



A safer, more productive workplace

Your business is unique, so our safety
consultancy services are flexible

Discover how we can help you to protect your greatest assets and start building a healthier, more productive, and profitable business today.

At WTW we are serious about making workplaces safer, reducing the financial burden of compliance, and helping businesses realise a financial return on their safety investment through a visionary, qualified team with expertise in safety management and organisational change. We combine evidence-based research with people-driven knowhow. We're all about a more inclusive approach to improving your peoples' work and to create safer outcomes.

When you partner with us, we will create a tailored solution for your organisation's unique needs. Whether you choose one-time advice or a full range of services, we are ready to work with you to assess your needs and develop a solution to meet your workplace requirements. Our experienced team does all the heavy lifting for you, offering tailored, smart solutions that keep your workers safe.



Outsourced health and safety solutions

It can be a challenge for organisations to keep up to date with health and safety requirements while also meeting their operational requirements. Furthermore, finding experienced and credible resources can be difficult and expensive. Costs associated with negligence and workplace injuries can however be significantly higher. By outsourcing your health and safety needs to WTW, you can rest easy knowing that your legal exposure and critical risks are being mitigated by experienced professionals. You will benefit from intelligent, thorough, and practical health and safety outsourcing solutions. We can attend onsite or be an extension of your team via a help desk. We use a proven coaching methodology to help upskill your internal team to help build reliable safety performance.



Work, Health, and Safety Management Systems

At WTW, we understand that the safety procedures, documents, roles, and activities accumulate. Often, they are performed in the name of safety but may not actually contribute to the safety of operational work and can even increase risk by creating negative beliefs and attitudes. We call this safety clutter. Using complex diagnostic tools and through workforce engagement, we deconstruct safety systems to gain a thorough understanding of the intricacies of your business and the safety processes that contribute to keeping the workforce safe. Based on our assessment, we work with you reassemble your safety management system with a focus on effectiveness. With our help you see the things that are most important to your business. We then help you create formalised systems, policies, procedures that are clearly articulated and will be understood by your workforce.

We strive to find the right 'fit' that balances operational goals, drives productivity, and delivers a return for the business investment.



Work, Health, and Safety audits

An effective Work, Health and Safety Management System provides a platform for continuous improvement and the prevention of workplace injuries and illnesses. When it is mature it also sets the foundation for a positive workplace culture. Our expert auditors independently assess your systems and processes to understand what is 'really' working. We support you to focus on areas that drive real safety performance, manage critical risks, and meet legal requirements. Our approach will help you to quickly identify what is needed to improve safety performance. This will give your officers peace of mind, knowing they are receiving the insights they require to meet their obligations.



Mental health first aid training

Given that most adults spend more time at work than elsewhere, the workplace is where the early signs and symptoms of a developing mental health problem can first be noticed. It is therefore important to develop mental health literacy and support skills in workplaces to help support employees before a mental illness occurs. This is where Mental Health First Aid training can help. Facilitated by recognised first aid instructors, our course helps participants gain the knowledge and skills to spot the signs of a person experiencing poor mental health, the confidence to start a conversation and the tools to refer to appropriate support.



Psychosocial risk assessment

Despite the prevalence of mental illness, many organisations fail to adopt an evidence-based approach that applies the risk management framework. There is an ongoing reliance on reactive management practices, or those that aim to help employees cope better with workplace stressors. These initiatives do not seek to modify the level of risk and are therefore not enough to meet legislative obligations and to protect the people within our workplaces. At WTW, our data driven analytics and consultation with the workforce helps us to identify critical risks across the employee lifecycle. Our validated psychosocial risk assessments tools allow us to not only assess the objective stressors, but also enables us to gain feedback about working conditions, job resources and job demands. Using Australian data, we provide benchmarking which will help you gain critical insights.

Finally, our solutions are evidence based and tailored to your unique risk profile. People, objective data, and research are at the forefront of every unique program we develop and deliver. Because our solutions are tailored, we get traction and make a sustainable difference.



Onsite worksite assessment

Our health and safety inspections are undertaken by experienced health and safety auditors to identify potential hazards in the work environment. Our onsite inspections are effective because we consult with the people doing the job and look at the environment, equipment, and work processes. Where risks are not managed so far as reasonably practicable, WTW will identify reliable and effective controls and detail findings within a risk register that can be used to help prioritise action.



Risk management training

Want to train your team in risk management and competency? Our course goes above and beyond your standard risk management training. You'll learn the fundamentals, but also how our thoughts, behaviours and emotions influence how we deal with workplace risk. You can harness these psychological impacts and discover how to make safer, more effective decisions.



Risk profile

A key purpose of a health and safety risk profile is to support effective decision making in circumstances of uncertainty. By clearly highlighting where key risk exposures exist, decision makers can manage risks to ensure they are as low as reasonably practicable. WTW's risk profile review will identify current, emerging, and future risks. Evidence-based controls will be identified so that you can be assured interventions recommended are effective.



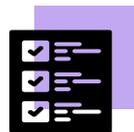
Risk assessments

Risk assessments take many forms. Some are complex, others simple. But whatever the deal, the key is being able to cut to the operational truth. That's why we only assign subject matter experts with proven frontline experience as project leads. They employ the right techniques. They ask the right questions, and they make the process as quick, painless, and useful as possible.



Due diligence training

Many providers offer due diligence training in isolation. Furthermore, facilitators often fail to deliver this in a way that provides tangible and practical ways to help officers. Our approach is unique, our solution sets officers up for success providing them with practical and measurable ways to discharge their responsibilities. Furthermore, we help anchor learnings within the safety management system with drives accountability.



Health and safety diagnostic

WTW recognises that to achieve the foundations for sustained performance improvement and legal compliance, organisations must focus on effectively controlling critical risks, process design and building a culture of reliability. WTW can therefore undertake an in-depth review of these critical areas through a thorough diagnostic review and help develop a blueprint for future success.



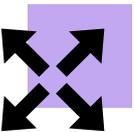
Mock courts

A mock trial is a simulated court case that offers a 'real life' element to your training. Led by our legal professionals, based on real life cases and risks, our simulated Mock Court prosecution challenges people's thinking, ushers attendees out of their comfort zone, galvanises action and demonstrates health and safety responsibility in a fun and impactful way. Mock Court trials challenge participants thinking through identifying potential risks, identifying gaps in systems and processes, reflecting on cultural vulnerabilities, highlighting opportunities for continuous improvement, and showcasing how laws are practically interpreted.



Incident investigations

At WTW we recognise that poor-quality and rushed investigations tend to attribute the cause of incidents and injuries to human error. We therefore use our extensive knowledge of human error and apply Incident Cause Analysis Method (ICAM) techniques to perform thorough incident investigations that help uncover latent conditions, such as human factors, management systems and organisational culture issues that create conditions for human error and subsequent injuries. Our proven methodology will help give your confidence a recurrence is truly mitigated.



Situational awareness

Situational awareness is being aware of what is happening around you in terms of where you are, where you are supposed to be, and whether anyone or anything around you is a threat to your health and safety. Our situational awareness contributes to our behaviour and how we go about completing our duties. WTW can work with your organisation to design a Situational Awareness Model and training program that promotes leadership and worker involvement. The Situational Awareness Model will be embedded into the safety management system to promote adoption. This tailored model provides a mental model for workers to become aware of their surroundings and the potential hazards they face, as well as treatment of hazards through the implementation of effective controls.



Work design

The average Australian adult spends about 90,000 hours, or about 11,000 days at work. So, it's not surprising that good work or bad work has a major impact on our lives. When tasks, activities and relationships are organised optimally, employees are more likely to perceive their work as more meaningful, interesting, and motivating. When employees experience work as such, they will feel more satisfied with, and engaged in, their daily tasks, which impacts their ability to enjoy work and perform well. Good work design has also been linked to organisational commitment, enhanced wellbeing, creativity, proactivity, and innovation. It is therefore not surprising that good work design, wellbeing and economic growth are interdependent and mutually reinforcing. However, good work design is often overlooked as a competitive business strategy. From a safety perspective, it is however important to recognise that good work design provides the highest level of protection. The health and safety legislation therefore makes it clear that all workplaces must consider designing work so hazards and risks are eliminated or minimised so far as is reasonably practicable. When looking at work design, it is important to recognise that characteristics must be considered from a physical, biomechanical, cognitive, psychosocial, and motivational perspective. Typically, these elements have been studied from distinct disciplinary perspectives, which can inhibit a holistic approach. At WTW we bring together these unique perspectives to deliver a comprehensive process involving four phases: discovery, design, implementation, and review.



Safety Leadership Masterclass: Safety by choice not by chance

There are many factors that go into building a truly safe workplace, from systems and processes to culture and training. But one trumps all – safety leadership. Leaders directly influence about 70% of an employee's behaviour and this can have a significant impact on generating and driving safety culture. Safety leadership is one of the most important – and least understood – influences on workplace safety. Effective safety leaders not only improve the safety performance of their teams but are also more successful business leaders, enjoy improved morale and build better relationships. Our program aims to educate leaders in understanding human behaviour, why people do what they do, what causes human error and what they can do to become change agents to help drive safer workplaces. Through 360-degree feedback we also obtain feedback that helps the leader drive actionable insights. To deliver sustained improvement we also offer ongoing coaching.



Predictive analytics

There is a wealth of information captured in data. Traditional analysis however focuses on what has already occurred. By combining powerful statistical methods across multiple disparate data sources, WTW can help organisations to understand the drivers for workplace accidents that were previously unseen. Our analytical tools use a set of sophisticated techniques to provide greater insight and clarity into health and safety performance. By combining powerful statistical methods across multiple disparate data sources, we can help you understand:

- What metrics can provide the ability to take a proactive evidence-based safety focus on “leading indicators” to create more actionable insights than simple reactive reporting of claims and incidents?
- Which work processes or areas have the highest risk factors for incidents?
- What would be the impact of proposed changes to training, teaming, and rostering?
- Given the highly variable nature of accidents, what preventative measures offer the best value across a range of future outcomes, when a safety programme has budgetary constraints?



Occupational violence in retail

Work-related violence and aggression are common in the retail sector. According to a report released by the National Retail Association, over 88% of Australian retail workers have experienced aggression from customers. Furthermore, incidents of workplace violence have spiked 400% with organised crime becoming more prolific. Protecting retail stores can be particularly challenging because they are open to the public, have high traffic areas, cash on hand, operate during the evening and have high employee turnover. Furthermore, some retailers may be more attractive to theft by organised criminals due to the market demand for the goods sold. Typically, these goods are concealable, removable, available, enjoyable, and disposable. While there has been published material concerned with addressing occupational violence in Australia, this has typically taken the form of guidance from regulators. The information contained within these documents varies considerably and is often directed towards disgruntled customers. This fails to respond to organised crime experienced by many retailers today. Our approach therefore converges evidence from safety, security, loss prevention and criminology to address the gaps.

Environmental services



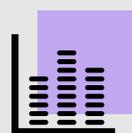
Audits

ISO 14000 is an internationally recognised standard for environmental management systems. The ISO 14001 environmental management standard exists to help organisations minimise how their operations negatively affect the environment. It is applicable to any business or organisation, regardless of size, location, or income. Our environmental auditors can assist you with your ISO 14001 audit requirements, this will ensure they are completed objectively and impartially.



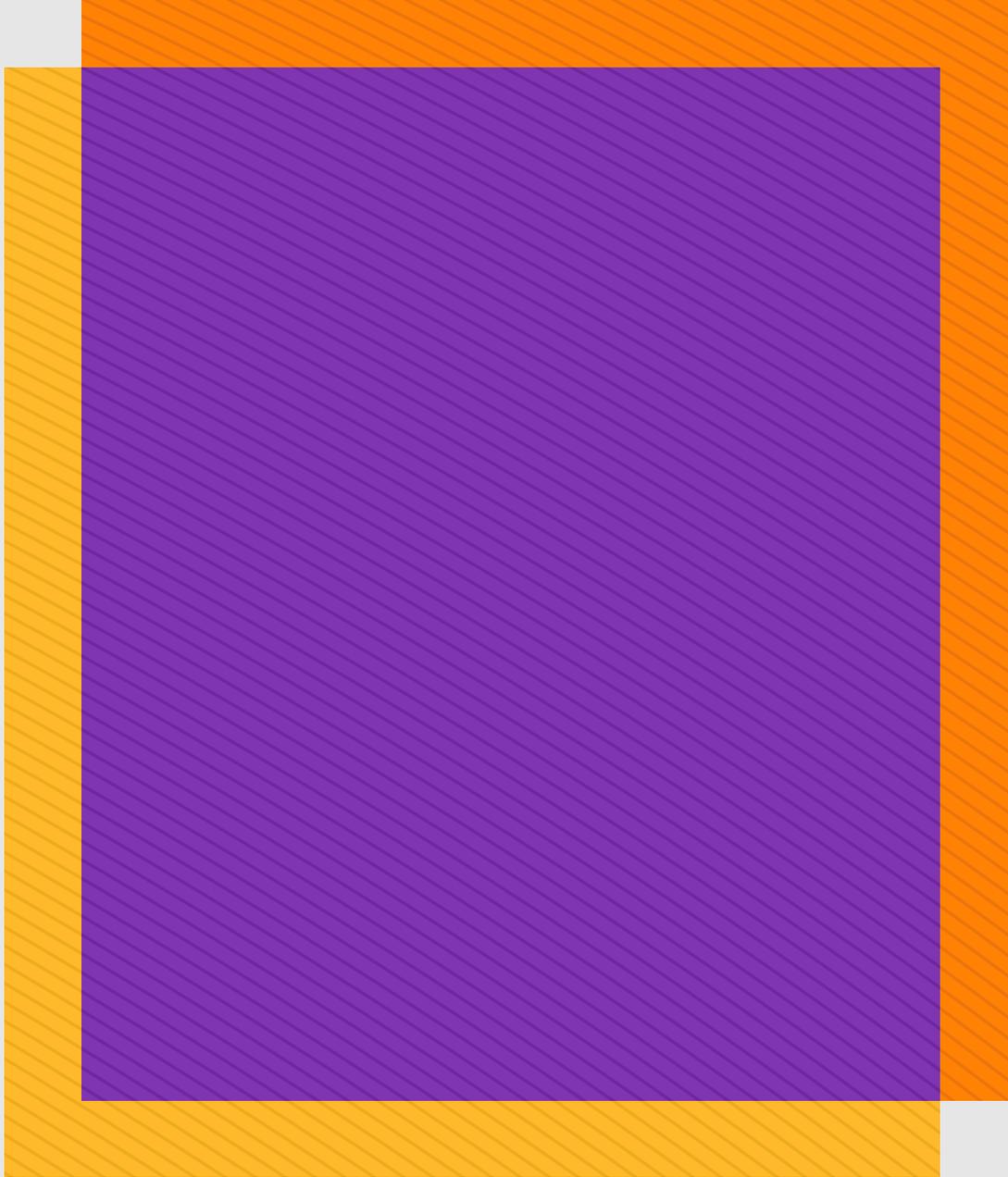
Environmental management solutions

Does your organisation get all the benefits from its Environmental Management System? Environmental Management Systems are not a new topic, however, with mandatory reporting on the horizon, it is important to ensure you are getting the maximum out of your current system. We can help you set up a lean, and practically implemented Environmental Management System that drives improvement. Furthermore, if your business is considering transitioning to ISO 14001, our consultants can assist you. Our seamless process ensures that your company can implement ISO 14001, while continuing to grow and meet your goals, in line with compliance requirements.



Benchmarking

Benchmarking can provide your company with a comparative annual snapshot of environmental sustainability aspects of business performance. It also provides a direct line of sight between corporate planning, objectives, operational activities, and actual performance. Our benchmarking methodology enables us to analyse and understand your company's existing activities and practices, to identify attributes that drive you to be best in class. We use a credible environmental benchmarking tool and methodologies that aim to improve both business and environmental performance simultaneously. Environmental benchmarking also helps determine the environmental impact of a business over time, based on use of (and cost for) important environmental aspects such as energy, chemicals, and production of waste. Furthermore, it compares this impact with similar businesses and gives indicators for areas of improvement.



If you need further assistance please contact

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About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organisational resilience, motivate your workforce and maximise performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



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