



**Confidence**  
BEYOND  
**Compliance**

**Avetta**  
**Summit 2025**  
SYDNEY

# Workforce Management in Action

Field Safety and the  
Importance of People

# Confidence BEYOND Compliance

## Every compliance or risk management factor is like a block in a Jenga tower

Removing or ignoring one (skipping a safety audit or accepting expired training, for example) might not cause immediate collapse—but it weakens the system.



# Meet Your Presenters



**Nicholas Arcifa**

Product Manager, Worksite  
Safety

Avetta



**Barb Newby**

Manager, QHSE & Audit  
Services

Avetta





# Risk Management

- Identify hazards
- Assess risks
- Control risks
- Review control measures





**9/10**

Workers feel safe  
at work most or  
all the time

**56%**

Only 'some' risk  
systems in place

**38%**

Not reported  
concerns

**19%**

Risks not  
acted on



SCAN ME



# Workplace Health and Safety



**More internal training on how to identify and manage workplace risks**



**Investment in tools and resources to help identify hazard and risk controls**



**Upskilling executive team and board on Health and Safety issues**



# Spot the difference...





# How about now?







## AJAX® PROFESSIONAL BATHROOM DISINFECTANT SPRAY

Powers through grime, rust and soap scum

### DESCRIPTION

Our Australian made formula powers through soap scum, and removes rust stains and grime. This expert formula will help you tackle the toughest spots in your bathroom with ease.

Always read the label. Use only as directed.

BUY NOW

### AVAILABLE SIZES

500 mL trigger



POWERS THROUGH SOAP SCUM & GRIME



EFFECTIVELY ELIMINATES RUST STAINS & GRIME



BOTTLE MADE FROM 100% RECYCLED CONTENT (EXCLUDES TRIGGER)



PROUDLY MADE IN AUSTRALIA



## AJAX® PROFESSIONAL MOULD DISINFECTANT SPRAY

Kills mould in seconds and removes germs, grime and soap scum

### DESCRIPTION

Our Australian made professional mould removing formula effectively kills mould in seconds! Its power foam trigger targets the area with minimal fuss by reducing the amount of harsh airborne particles.

Always read the label. Use only as directed.

BUY NOW

### AVAILABLE SIZES

500 mL trigger



KILLS MOULD IN SECONDS



TRIGGER REDUCES HARSH AIRBORNE PARTICLES



BOTTLE MADE FROM 100% RECYCLED CONTENT (EXCLUDES TRIGGER)



PROUDLY MADE IN AUSTRALIA

### Ingredient

Water

Phosphoric Acid

Lactic Acid

Alcohols, C10-12, Ethoxylated

### Purpose

Consistency

Soap scum remover

Natural antibacterial agent

Cleaning agents

Acid + Bleach =  $\text{Cl}_2$  a.k.a Chlorine Gas

Fragrance

Pleasant scent

Acrylic polymers in aqueous solution

Cleaning aid

### Ingredient

Water

Sodium Hypochlorite

Sodium Xylene Sulphonate

### Purpose

Consistency

Bleaching Agent

Solubiliser

Chlorine is a strong respiratory irritant.

TWA concentration of 1.0ppm for chlorine may result in irritation of the nose, throat, and conjunctiva of exposed workers.

Sodium metaperiodate

pH adjuster

Fragrance

pleasant scent



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# Generative AI and Worksite Safety

Nick Arcifa



# How Do We Scale Hazard Identification and Risk Controls Across **Complex Operations**

**15%**

More Hazards  
Identified

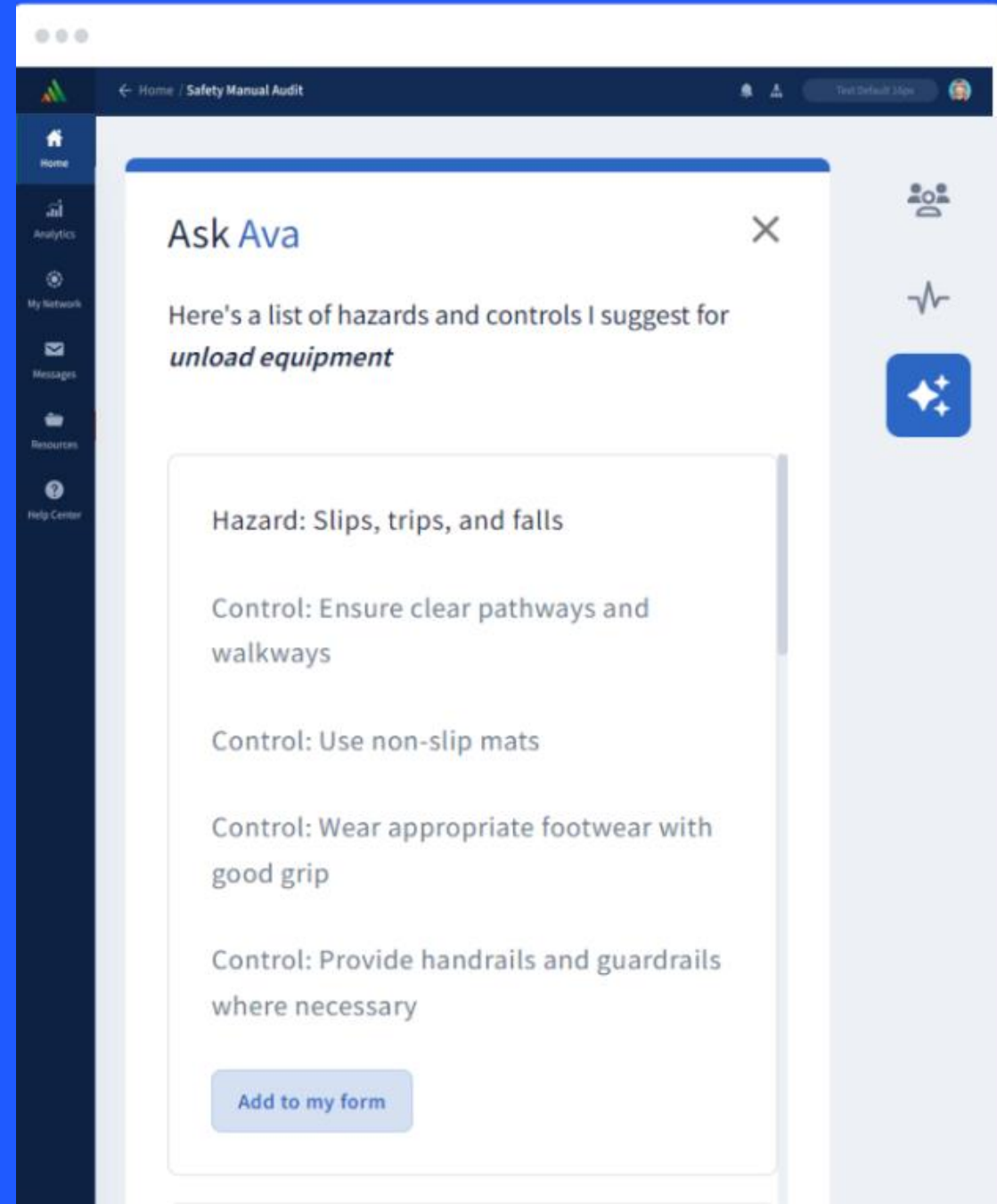
**74%**

More Controls  
Suggested



# We digitise the pre-job risk assessment process for all contractors

Generative AI deployed to aid contractors with Hazard ID and Safeguard recommendations





# Confidence BEYOND Compliance

# Connected ecosystems

Worksite Safety Worker  
Management Integration

*Assign WFM Workers to the Work*



# Problems

Non-Integrated Product  
Solution

## **Work in Connect**

Manual entry of  
Worker Names into  
the Work Request

## **Worker in WFM**

Worker not yet  
created or not  
correctly  
associated

## **Worker site readiness**

Worker access is  
demonstrated  
against the work  
request

## **Time consuming to manage live**

Worker compliance  
can change rapidly,  
difficult to manage  
leading up to the work





# Assign Workforce Management Workers to Work Requests

Collect work documentation,  
Confirm workers exist and are  
ready to access site

Assignment

Supplier

User

**Worker**

Add Worker(s)

Select worker

Don't see the worker you want to assign?

?

Review Worker List

Access

Sterling Archer

ID #: 3779312

Supplier Name: Elite Maintenance Services

Cancel

Save

# WSS | WFM Integration 2026 Roadmap



## Supplier Links

- Navigate directly to workers profile within Supplier Portal
- Access full worker list



## Client Links

- Navigate directly to workers profile within Client Portal



## Required Roles

- Stipulate required role(s) for a Work Request which must be fulfilled



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## Connected ecosystems

Two Way API Integration

Create and manage Work Orders  
from an external platform





# Why

## Asset Management

- Greater than 600k Work Requests raised per annum
- Defined business schedules to meet ISO requirements (55001, 9001, etc)

## Duplicated Effort

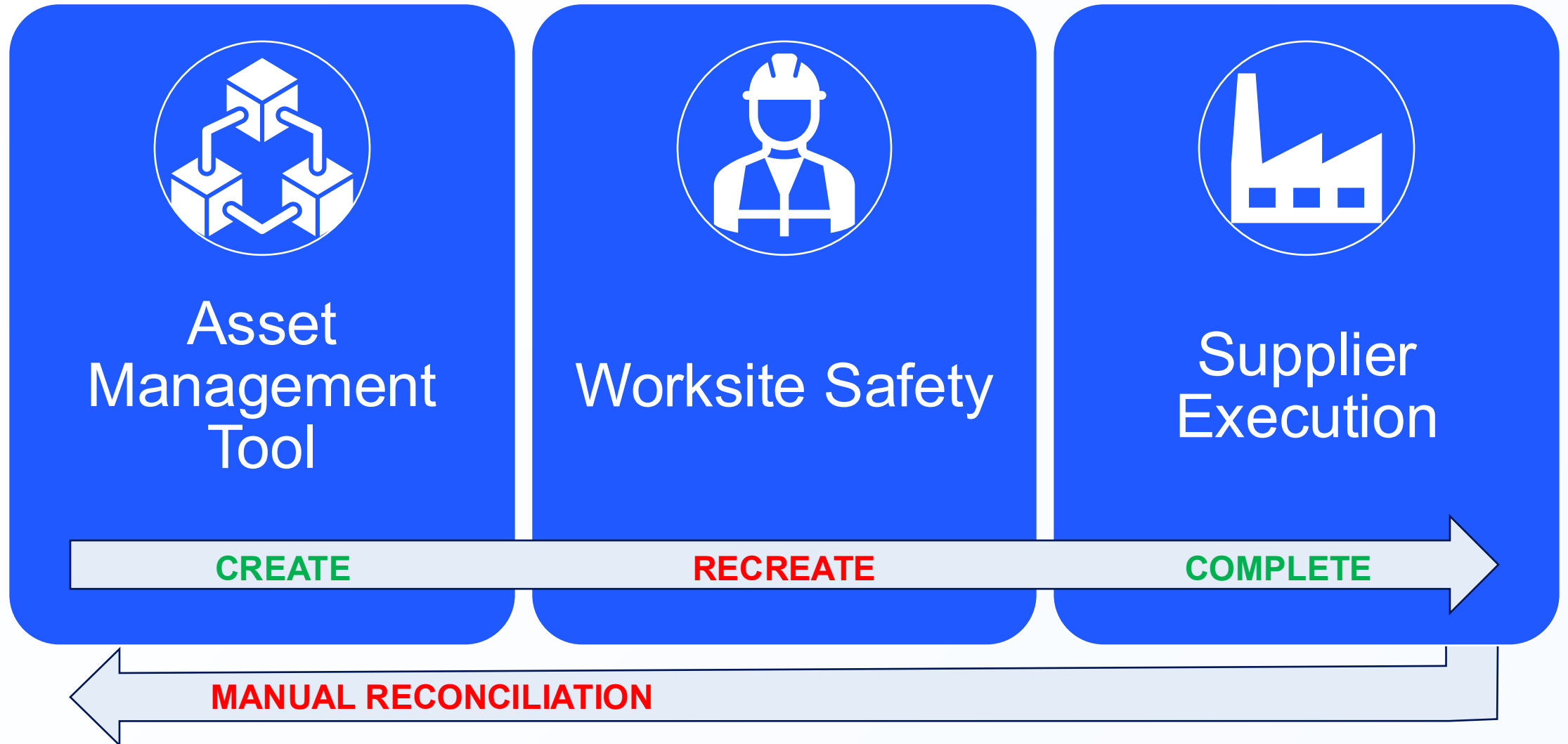
- Contractors do not have access to these internal tools
- Information (re) entered to issue Work Requests to Supplier and close out

## Time Savings

- 18 minutes per Work Request
- 188k hours saved globally per year
- ~ 103 FTE Head Count



# Existing Client Workflow



# Worksite Safety API Capabilities



## Projects

GET Templates

GET Projects

POST Create Project



## Work Request

GET Work Requests

POST Create Work  
Request



## WR Question | Answer

GET WR Questions

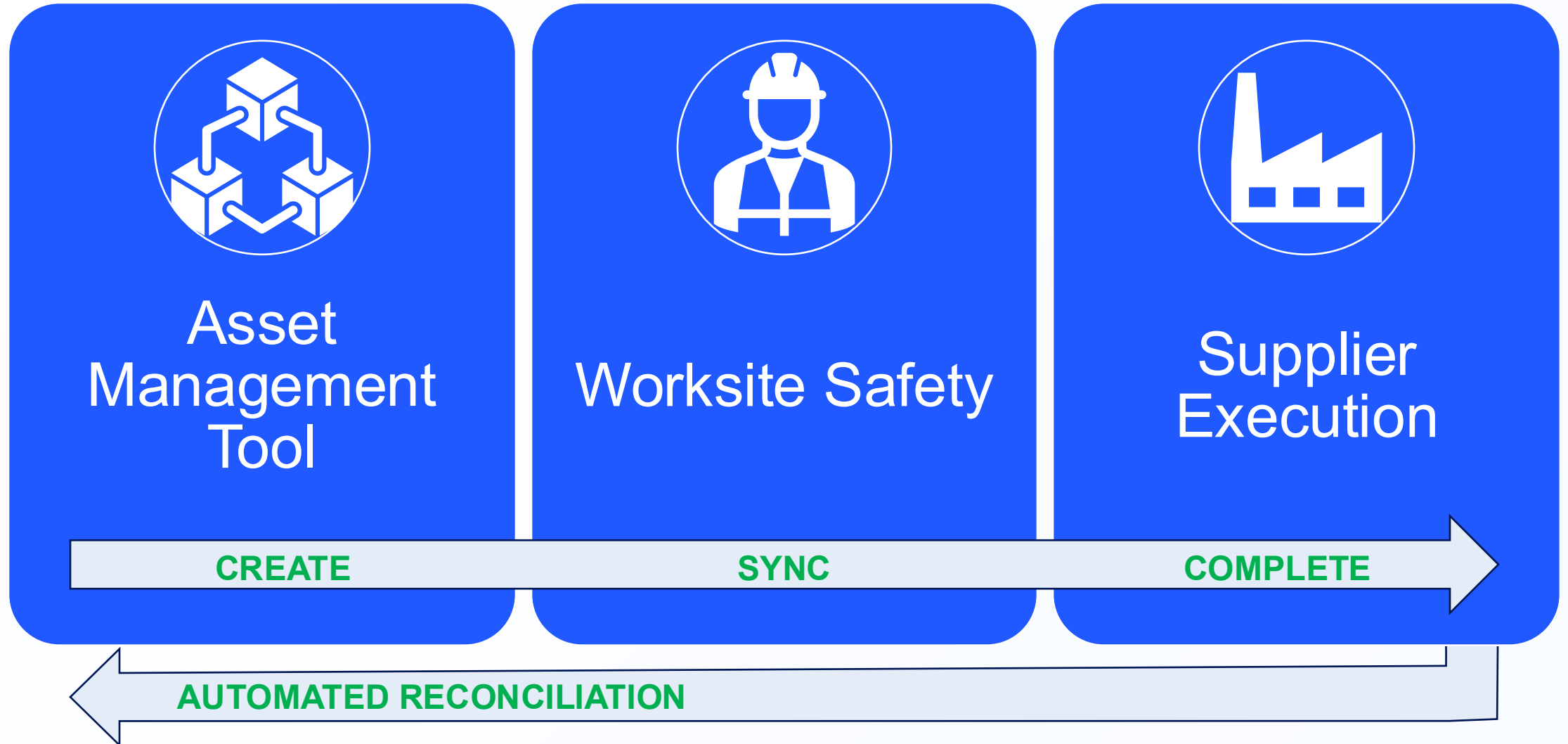
GET WR Answers

PUT WR Answers





# Transformed Client Workflow



# Worksite Safety API Roadmap



## Users

GET Assigned Users

GET Assigned  
Workers



## Forms

GET Forms

POST Create Forms



## Forms Question | Answer

GET Form Questions

GET Form Answers

PUT Form Answers



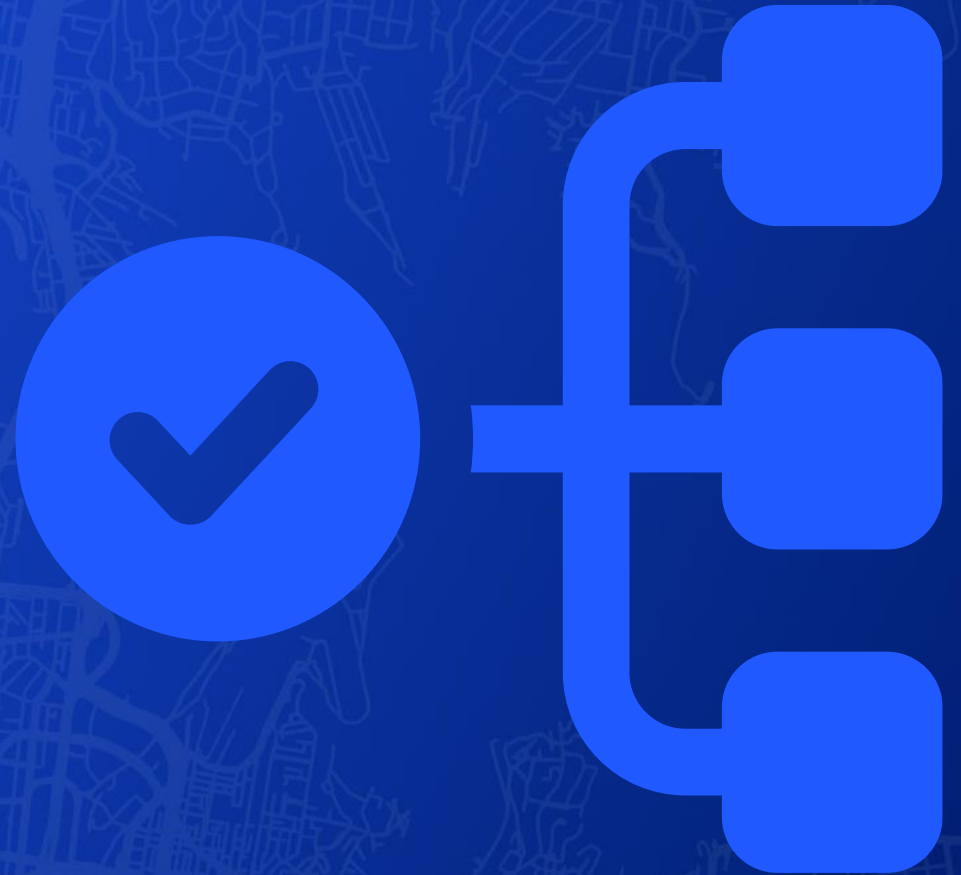
# Confidence BEYOND Compliance

## Workflow assistance & automation

Automate repetitive tasks

Automatically add required forms

Automatically assign site level default reviewers





# Add Forms on Work Request Creation

## Goals:

- Reduce clicks to request form submission
- Standardise work request content

AUTOMATICALLY ADD FORMS

Template Step Settings

Work Request

OverviewRules

< Return

Auto-Add Forms

☒ Job Hazard Analysis

☒ Permit to Work

☐ Safety Document

☐ Performance Review

☐ Risk Assessment

DK & Co. Construction

### Default Review Chain Setup

\*Select Project:

Project Name Here

**Job Hazard Analysis**

**Permit to Work**

Add User(s)

☐ Sequential Review  
Each reviewer must complete their review before the next one is notified

☐ Non-sequential Review  
Allows reviewers to complete their reviews independently

1 Kim May Pending

2 John Snow Pending

3 Tom Holland Pending

4 My Group Pending

Cancel Save

**Risk Assessment**

# Site Based Default Reviewers

## Goals:

- Reduce clicks per collected document
- Standardise authorisation pathway for document



# The Continual Improvement Lifecycle

## Stage 3:

### Post-Work/Risk Review

#### Prioritise Learning

- Alignment
- Expectations

#### Alignment

- Risk/Scope
- Improvement





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# QHSE Auditing Insights

Barb Newby

QHSE Manager Audit and Field Services

# QHSE Manual Audit Scope

## Manual Audit

- A Manual Audit is a **comprehensive review** of a company's written safety manual, policies, procedures, and/or safe work practices.
- The **scope** covers the company's complete spectrum of work, activities, and services, streamline processes and reducing the need for repetitive MA's each time a new project is initiated with either an existing or new client.

## Field Audit

- A Field Audit is an **on-site physical review** of operational safe systems of work verifying boots on the ground safety culture is capturing compliance to written compliance, bridging the gap between documentation and physical work activities performed.
- The **scope** ensures workers are actively managing risk as assessed via the companies' safe systems of work within jurisdictional compliance and industry best-practice.



# QHSE Field Audit Scope

**A field audit is a structured, on-site review of a suppliers safe systems of work to:**

- Verify boots on the ground safety culture
- Confirm alignment between a documented compliance and actual work practices
- Bridge gaps between procedures and practice

**The scope includes:**

- Real time risk management by workers
- Assessment of safe systems of work
- Compliance within Jurisdictional legislation
- Alignment with best practice and
- Observation of behavioural safety and leadership engagement

**Field audits reinforce trusted client-supplier confidence:**

- Driving Customer delight through safer operations
- Supporting continuous improvement
- Enhancing operational excellence across regions



# Avetta C.A.R.E.S

- **Communication+**: Clear, transparent and frequent dialogue between boots on the ground, leadership, and safety teams to bridge perception gaps.
- **Accountability+**: PCBUS must take ownership of embedding risk management into daily operations—not just during audits or incident reviews
- **Responsiveness+**: Responsiveness to these findings by reviewing our suppliers Manual Audit open requirements and their current safety frameworks and identifying areas where cultural reinforcement is an opportunity
- **Empathy+**: PCBUS recognise that many workers operate under pressure and may rely on perceived norms..
- **Solution+**: We are committed to working with our suppliers and clients to strengthen safety culture through targeted audits, training, and leadership engagement.





# Audits are Particularly Beneficial for Industries with High Safety and Compliance Demands



## Manufacturing

Enhancing safety protocols and reducing workplace incidents



## Environmental and Waste Services

Ensuring adherence to environmental regulations and safety standards



## Oil and Gas

Reducing safety incidents and improving compliance with stringent industry standards



## Mining

Reducing safety incidents and improving compliance with stringent industry standards



## Energy and Other Service Utilities

Maintaining high safety and compliance standards in essential services



## Construction

Ensuring safety and compliance in complex networks of contractors and suppliers



# Key Benefits

## **Improved Safety Compliance**

Audits help ensure that contractors adhere to safety regulations, reducing the risk of incidents and illnesses.

## **Thorough Verification**

Delve into the specific content of policies & procedures, verifying aspects such as training, licenses, industry qualifications, PPE & fall protection measures.

## **Cost & Time Savings**

Save time & reduce costs associated with managing compliance by optimising the review of contractor policies, procedures and training documents.

## **Enhanced Supply Chain Safety**

Complete view of contractors' safety practices in real-time, for better decision-making, fostering partnership.

## **Risk Reduction**

Identify gaps in safety manuals and ensuring proper implementation of safety procedures, helping to minimise the risk of incidents and illnesses.

## **Support & Expertise**

Access a team of global QHSE professionals who can help contractors meet their compliance requirements.



**What steps have you taken this **National Safe Work Month** to help create a safe and health workplace?**

**If there's one thing you could change about **Work Health and Safety** in your workplace, what would it be?**



# Stay proactive with safety

Regularly review and update documentation, even between Audits, to ensure continuous compliance. This showcases **dedication to safety excellence** and strengthens supplier and client relationships by fostering a proactive safety culture.

