Learmonth - Coordinator—Health, Safety & Environment, International Energy Services



All IES businesses are good at reporting and investigating injuries and incidents that resulted in some sort of injury, property or equipment damage. Some businesses report all First Aid injuries and Minor Injuries as well. However, there is a lot of improvement to be made in reporting and recording of Near Misses/Near Hits.

What's a Near Miss / Near Hit? It is defined as an event that occurred or was observed, which had the “potential” to result in harm, but did not at that time (lucky).

Eg where someone trips and almost falls on the stairs but manages to grab the hand rail just in time, or when someone is almost hit by a reversing car at a service station. In these examples no injury resulted but this was good luck rather than good management.

This provides an opportunity to proactively improve health, safety and environment conditions, practices and behaviours to prevent harm.

Why are they Important? It gives us an opportunity to be proactive, to prevent harm rather than responding after someone has got hurt. We know we investigate any incidents that cause injury or property damage, yet not other incidents, so **little attempt is made to prevent it happening again in the future** (a person might not be so lucky next time and might get hurt).

When near misses occur, are reported and analysed, they can be an early warning signal that something is wrong somewhere in the system. A simple and efficient means of being able to report and record these near misses/near hits is needed at each site. Immediate action should be taken to prevent the hazardous situation. Further analysis of the reported near misses/near hits by HSSE Committee's as a simple way of identifying problem trends and hot spots for them to focus on.

IES encourages and promotes high levels of near miss/near hit reporting. High levels of reporting indicates to us:

- shortcomings in our systems, training and procedures;
- awareness of potential hazards and risks in the workplace;
- “free lessons” to prevent fatalities and injuries;
- openness, trust and transparency; and
- a maturing approach to safety.



Implementing a Near Miss Reporting System.

Step 1. Explain to the workers what near misses/near hits are and why they are important and how hazards and near misses will be reported.

Remember that sometimes when people are exposed to them everyday (eg customer behaviour on a service station forecourt) they then see them as routine, part of the job and no longer “leave” in them as hazards ~ think about creative ways to address this. If they don't think something is a hazard or near miss then they won't think of reporting it and we miss an opportunity to take action.

Step 2. Implement the reporting system – a note pad in the lunch room with an enclosed box next to it is helpful. Think of innovative ways to get near miss information that is easy and simple – ask operational staff to be involved in determining the best way to do this.

Step 3. When a near miss/near hit report is received, discuss it with the person making the report, decide on corrective action and implement the change immediately.

Harm can be prevented by taking immediate action to prevent a hazardous situation from becoming something worse. Thinking of near miss/near hit reports as your early warning system makes sense.

ALL IES BUSINESSES ARE TRYING TO WORK ON THIS, SO CALL AND TALK THROUGH OR SHARE IDEAS!

Liquip News

Sue joins the club

We are pleased to welcome Sue Ciscato to our 20 Years Service Club. Sue is our Accounts Supervisor and she celebrated her 20 years with Liquip on the 8th of February 2008.

Prior to starting at Liquip, Sue worked at Thermalair in Orange NSW. She worked in Administration and Sales. Orange being a cold place, Thermalair sold wood heaters and reverse cycle air conditioners. Sue says: "I enjoyed working there but my husband's job took him to Sydney so we packed up and followed".

Sue landed a job at Liquip through the owner of Thermalair who was a friend of Bill Currey, retired co-owner of Liquip. He rang Bill to see if there were any job vacancies and the rest is history. Sue started in job costing and also coordinated back up reception.

Sue remembers Liquip's early years. She says: "Everything was done manually; we had only one computer in the accounts department which was mainly used by Accounts Payable. We had to have a Telex machine to contact our overseas suppliers which was complicated and time consuming. Thank goodness for email."

Over the years Sue has been a part of a growing company. Liquip has gone from a small family business and today is part of a large corporation. Liquip is now accountable to a Board of Directors instead of two owners. This entails reporting on a much larger scale.

Nowadays, Sue has taken up a larger workload and her responsibilities include looking after other members in Administration and making sure the day to day entering of invoices, chasing debtors etc., are carried out efficiently and working towards gathering figures for the end of each month to report to head office.

Sue enjoys sewing, gardening and has in the past year joined a gym. Her favourite past time is spending time with her 4 year old granddaughter. She is also a keen traveler. Sue says: "Working with Liquip has given me the means to see a little of the world. I have visited New Zealand, Italy (my husband is Italian) and England (my place of birth).

Well done on 20 years of service Sue, we are proud to have such a dedicated Liquip team member.



Photo: Sue (right) with Liquip General Manager Tracey Hourd

Why are we interested in New York City?

Cherie Logan Group HSSE Manager, International Energy Services



New York city's (NYC) police force has fewer officers, less money and more work than it did years ago even with the increased resources allocated to Anti-terrorism duty. Yet, by

almost any measure the city is far safer today than it was in the 1990's.

In 1993 there were 1946 murders in the city, in 2001 this decreased to 714, in 2004 it was 573 and now it is less than 500 in a year. All other crime, drug and violence incidents have similarly reduced dramatically eg burglary fell by 73%, vehicle theft by 72%, assault by 55%. And the number of people in prison for crimes is also starting to reduce for the first time in 25 yrs from the lower crime rate and fewer offenders.

This is a truly great achievement when you realise NYC has over 8 million people and an individual precinct manager can be responsible for an ave of 100,000 residents.

For years, everyone said that they needed tougher sentencing, more people in prison and more police on the street to reduce crime rates, yet when they did this it did not really have an impact. People said the issues were too big, too wide-spread geographically and that no one could control the publics and criminals behaviours.

So the NYC police decided on a very strategic approach to crime control. Its problem-oriented policing and they are pursuing it in a very intelligent way.

Nothing else has worked so they decided to take a big risk and fundamentally change the approach to what they do. The majority of what they did in the old days was reactive, jumping from one issue to the next and not really having good information to see the big picture and now they realise they need to be more strategic, proactive and trend focussed.

It was controversial when they decided to use the "Broken Windows Theory" as a foundation to changing how they tackle reducing murders and crime. The philosophy is that if they didn't pay attention to the small issues, they will get out of control and escalate to more serious events (eg murder / robbery).

In the past NYC police focussed on serious crime such as murder, robberies etc, however by this time it is too late to really have an impact and is very difficult to do more than just investigate individual occurrences. So they started paying attention to what was being largely ignored because they were not considered severe, all the small issues like; panhandling, loitering, squeegee operators, alcohol/drug misuse, graffiti, vandalism, muggings, petty robberies, behaviour of pedestrians (jay-walkers) and drivers (speeding, parking, erratic driving).

A lot of people said that they should not focus on these small things because they were not hurting anyone.....but in reality, this is where it escalates from and the NYC example has shown this approach results in creating a truly safer city.

Letting the small issues slip by with no consequences (positive or negative) creates an atmosphere that encourages people to believe they aren't

a big deal. Pretty soon, bigger infractions are committed and these too are not considered to be a big deal until they become severe like murder. That's how the cycle begins to escalate. It is very similar to good HSSE management, focusing on Injuries alone results in small change that is not sustainable, whereas focussing on the real causes, near-misses/hazards and behaviours will take longer but have a greater impact in the long run.

The importance of statistical trends and information played a key role:

NYC police developed better technology for capturing statistics and root causes to identify trends from early reporting and analysing new/repeat offenders history of minor infractions (eg murderers usually had a number of small misdemeanours that occurred over time before escalating to murder) to figure out where they could intervene earlier to prevent more serious crimes. Every day they look at the statistics to see what was going up or down to ensure they are targeting the right elements for the greatest impact.

They also did significant work with people that lived in each community to set up early warning systems (much like near miss-hazard reporting) – this allows them to target action before things escalate into more serious crimes. They worked with Welfare and other agencies because changing the social philosophy was part of changing behaviours.

NYC Police - Set the rules – keep the rules:

In the beginning people were surprised. They wanted to know why things that used to be acceptable were suddenly not. A lot of citizens felt that the new zero tolerance policies were arbitrary, over the top and unfair. Those who used to care quietly applauded the changes. Those that were unhappy were a signal that they were probably on the right track.



Involving communities and previous offenders at each step was key. Asking them for ideas – allowing them to be part of the solutions, not just "telling or preaching" to them what to do. Most importantly they were consistent with the rules, they couldn't blow them off some days because "they got busy", the rules were truly non-negotiable.

One of the most significant impacts was from providing good community leadership, increasing presence out on the streets and coaching people with lots of positive reinforcement for the improvements, not just the negative consequences when things were not going right.

NYC Police's advice to companies is to start sweating the small stuff and in to the future you will have a whole lot less big stuff to deal with!

The broken windows syndrome happens in companies too. Minor issues such as absenteeism, messy workplaces, distanced leadership and behaviours (treatment of company vehicles, littering, ignoring policy/rules) all result in a lack of respect for the work place and rules. Over time, good behaviour and performance deteriorates, very slowly and sometimes unnoticeably at first. Those who used to care have withdrawn and are discouraged from participating. Those who don't care become toxic to a culture and care even less because there are no consequences or real engagement.



"BROKEN WINDOWS" THEORY:

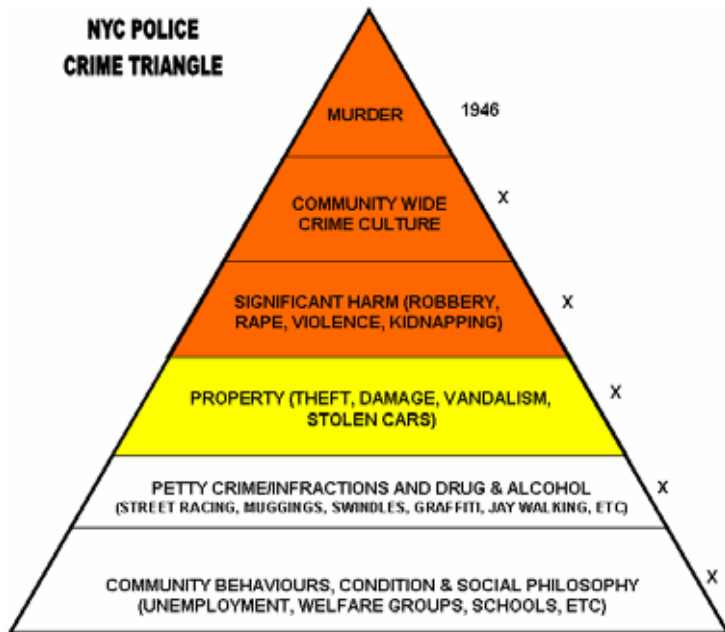
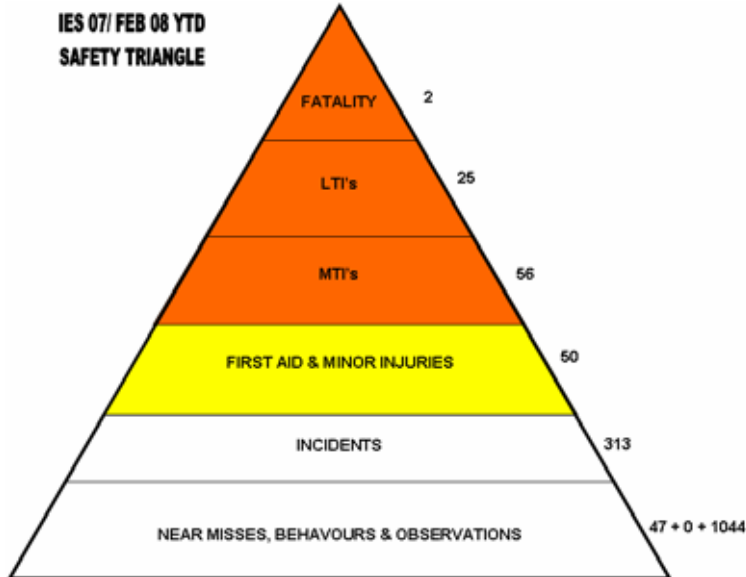
Works on the premise that if the little everyday things they observe or are reported were left unchallenged, people will be under the impression this is acceptable and that no one cares so their behaviour will most likely escalate to more serious crimes.

Why are we interested in New York City? (cont)

Cherie Logan Group HSSE Manager, International Energy Services

Companies like IES are self-contained entities compared to New York City. We can follow their lead and take control to create a positive culture and HSSE performance ~ acknowledge that the daily subtle messages allowing the small things to go un-noticed plays a vital role in this.

SO HOW DOES THIS RELATE TO IES HSSE PERFORMANCE IMPROVEMENT?



Whether focussing on murder and crime or workplace injuries and incidents, the fundamentals are the same:

THE FOLLOWING ARE MAJOR COMPONENTS OF THE NYC APPROACH:

Statistical and Incident Analysis ~ Developed Compstat database of all incidents observed and reported.

- Analysed trends, root causes and misdemeanour links to later serious crimes (patterns of behaviour to identify where they had opportunities for early intervention). Identified target areas for project interventions.

Strategic, precinct and personal performance plans ~ Developed a strategic, precinct and individual accountability plans and KPI's with monthly discussions on achievements and obstacles.

- Problem-solving process and projects established in joint with the staff and communities

Focus on the small things ~ behaviours and root causes that lead to serious crimes. Developed a set of zero tolerance standards in joint with a selection of community, youth and prior offender representatives.

Established good risk management, training and procedures ~ involved Police staff to review all risk assessments, training and procedures to ensure they really were effective and set them up for the greatest success.

Increased community presence ~ Significantly Increased police leadership presence out in communities (previously no one took responsibility). Less desk bound and more community bound approach.

- Developed strategies for early warning-reporting systems (near miss-hazards-behaviours) by community and other government employees (eg subway operators, garbage men, parking inspectors etc).

Engaged and involved people ~ Involved people from communities/welfare agencies/schools etc in the plan and solutions, not just telling them what to do or preaching at them.

- Established good community and other agency briefing and education sessions targeted to their needs (like tool box) to give feedback on what is going well, what isn't and what help they need. Used different methods of briefing and communication to keep it fresh for people.

So looking at what the NYC police did, you will see similarities with what you/we are doing around HSSE in IES. The challenge is to question ourselves as to how effectively we are doing it? A good example is employee engagement; this is not just attending a tool box and listening to information, being told what to do. Engagement is about involving employees at the beginning to solve problems and implement the solutions so they have a real stake in owning it and the outcomes.

We need to keep ourselves from becoming complacent by regularly asking:

- Is what we focus on having a positive impact on HSSE performance ~ injuring less people?
- Is what we are doing having a positive impact on people, creating a positive and inclusive HSSE culture?
- Are we being proactive or reactive the majority of the time? Do we get to real root cause or make assumptions?
- Do we have a strong leadership presence with employees, really engaging them to be part of the solutions?
- Should we be doing anything differently?

If the answer to all the above is a resounding "yes", then we are most likely on the right track! If its no, then think about how can we change direction.

THE SKY'S THE LIMIT..... WHAT MAKES A GOOD COMMITTEE GREAT?

Suzie Learmonth & Cherie Logan



A great HSSE Committee can achieve amazing results if we set them up for success!

Ground rules for great team work:

- Encourage everyone to listen to each other;
- Respect each other regardless of whether you agree with what they say;
- Agree that everyone is equal, regardless of whether they are management or workers;
- Share all the information so that all members understand;
- Distribute the workload – everyone should be doing their bit;
- Do what you say you will every time;
- Be on time for meetings and when completing an action;
- Go above and beyond, think of solutions or new ways of doing things;
- Share learning's with each other, other businesses and committees;
- Keep track of your achievements and celebrate your success as a team.

Good Committee performance is based on:



- Getting out there and being involved – actively engage in the issue, doing risk assessments, JSA's and identifying hazards. Involve non-committee people in this as well;
- Using the problem-solution solving framework and complete all action items on time;
- Feeding back what you are doing or have achieved to all the workers (eg. Tool-box talks, noticeboard, information bulletin);
- Being a HSSE leader everyday – do part of the tool box talks, don't walk past an unsafe practice or behaviour (address it there and then) and encourage safe behaviours generally;
- Keep clear records of the items raised, and actions to be taken (including who, when, and what);
- Try to work on the "big picture" issues at your workplace;
- Day to day hazards should be managed by local supervisors and not wait for a committee meeting (eg Hazard alerts, Corrective Action Reports, Near miss reports, Improvement Opportunity notices etc);
- Such hazards should be actioned promptly;

Managers, set your committee up to succeed by:

- Allow time to perform HSSE tasks, attend meetings and to consult with their peers;
- Build the HSSE function into their job as a legitimate part of their work, not just an add on to be fitted in when they can;
- Provide good training and skills – follow-up to ensure effective and applied;
- If solutions proposed require investment or resources, involve them in the decision explaining priorities. If possible encourage people to identify other options as interim solutions.
- Encourage employees who show an interest in HSSE to participate;
- Consider committee activities when doing the annual budget and HSSE planning;
- Be involved, sponsor and participate in committees initiatives and recognise and reward achievements



Liquip International Launches in Dallas

Jeff Borg President, Beta Fluid Systems



Its amazing how fast 3 months go by between newsletters. Liquip International's US operation was dominated by getting equipment built and being ready for their US commercial launch. We attended a show which is the largest show of its type for the ground support industry in Dallas US.

The team in both the US and Australia worked tirelessly to develop our launch products and have them ready in record time. New products were introduced at the show that have not been built before by the US division and these included a 5,000 gallon fueller and a hydrant truck purpose built to a customer's requirements.

The show, held in the 3rd week of March was a great success and well received by a tough audience. Many opportunities will hopefully arise from the effort and certainly put Liquip on the map in the US landscape.

Special mention needs to go to Liquip Aviation division in Australia who worked closely with US operations to ensure sameness in build type and quality. Mark Fox in particular for his efforts in coordinating equipment and advice and then spending 3 weeks away from his family to help build the equipment in the US. The Reidsville plant worked many long days and weekends to have the equipment ready and there where many hands to make it happen, teaching all what can be done in a short space of time.

In addition Frank Montalvo who joined Liquip International US in March was introduced to the customer base. Frank recently left the Liquid Controls Group to join Liquip and really needed no introduction to the customer base as he is already a well known identity, having spent the last 12 years servicing the industry. Frank is a high caliber addition to the team as it moves into the commercial aviation sector in the US.

All in all a very successful outcome.



IES Resources News

Joe Thomas General Manager, IES Resources

Once again it has been an interesting time at IES Resources. We continue to change our business to adapt to our changing world. Since the last newsletter we have experienced extreme rain events in North Queensland that have heavily impacted our operations. For over half of the first three months of 2008 the Eastern side of our operations was impacted significantly by this. At the same time we had the Gould's team join us in late January and that business is going from strength to strength. It is up to **Bill, Vinnie and Graeme** to keep that business delivering and growing. Doug Gould is a great entrepreneur and developed a great business that we want to grow strongly over the next twelve months. Guys – welcome to the team and hang on for the ride.

We have had great success in the Queensland business from a HSSE perspective. The first Quarter of 2008 has been LTI free. Bootu Creek, Osborne, Pajingo and Mt Garnet are leading the way, all over one year without an LTI.

We are seeing real changes in our business and this is now starting to deliver results on the safety side. When our shoes dry out, we now need to hit some good tonnage numbers to recover some of the rain impacts.

Keep safe and Keep Dry.

Staff News



Congratulations to **Nikki Lynch** from Cootes Transport on the safe arrival of **son Aidan Robert John Lynch**. Aidan was born on Sunday 6 January 2008 at 3:14pm, weighing 8 pounds.

Congratulations to **Bjorn Vodanovich** from Cootes Transport and wife **Maree** on the safe arrival of their **daughter Sofia Maree**, born Friday 4th April at 3:00pm. Weighing 7 pounds 4 ounces so a nice healthy weight.



Five Easy Steps to Risk Assessment

Cherie Logan Group HSSE Manager, International Energy Services



A risk assessment is an important step in protecting workers and our business, as well as complying with the law. It helps us focus on the risks that really matter in our workplaces. In many instances, straightforward measures can readily control these, so we can protect as we become aware of our exposures.

What is risk assessment?

A risk assessment is simply a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Workers and others have a right to be protected from harm caused by a failure to take reasonable control measures.

When thinking about your risk assessment, remember:

- a **hazard** is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer etc;
- the **risk** is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

How to assess the risks in your workplace ~ THE FIVE EASY STEPS!

Follow these five easy steps to do a risk assessment:

1. Identify the hazards and potential risks
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precautions
4. Record your findings and implement them
5. Review your assessment and update if necessary

You don't have to overcomplicate the process ~ *determine the level of assessment required dependent upon the potential likelihood and consequences* (eg do you need a JSA, simple or more complex and in-depth risk assessment or other).

Risks are usually well known and the necessary control measures are usually simple to apply. You probably already know whether, for example, you have workers who move heavy loads and so could harm their backs, or where people are most likely to slip or trip. *If so, check that you have taken reasonable precautions to avoid injury.*

Your business has risk profiles established, these are a reference that provides a summary of your known hazards at this point in time and lists control actions and links to risk assessments and other useful information for you to use.

STEP 1: IDENTIFY THE HAZARDS

First you need to work out how people could be harmed. When you work in a place everyday it is easy to overlook some hazards, so here are some tips to help you identify the ones that matter:

- **Walk around** your workplace and look at what could reasonably be expected to cause harm.
- **Ask employees, contractors, customers** or their representatives what they think. They may have noticed things that are not immediately obvious to you.
- Look at your business risk profile to see if controls or a more detailed risk assessment has already been undertaken. Contact your business HSSE Manager for practical guidance.
- **Check manufacturers' instructions** or data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective.
- Have a look back at your **incident, injury and ill-health records** – these often help to identify the less obvious hazards.
- **Remember to think about long-term hazards to health** (eg high levels of noise or exposure to harmful substances) as well as safety hazards.



STEP 2: DECIDE WHO MIGHT BE HARMED AND HOW

For each hazard you need to be clear about who might be harmed; it will help you identify the best way of managing the risk. That doesn't mean listing everyone by name, but rather identifying groups of people (eg 'people working in the store-room' or 'passers-by').

Remember:

- some workers have particular requirements, eg new and young workers, and people with disabilities may be at particular risk. Extra thought will be needed for some hazards;

MYTH:
Risk assessments must always be long and complex



The reality

On its own, paperwork never saved anyone. It is a means to an end, not an end in itself - action is what protects people. So risk assessments should be fit for purpose and acted upon.

Five Easy Steps to Risk Assessment (cont)

- cleaners, visitors, contractors, maintenance tradespersons etc, who may not be in the workplace all the time;
- members of the public, customers or suppliers, if they could be hurt by our activities;
- if you share your workplace, you will need to think about how your work affects others, as well as how their work affects us – talk to them; and
- ask your workers if you have missed anything.

In each case, identify how they might be harmed, i.e. what type of injury or ill health might occur. For example, 'Tyre fitters may suffer back injury from repeated lifting or not using lift equipment consistently.

STEP 3: EVALUATE THE RISKS AND DECIDE ON PRECAUTIONS

Having spotted the hazards, you then have to decide what to do about them. The law requires you to do everything 'reasonably practicable' to protect people from harm. You can work this out for yourself, but the easiest way is to compare what you are doing with good practice.

So first, look at what you're already doing; think about what controls you have in place and how the work is organised. Then compare this with the good practice and see if there's more you should be doing to bring yourself up to standard. In asking yourself this, consider:



- Can I get rid of the hazard altogether (Eliminate it)?
- If not, how can I control the risks so that harm is unlikely? If it is likely to require lots of investment, make sure you consider other options as well so management can make an informed decision.

When controlling risks, apply the principles below, if possible in the following order:

- try a less risky option (eg switch to using a less hazardous chemical);
- prevent access to the hazard (eg by guarding);
- organise work to reduce exposure to the hazard (eg put barriers between pedestrians and traffic);
- issue personal protective equipment (eg clothing, footwear, goggles etc); and
- provide welfare facilities (eg first aid and washing facilities to remove contamination).

Improving health and safety need not cost a lot. Failure to take

simple precautions can cost you a lot more if an accident does happen. Involve employees, so that you can be sure that what you propose to do will work in practice and won't introduce any new hazards.

STEP 4: RECORD YOUR FINDINGS AND IMPLEMENT THEM

Putting the results of your risk assessment into practice will make a difference when looking after people and your business. Writing down the results of your risk assessment, and sharing them with workers, encourages you to do this.

Keep it simple, for example 'Tripping over rubbish: bins provided, staff instructed, weekly housekeeping checks', or 'Fume from welding: local exhaust ventilation used and regularly checked'.

We do not expect a risk assessment to be perfect – but it must be suitable and sufficient as you need to be able to show that:

- A proper check was made;
- You asked who might be affected;
- You dealt with all the obvious significant hazards, taking into account the number of people who could be involved;
- The precautions are reasonable, and the remaining risk is low; and
- You involved your staff or their representatives in the process.

Your business has their own forms for Risk Assessments and Hazard Management, contact your HSSE Manager if you can not find them.

What if we have a lot of improvements to make ~ it's too overwhelming!

If, like many businesses, you find that there are quite a lot of improvements that you could make, big and small, don't try to do everything at once. Make a plan of action to deal with the most important things first ~ prioritise them. Health and safety inspectors acknowledge the efforts of businesses that are clearly trying to make planned improvements.

A good plan of action often includes a mixture of different things such as:

- a few cheap or easy improvements that can be done quickly, perhaps as a temporary solution until more reliable controls are in place;
- long-term solutions to those risks most likely to cause adverse incidents or harm;
- long-term solutions to those risks with the worst potential consequences;

Five Easy Steps to Risk Assessment (cont)

STEP 5: REVIEW YOUR RISK ASSESSMENT AND UPDATE IF NECESSARY

Few workplaces stay the same. Sooner or later, you will bring in new equipment, people, substances and/or procedures that could lead to new hazards. It makes sense therefore, to review what you are doing on an ongoing basis. Every year or so formally review where you are to make sure you are still improving, or at least not sliding back.

Look at your risk assessment again.

- Have there been any changes?
- Are there improvements you still need to make?
- Have your workers spotted a problem?
- Have you learnt anything from incidents, injuries or near misses?



Your most important reason for keeping safe!

Make sure your risk assessment stays up to date. *When you are running an operation it's all too easy to forget about reviewing your risk assessment – until something has gone wrong and it's too late.*

- *Why not set a review date for this risk profile and/or assessments now?*
- *Write it down and note it in your diary as an annual event.*

During the year, if there is a significant change, don't wait:

- check your risk profile and/or assessments and where necessary, amend it.
- If possible, it is best to think about the risk assessment when you're planning your change – that way you leave yourself more flexibility.



Getting help - If you get stuck, don't give up. There is a wealth of information available to help you. Contact your business HSSE Manager or IES Group Manager HSSE.

Income Protection

IES currently have a sickness and accident plan commonly known as **Income Protection or Disability Plans**. When these plans are offered through an employer based scheme they are known as Group Salary Continuance and Group Life Plans.

International Energy Services are now offering Group Salary Continuance and Group Life Insurance to all **full time** employees. By providing salary continuance, IES are not only ensuring your positions are secured during periods of illness or injury, but also that we want to safeguard your standard of living.

Group Salary Continuance insurance provides a person insured with a replacement income benefit if he or she is totally disabled and unable to work due to sickness or injury.

The current Group Salary Continuance Plan consists of the following benefits and conditions:

- Weekly Benefit of \$650.00 gross;
- 30 day waiting period (The waiting period for a salary continuance benefit commences at the start of total disability, and must expire before a person insured can begin receiving a benefit);
- A benefit period of 5 years;
- Expiry Age of 65 years;
- Continuation option for members aged 60 or less.

Group Life insurance provides death cover including a lump sum benefit upon death or terminal illness.

The current Group Life insurance consists of the following benefits and conditions:

- A lump sum of \$100,000.00;
- Expiry Age of 65 years.

The two plans are available in conjunction with each other and are offered to all IES full time employees for \$30.00 per week.

If you would like further information in relation to these plans please do not hesitate to contact **Christian Gamble** on 03 8832 0108 or email christian.gamble@ienergyservices.com.