

Memo

Attention Plant Yard
From PCBU Business Unit, Head Office
Subject WHS Consultation – Recommendations and adjustments
Date 20/02/2023
Attention Leadership Team
From PCBU Business Unit

Feedback and adjustments

Daily Prestart

- **The number one barrier that workers presented at daily prestart was the lack of confidence they feel regarding speaking up in front of each other and senior management**
 - Management training to be provided to all leadership teams to learn how to engage and develop worker / management relationships and how to get the best out of workers.
 - A team training day has been booked annually for all QLD teams and a specialist will come to the Plant Yard for a half day of training. This will help build trust, improve communication and form stronger relationships between senior management and all workers.
 - We also encourage the leadership team to have one on one discussions and workers to bring up any issues or concerns within the team. Chose a site away from the Plant Yard, if possible, to create a more relaxed space for workers to feel relaxed.
- **Workers would like everyone to be consistent in policies and procedures (including senior management and the leadership teams)**
 - Senior management to be held accountable for complying and delivering CPB Contractors One HSE Culture and values
 - A team training day has been booked annually for all QLD teams and a specialist will come to the Plant Yard for a half day of training. This will help build trust, improve communication and form stronger relationships between senior management and all workers.
- **Content can be repetitive; Can workers contribute to presenting prestart each day / week**
 - Workers to contribute daily to prestart and deliver one section per week. All information to be sent to the administrator by 1pm each afternoon to be included.

- **Workers would like an opportunity to speak up regarding a safety issue they may have witnessed on site or on another project.**
 - Create a section in prestart for issues to be discussed at prestart in a positive way to show accountability, responsibility and create trust with all workers.
- **Positive feedback**
 - Feedback survey will be emailed to workers each week, for positive behaviors and observing outstanding performances from co-workers. This will help determine the rewards and recognition program.
- **Start a rewards and recognition section: i.e., bunnings voucher, bottle shop voucher, gym voucher, dinner voucher, paid time off, 4-day week**
 - Not in line with company values to offer any alcoholic vouchers as we have a zero-tolerance policy. Bunnings vouchers have been made available each week to the value of \$50.00 for one worker. A \$150.00 voucher available for any worker who goes above and beyond once a month.
 - In conjunction with Go Vita, gym memberships are now free for all gyms in QLD for all workers (including subcontractors) that stay with CPB Contractors for over 12 months.
 - Time in lieu to be granted at supervisors' discretion
- **Team moral: have a team dinner / lunch together, paid for by the PCBU, one a month with an open floor to discuss issues as they arise.**
 - A budget of \$100.00 has been issued to the Plant Yard once a month to go toward a team BBQ or lunch

Toolbox Talk

- **The number one barrier that workers presented at toolbox was the lack of confidence they feel regarding speaking up in front of each other and senior management**
 - Management training to be provided to all leadership teams to learn how to engage and develop worker / management relationships
 - Senior management to attend site at minimum once a month to build stronger relationships with all workers
 - A team training day has been booked annually for all QLD teams and a specialist will come to the Plant Yard for a half day of training. This will help build trust, improve communication and form stronger relationships between senior management and all workers.
- **Content for Toolbox can be long and not engaging**
 - The BU encourages workers to participate and be involved to create a toolbox talk that is relevant and engaging to everyone. Workers are encouraged to collaborate with leadership teams and the senior management to plan and execute a meeting that is helpful and inclusive for all workers.
- **Workers would like to adjust the meeting. Invite the safety team from the BU to present the toolbox occasionally and to walk around the Plant Yard to show the safety team the issues that workers see arise daily**
 - Safety team and senior management to attend site at the Plant Yard once a month at minimum and present the Toolbox Talk to workers. We encourage the meeting to take place in a different location each month around the Plant Yard with a different member of the senior management or safety team conducting the meeting and one section of the meeting being taken by a Plant Yard worker.

- **Workers would like a turn at presenting a section of the toolbox talk: Workers would like to discuss relevant safety issues for the Plant Yard**
 - We encourage any discussion regarding WHS issues
- **Start a rewards and recognition section: i.e., bunnings voucher, bottle shop voucher, gym voucher, dinner voucher, paid time off, 4 day week**
 - Not in line with company values to offer any alcoholic vouchers as we have a zero-tolerance policy. Bunnings vouchers have been made available each week to the value of \$50.00 for one worker. A \$150.00 voucher available for any worker who goes above and beyond once a month.
 - In conjunction with Go Vita, gym memberships are now free for all gyms in QLD for all workers (including subcontractors) that stay with CPB Contractors for over 12 months.
 - Time in lieu to be granted at supervisors discretion
- **Training options for all staff to discuss**
 - Training budget for Plant has been increased to \$1,500 per person, per year
 - If the training is not essential to a worker's role, a system to be put in place that if a worker leaves within 6 months of training they pay back in full the cost of their training. If they leave within 12 months, they pay back half.
 - Competency Register is kept updated with expiry dates to keep track of what role are covered and training that may arise.

Memo

Attention Workers Plant Yard
From Leadership team, Plant Yard
Subject Improved processes, PCBU adjustments
Date 25/02/2023

Feedback and Adjustments

The PCBU, along with both the senior management team and the leadership team have come up with some responses for your recommendations from both the daily prestart and toolbox meetings. Included are some tips on how to conduct a meeting:

Daily Prestart

- Each week, the worker that has been chosen to complete the safety checks will also provide Caroline with a general reminder each afternoon to be discussed the follow day at prestart. If the worker does not feel comfortable to speak at prestart, the leadership team will speak for them regarding their chosen subject.
- We will rotate the delivery of the daily prestart meeting each day. Allowing all workers to deliver a daily prestart meeting is a great way to have workers show leadership skills and to help engage them in a new activity. It helps them to appreciate the effort that goes into the planning and preparing each day for the daily Prestart meetings. It also helps everyone to pay attention, so they are prepared for their turn. Encouraging workers to deliver daily prestart meetings, brings an individual approach and perspective to the team meetings and allows for fresh and engaging content. It is not mandatory to speak if the worker is uncomfortable, a member of the leadership team will speak on their behalf on their chosen content.
- Rewards and recognition: You will receive surveys each week regarding positive feedback for co-workers and who deserves the reward.
 - Bunnings vouchers have been made available each week to the value of \$50.00 for one worker.
 - A certificate will be presented to the worker that is to be recognised each week as going above and beyond
 - In conjunction with Go Vita, gym memberships are now free for all gyms in QLD for all workers (including subcontractors) that stay with CPB Contractors for over 12 months.
 - Time in lieu to be granted at supervisors' discretion
- A BBQ will be provided each fortnight with a budget of \$50.00, to be held on Friday morning. 1 hour will be allocated to this informal catch up where we encourage staff to bring up issues they may have noticed over the week / fortnight.
- Training is to be provided to the Plant Yard to build on communication, trust and creating stronger relationships.
- Training is to be provided to the leadership team on how to be better managers and to provide workers with the best possible options at work.

Toolbox Talk

- Each month one worker will be chosen to participate and be involved with creating one section of the toolbox talk with senior management and the leadership team. The worker will provide content on a subject they feel is relevant to the works being carried out at the Plant Yard. We encourage all workers to participate in conducting this part of the meeting, however, if you do not feel comfortable to speak at toolbox, the leadership team will speak for you, regarding your chosen subject.
- The safety team from the BU will be coming to site each month for our toolbox talk. The meeting will be presented by either the senior management team, leadership team or the WHS BU team.
- To help engage workers and mix things up, the content and structure of the meeting will be alternated each month. The toolbox meeting will be held in different parts of the Plant Yard and a practical, hands on approach is encouraged when planning the meeting. For example, setting up a scenario for workers to conduct an emergency response with a dummy, and play role for examples with a hands-on, “how to” approach.
- Rewards and recognition: You will receive surveys each week regarding positive feedback for co-workers and who deserves the reward.
 - A \$150.00 Bunnings voucher has been made available for any worker who goes above and beyond once a month.
 - A certificate will be presented to the worker that is to be recognised each month as going above and beyond
 - In conjunction with Go Vita, gym memberships are now free for all gyms in QLD for all workers (including subcontractors) that stay with CPB Contractors for over 12 months.
 - Time in lieu to be granted at supervisors’ discretion
- The Competency register is always kept updated and highlights any roles that may need extra training. The PCBU has increased the budget for training up to \$1,500 per person per year. If the training is not essential to a worker’s role, a system to be put in place that if a worker leaves within 6 months of training they pay back in full the cost of their training. If they leave within 12 months, they pay back half.

We encourage all workers to speak up if they feel relevant training is needed for their role and to perform their duties better. If you find training you would like considered, please speak up and provide this information to the leadership team for consideration.