



Safety Solutions Group OH&S Newsletter

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May 2009



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where you will gain a better understanding of our range of services and capabilities.

Paul Pascoe Colin Parkin Richard Taylor



SAFETY IS ABOUT CARING

What is the opposite of love? Think before you answer.

The most common thing people say when we ask this in our presentations is; hate.

Let's look at that answer for a moment. What is love? In many ways, it is the ultimate caring for someone. We care about our children, our spouse, and those people we hold dear. If love is caring what would be the opposite? APATHY!



Apathy, or indifference, is not caring at all. As we know, in the field of safety, apathy can kill or at the very least injure. Apathy is ultimately not caring enough to tell someone they are at risk because of an unsafe condition or an unsafe behavior.

Apathy encourages us to sit back and not do what it takes to help other people whether it concerns safety or other areas in our life. So how can you evaluate if you are caring or apathetic? Our actions are a big clue. We suggest you take a moment and think about the people you care about...your family, friends, fellow employees.

Are you acting as if you care about them or are you acting in an apathetic way? Ask the people you work with how much they really care about each other. Remember, if you really care you are taking action instead of just sitting back letting things happen to the people around you.

A big question is; What causes us to be apathetic? There may be many individual answers, or a combination of answers for any one person. People can become apathetic about others owing to past frustrations in attempting change processes, ignorance of requirements, lack of confidence in addressing sub-standard conditions or behaviours, the list goes on.

The danger with apathy is that not only can it be applied to others, but also to ourselves. How often have we considered that "Near enough is good enough", or the famous (sometimes infamous) Aussie "She'll be right, mate?"

Have a think about a time in your life when you applied that philosophy to a work task or situation? Was the task or situation resolved satisfactorily and without harm? If the answer was yes, how has that influenced future task/situation management processes? Because we get away with shortcuts or lack of due care, we develop habits and routines that become automatic. This does not make them safe.

We need to consider our own importance as well as the importance of others, and start caring about that importance.



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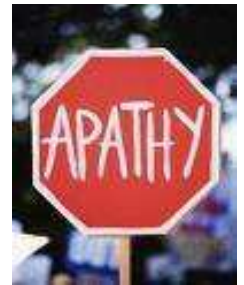
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This means that we must care about how we, and those around us, are acting and to take a serious stand against poor performance. A difficulty in this is that we often don't wish to upset our work friends by letting them know they are doing something unsafe.

Sometimes those friends may be senior to us in the organization, sometimes we see them regularly with their families on social occasions. Well, we certainly want to keep the friendship, don't we, so we say little or nothing at all.

If you saw your spouse or children putting themselves at unnecessary risk, would you keep silent, or would you do whatever it took to attempt to ensure their safety? Why should there be a difference with work colleagues, or others? Why should we appear to care less about those whose actions could harm them, or us, than about our family? Simple answer; we often simply don't want to get involved.



The interesting thing about apathy is that the less we do about it, the more it grows.

By the way do you know the difference between ignorance and apathy? I don't know and I don't care!

Any comments from our readers??

WORKPLACE SAFETY STANDARDS NOTICE





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OFFICE NOTICE

Do you ever feel overworked, over-regulated, under-leisured, and under-benefited? Take heart; things have improved greatly. This notice was found in the ruins of a London office building. It was dated 1852:



This firm has reduced the hours of work, and the clerical staff will now only have to be present between the hours of 6 a.m. and 7 p.m. weekdays.

Clothing must be of sober nature. The clerical staff will not disport themselves in raiment of bright colours, nor will they wear hose unless in good repair.

Overshoes and topcoats may not be worn in the office, but neck scarves and headwear may be worn in inclement weather.

A stove is provided for the benefit of the clerical staff. Coal and wood must be kept in the locker. It is recommended that each member of the clerical staff bring four pounds of coal each day during the cold weather.

No member of the clerical staff may leave the room without permission from the supervisor.

No talking is allowed during business hours.

The craving for tobacco, wine, or spirits is a human weakness, and as such is forbidden to all members of the clerical staff.

Now that the hours of business have been drastically reduced, the partaking of food is allowed between 11:30 and noon, but work will not on any account cease!!!.

Members of the clerical staff will provide their own pens. A new sharpener is available on application to the supervisor.

The supervisor will nominate a senior clerk to be responsible for the cleanliness of the main office and the supervisor's private office. All boys and juniors will report to him 40 minutes before prayers and will remain after closing hours for similar work. Brushes, brooms, scrubbers, and soap are provided by the owners.

The owners recognize the generosity of the new labour laws, but will expect a great rise in output of work to compensate for these near Utopian conditions.



NATIONAL WORKPLACE SAFETY LAWS

'CLOSER'

Australia is a step closer to having a national Occupational Health and Safety (OHS) system after state and federal workplace relations ministers met recently, a leading business group says.

The ministers agreed to a framework for national laws to replace the current situation in which each state runs its own OHS regime.

A communique issued by the ministers after the meeting said it was a historic day for workers' safety.

Heather Ridout, chief executive of the Australian Industry Group, said the decision paved the way for a genuinely national OHS system. "Safety is too important to have the rules rewritten in every state," she said.

Businesses would have problems with some of the recommendations made at the meeting, but that could be worked on, Ms Ridout said.

She supported some recommendations, including the principle that a person accused in an OHS case was innocent until proved guilty, instead of the other way around as practised in some states.

It was also good news that bosses would be required to do what was reasonably practicable to provide a safe workplace, Ms Ridout said.

Workplace Ministers will next meet in June.



SAFETY CONSULTANTS

How many Safety Consultants does it take to screw in a light bulb?

One: the Safety Consultants holds it while the rest of the world revolves around him.

What do you get when you cross a librarian with a Safety Consultant?

All the information you need—but you can't understand a word of it.

What do you get when you cross the Godfather with a Safety Consultant?

An offer you can't understand.





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WORKPLACE SAFETY INSPECTORS WANTED

WORKCOVER NSW has announced their annual recruitment drive for workplace safety inspectors has stated in May 2009.

WorkCover CEO Jon Blackwell says the organisation is calling for applicants from a range of disciplines with experience in various occupations that are interested in helping businesses improve safety and become more productive.

Blackwell says that inspectors assist WorkCover carry out its advisory function and they play a key role in providing practical guidance to help employers and workers improve safety and reduce injuries. He says that they also investigate work place incidents and work closely with a range of industry sectors to develop and implement safety and injury prevention projects and campaigns.

Inspectors play a major part in the protection of workers occupational health and safety, and help to prevent unfortunate incidences such as the recent spate of injuries and fatalities in the Australian mining industry.

Successful candidates will spend 18 months participating in a nationally accredited workplace based training program, and upon completion will receive a Diploma of Government Workplace Inspection.

More than 1600 applications were received for the 2008 inspector intake with 20 new inspectors recruited.

Applicants can obtain a recruitment pack and register for the information session by visiting www.inspectorjobs.com.au or by calling 1800 998 255.



SAFETY CONSULTANTS

What's the difference between God and a Safety Consultant?
God doesn't think he's a Safety Consultant.

Definition of a Safety Consultant: A person who writes a 10,000 word document and calls it a brief."





WORKSAFE VIC – ANOTHER DEMOLITION JOB GOES WRONG

Safety shortcuts which left a man a paraplegic and another in hospital for nearly a month has resulted in two related companies being fined a total of \$45,000.

Tuftmaster Carpets Pty Ltd and Tuftex (Preston) Pty Ltd admitted breaching health and safety laws and that they were working outside their level of expertise when ordering workers to demolish a hopper at their Cope Street, Preston, factory. No documented work plans, job safety analysis or risk assessments were produced for the demolition of an old wool-blending bin nor was there fall protection for workers doing the job.

"Getting safety issues right – before someone is hurt or killed - is the best solution," WorkSafe's Executive Director John Merritt said.

"WorkSafe's concern is that in tough economic times there is a greater risk of more shortcuts being taken with inadequate preparation or training.

"What this means is that people will be put at greater risk and that when something invariably goes wrong individuals and their families will pay the cost."

Heidelberg Magistrate Barry Docking was told a service agreement between the companies provided that Tuftex paid staff salaries and other employee expenses, while Tuftmaster maintained equipment.

Part way through the May 2007 demolition work, part of a roof panel the workers were removing gave way.

One worker fell 3.8 metres to the concrete floor. Another grabbed hold of something above his head as he fell, and managed to pull himself back onto the roof.

As a result of this incident, the worker that suffered the fall sustained serious injuries, resulting in complete paraplegia. The worker who avoided the fall suffered sprains and a sore back and could not work for four weeks.

Tuftmaster engaged suitably qualified persons to complete the demolition work after the incident.

Tuftex was convicted and fined \$30,000. Tuftmaster was not convicted but was fined \$15,000.

Magistrate Docking said the risks of employees falling from the bin were known by the company, and could easily have been overcome by the provision of harnesses or other fall restraints.



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MICROSOFT TECHNICAL SUPPORT



Global Support Centre

Employee of the Month



SAFETY STORIES ABOUT INJURED PEOPLE

A friend of ours shared a challenge he was having with someone on his safety committee. The problem was that whenever that person told a story about someone who had been injured they often used words such as, “stupid, idiot, fool, etc.”

One of the problems with this was that several of these people or their friends still worked with the company and they would hear this.

I started looking for a solution and this is what I came up with. I sat down with the person never mentioning my conversation with my friend and began a discussion about safety training. I told the person I use quite a few stories when I present because they are such a great teaching tool. I also said that to make the story appropriate for any crowd I tell each story as if the person the story was about was in the room or in the case of a fatality I tell it as if their family were in the room. The key is that I always want to respect others. I then shared that from a communication perspective this was critical to being effective. The more thought I gave this concept the more I discovered.

One of the values of sharing a safety story about a previous incident is to alert others so they can avoid the same injury. Safety stories about real people and incidents can be very effective if the people in your audience can identify with the characters in your story or with the events.

When they do this they unconsciously notice how they could suffer the same consequences and hopefully they determine what they would do differently in a similar situation in order to avoid the same result.

Successful story tellers want the audience members identify with the main characters in the story. This keeps their attention and it allows them to also identify with the lessons learned by the main character. If we make the mistake of calling the main character, “stupid”, or say they did an “idiotic” thing we have caused the audience to not want to identify with them. I can assure you the people do not view themselves as idiots or as stupid.

Therefore when they hear such a story instead of learning from it they think internally, “This would never happen to me!” Why would they unconsciously make this conclusion? Because if the incident was a result of someone being stupid then they wouldn’t have the same problem because they aren’t stupid.

So once again work to be the most effective and always imagine the person the story is about or their family is in your audience. You might want to go one step further by imagining how proud that person would feel knowing you were able to help someone else avoid an injury by sharing their story.



UK: PRE-QUALIFICATION PROCESS IN CONSTRUCTION SET TO BECOME EASIER

(Source: http://www.shponline.co.uk/article.asp?pagename=news&article_id=8835)

A body whose aim is to reduce the burden on construction firms created by health and safety pre-qualification questionnaires was officially launched in May, with the unveiling of its website containing comprehensive information for clients, consultants and contractors.



The Safety Schemes in Procurement (SSIP) Competence Forum was set up in response to concerns from the construction industry, and particularly small firms, about the plethora of pre-qualification (PQ) assessments and forms they were having to fill out, many of which duplicated previous efforts and added significantly to costs and paperwork. A recent report from the Department for Business, Enterprise and Regulatory Reform (BERR) found that the construction industry would have to generate more than £1 billion in turnover to compensate for the cost of unnecessary PQ activity, while SHP learned of one contractor who, in the space of nine months, had to fill in 119 PQ forms, in which around 95 per cent of the questions asked were the same.

The SSIP Forum encourages PQ assessment providers to maximise mutual recognition between their schemes. It means businesses tendering for work will only have to complete one set of PQ documents to meet the Stage-1 requirements of a wide range of construction clients. Scheme members have embraced the 'core criteria' described in the ACoP to CDM 2007, and the HSE has recognised that an assessment carried out by any Forum member scheme embraces those requirements.

Said Forum chair, John Murphy: "A major benefit for SSIP Forum members is that by tackling the cost and uncertainty surrounding pre-qualification, we can encourage far more suppliers, including SMEs, to take part. This will widen market opportunities for SMEs and give more choice to clients."

The Forum has been welcomed by stakeholders as a step in the right direction to cut bureaucracy in construction. Chair of the IOSH Construction Group, John Lacey, said the initiative would help "small and medium-sized businesses demonstrate they are competent in health and safety". The fact that an independent annual audit of the processes employed by each member scheme will be carried out, he added, "means industry can have confidence that the process of accreditation or registration carried out by a member scheme will be consistent and fit for purpose".



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RoSPA was particularly pleased about the use of the agreed core criteria, and said it hoped the initiative “will be of value to other stakeholders, including insurers, investors, enforcing authorities, trades unions, and industry associations”.

The Federation of Master Builders’ director of external affairs, Brian Berry, said the initiative should help smaller firms in particular, as the onerous PQ process has squeezed many of them out. He told SHP: “Local authorities, in particular, make it very difficult for SMEs, in terms of the types of questions being asked – they are geared towards larger contractors. Making it difficult for smaller firms means losing out in terms of the creativity and innovation they can offer. We need the Government to recognise that PQs are a major burden on small firms, and that we need more of this kind of mutual recognition – not just in terms of health and safety but also environmental and diversity issues, particularly in the current economic climate.”

There is also some concern that the success of the Forum relies to a large extent on the various PQ schemes joining up. Head of HS&E at the Electrical Contractors’ Association, Paul Reeve – who wrote about PQ schemes and the SSIP in the [November 2008 issue of SHP](#) – said while this is an extremely welcome development, it is vital that more schemes join up and recognise each other. He elaborated: “Some leading schemes are not involved, and we are disappointed to see that they have not joined up. If it turns out that they do not then receive the full support of the construction industry, so be it.”

One major scheme provider that pulled out of the SSIP just weeks before the official launch is SAFEContractor, run by National Britannia. When SHP contacted it for a comment, operations director, Darran Hughes told us: “Although we have been involved in the initial development of the new SSIP Forum, we are awaiting full completion and operation of the system to determine if it meets the needs of our clients or contractors. We also have concerns that the way the scheme is positioned could mislead businesses into thinking that there is now a single common standard across the board.”

He added: “While we are anxious to work with counterparts to streamline and clarify the system, our first responsibility is to our clients. It is important they are clear which accreditation standard meets their needs for protection of brand and reputation as well as their need for safety and strict legal compliance.”

Neil Edwards, chief executive of the Builders Conference Trade Association, said while his organisation is a “major promoter of harmonising the PQ assessment system” it is actively promoting its own initiative. While not an accreditation scheme, ‘Builders Profile’ also claims to meet the Stage-1 health and safety requirements. Explained Neil: “It is an online system, which keeps the basic information requested in most PQs in the one place, which contractors only need fill out once, and the information is then supplied by us to the main contractors. Basically, we are trying to address this issue from the bottom up.”

The SSIP Forum website is at www.ssip.org.uk



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CONFIDENCE — HOW TO GET IT

The more you are on top of your training and presentation material the less nervous you will be.

If you have taken the time to build the logical flow of your presentation, designed supporting materials that are professional and appropriate, there is much less to be nervous about.



And, if you have then rehearsed with an actual computer and projector (assuming you are using PowerPoint) several times, your nervousness will all but melt away.

We fear what we do not know. If we know our material well and have rehearsed the flow, know which slide is next in the deck, and have anticipated questions, then we have eliminated much (but not all) of the unknown.



When you remove the unknown and reduce anxiety and nervousness, then confidence is something that will naturally take the place of your anxiety.

Even the pros get nervous. But it's one thing to have a few butterflies in your stomach and another to become paralysed by your fear.

The pros take care of their fear through confidence. Let me make that clearer - through logical confidence. You see, emotions fill our bodies with illogical doubt. "What if..." doubt.

- What if I do something dumb?
- What if I forget my speech?
- What if I freeze?
- What if nobody laughs at my jokes?

That kind of thinking will only elevate the thoughts of doom most speakers experience before taking the platform. Plus that thinking is not logical.

Take a look at the list of 5 important messages I would like to share.



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Confidence - 5 Important Messages

1. How well do I know my message?

Being able to remember the opening, the points, and the close without much thought delivers confidence. Notes can provide the illustrations and such - even the points, the open, and the close - but knowing the speech well enough to mentally walk through it without notes helps alleviate doubt.

This does not mean the message is memorized. It means the message is organized. The outline is memorable enough to immediately take away the "What ifs" of "What if I forget my speech?" and "What if I freeze?"

2. Know your talk.

Don't memorize it. Know it. Let it come from inside YOU, not simply from a sheet of paper on a lectern. After you have designed and delivered your speech a few times while practicing, ask yourself, "How well do I know my message?"

Write that question down. Ask yourself regularly before any presentation, "How well do I know my message?" Don't worry about not knowing everything. Know the main things.

3. How helpful are my notes?

Again, you do not have to memorize your speech. Some pros take a lot of notes to the lectern. Some only take a Post-It note to the stage. Either is fine if it works.

Having notes gives you confidence because if you do forget anything, your memory is as close as your sheet of paper. Just be sure to write everything down legibly. That way you don't have to say, "I've got a great point to make if only I could read my writing."

Don't write...type. By using a word processor you alleviate the threat of poor handwriting. Look over your notes - can you read them? Can you understand them?

4. How will the audience be helped?

This is crucial. Knowing how the people will benefit from the message delivers a boatload of confidence. Isn't it great to sit before giving a message and think of all the ways the audience will be better off for having heard what you have to share?

Listen. Speaking is not about you or me. It's about the value of the message. We simply act as a delivery method. Professional speakers work hard at presenting information that will change the lives of people for the better.

5. How will your message change lives?

Make a list of five ways the audience will be better off from having heard you share a particular speech...

Take that list with you and look over it anytime you begin to feel doubt float over you.

That list gives you a reason to speak – a PURPOSE to speak. You have valuable information and insight to share! Don't forget it!



OHS AUDITING SERVICES

It is crucial for an organisation to check that OHS management strategies have been implemented effectively, in the same way that financial audits verify that accountancy practices are effective.



Management System Auditing is advocated as an approach to monitoring and assessing OHS management systems and a managed process for checking and reviewing OHS management strategies.

The Need for an Audit

Often, the need for an occupational health and safety audit is established by the management of an organisation identifying that its occupational health and safety *performance is deficient* or that the occupational health and safety management systems require an *independent review*.

The illness or injury rates, the costs of accidents or the continual disruptive effects of injuries or industrial relations issues may convince either the executive management or the occupational health and safety coordinator of the need for an *independent evaluation* of their occupational health and safety systems.

An occupational health and safety audit is also used by many organisations as a *regular review process* to enable the executive management to establish revised priority based occupational health and safety management systems.

Objectives of an Audit

The focus of any audit or workplace inspection should be positive. An audit should not become an exercise in fault finding or blaming people. The primary objective of any workplace health and safety audit or inspection is *to reduce the number and severity of hazards, risks and accidents* in the workplace.

The results of the audit must be measured against agreed criteria or performance indicators. The objectives of the system of measurement are two-fold:

- to ensure that the standards achieved at any given place of work conform as closely as possible to the objectives set out in the organisations health and safety policy; and
- to provide information to enable the assessment of the success of the strategy.

This can only be achieved by setting standards, comparing actual results with targets and, where necessary, taking corrective action.



Management Systems Audits

Management System auditing is advocated in much of the literature as an approach to monitoring and assessing OHS management systems. Auditing is an approach to checking and reviewing OHS management strategies.

A large number of proprietary methodologies exist and these methodologies examine the features of OHS management in place in an organisation according to a prescribed list and assess these against predetermined standards.

It is crucial for an organisation to check that OHS management strategies have been implemented effectively, in the same way that financial audits verify that accountancy practices are effective.

Auditing systems provide useful guidance as to aspects of OHS management which may be worthwhile to examine in a benchmarking exercise, along with other indicators of performance. The auditing process itself may well be a process an organisation may seek to benchmark.

Specialised Audits

A specialised audit is one where a specific, identified area of review is audited to determine any deviation from accepted standards and identify corrective action needed. Some examples of a specialised audit are as follows:

- Specific hazards (eg class of hazard such as machine guarding or chemical hazard management).
- Occupational health and safety training requirements.
- Compliance with standard working practices and protective clothing and equipment requirements.
- Plant, equipment and housekeeping requirements.
- Compliance with occupational health and safety legislation requirements.
- Rehabilitation.
- Emergency preparedness.
- A limited geographical area of a site.

The Safety Solutions Group

The Safety Solutions Group regularly conducts various types of audits in Australia and Internationally in accordance with the organisation's needs and bases them on contemporary principles or on a range of Audit Standards.

We can directly assist organizations in their OHS Management System Certification programs and provide through our associates Certification in other disciplines eg. Quality and Environment.



FUTUREMEDIA

Our Associates, FutureMedia brings this month two new safety training DVDs from two new Australian producers, Coastal Video Art and Safety Video Shop.

The Kahi Puru Story - **NEW**

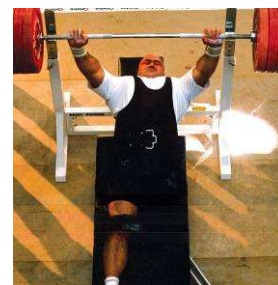
Why Me?... Why Not Me!

A long shift was ending....
Lighting was poor...
Noise level was high...

What happened next was unexpected!

Why Me?... Why Not Me! is Kahi Puru's account of the three months following the accident that crushed him under a forklift.

- It discusses the mechanics of this accident
- It raises questions on how likely it might occur in the workplace of your trainees.
- It considers the impact of the accident not only on Kahi and his wife Hilda, but also on Kahi's workmate and the driver of the forklift.



This story of tragedy and courage will have a profound impact on all its viewers.

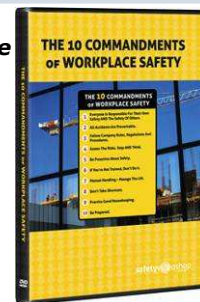
For more information and an online preview [click here](#)

Safety's Ten Commandments - **NEW**

It doesn't matter if you're located in an office, factory, on a construction site, in a foundry, in storage, transport or in retail- **The 10 Commandments of Workplace Safety** are the same everywhere.

Highlights in this DVD include:

- A detailed analysis of the Hierarchy of Control (Commandment #4).
- Powerful interviews with safety managers with their stories to tell.
- An overview of managing Hazardous Manual Handling.
- Reinforcement of WorkSafe/Workcover safety campaigns



To find out what the ten commandments of safety are and for an online preview [click here](#).



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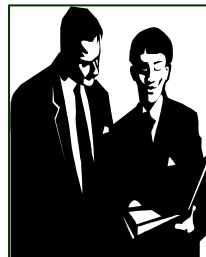
OHS Auditing



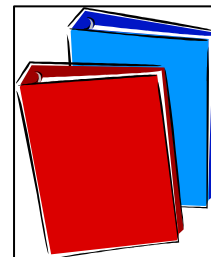
OHS Training



OHS Consulting



Management System



Professional Safety Solutions (PSS), COVAL Risk Management Solutions (CRMS) and Safer Work Solutions (SWS) have established an effective business alliance in forming **The Safety Solutions Group**.

Alliances are established across Australia, Canada and South East Asia with highly qualified and professional providers of OHS Management Solutions. These are strategic links with other global OHS professional consultants who have the commitment, experience and expertise and are dedicated to the highest level of OHS Standards.

A strong portfolio of total OHS Business Management and Corporate Social Responsibility Solutions can be provided to service the needs of organisations across the globe. When you next consider your arrangements for your OHS Program needs we would welcome the opportunity to meet with you to understand your requirements and provide you with practical cost effective solutions.

Please give us a call to gain a better understanding of our range of services and capabilities.