



# GOING FURTHER IN MANAGING RISK

Delivering risk management solutions  
that protect the things our clients' value most;  
their **People, Property** and the **Environment**

**GREENCAP**  
*Going Further in Managing Risk*

Adelaide | Auckland | Brisbane | Canberra | Darwin | Melbourne | Newcastle | Perth | Sydney | Wollongong

Welcome to Greencap,  
experts in the management of  
people, property and  
environmental risk

## FAST FACTS

- 300** staff
- 10** locations
- 9** practice areas
- 2** countries
- 18+** industries serviced

# ABOUT GREENCAP

**Our Vision is to be the leading risk management company in Australia and New Zealand delivering value through practical solutions.**

Greencap commenced business (as Noel Arnold and Associates) in 1984 as an asbestos consultancy based out of Melbourne. Now, after a number of significant acquisitions and with over 30 years of experience in partnering with our clients, we are able to deliver tailored risk management solutions that span the breadth of Property, Work Health and Safety and the Environment.

Fully acquired by Wesfarmers in 2013, Greencap has the capital backing and balance sheet strength to deliver professional, integrated and quick time responses to risk management and compliance.

With over 300 professional, technical and engineering staff based in 10 offices across Australia and New Zealand, Greencap services thousands of private and government clients in the education, property, resources, industrial, manufacturing, retail and services sectors. This gives us scale and scope to meet all your risk management needs.

**Greencap has Australia & New Zealand covered**



# WHAT MAKES GREENCAP DIFFERENT?

We work in partnership with our clients to deliver proactive, tailor-made solutions drawing upon our wide range of risk specialists.

When you partner with Greencap, you will benefit from one team of specialists, under one contract, all in alignment, saving you money and saving you time. We draw on the diverse range of skills and expertise of our staff to meet the needs of your risk and compliance requirements – big or small delivering a coordinated and timely response.

As part of the Wesfarmer group of companies, Greencap has an unparalleled capability and balance sheet depth to partner with you on large projects where risk is critical to commercial viability. Thinking beyond the clipboard, Greencap consultants dig deep to fully understand the fundamental commercial drivers of your organisation.

## The Greencap difference:

- **Breadth of offering** - 9 risk practice areas
- **Depth of experience** - servicing thousands of private and government clients in the education, property, resources, industrial, health, manufacturing, retail and services sectors
- **Client focus** - collaboration building long term relationships
- **Outcomes focus** - delivering tangible business results
- **Tailored approach** - to fit each business's needs
- **Culture** - championing strong client focus and accountability



# HOW GREENCAP WORKS?

We understand the commercial drivers of an organisation. Combining this with our breadth and depth of risk expertise, we deliver tailored risk management solutions that provide greatest value to our clients.

The below chart summarises the services Greencap offers across the three main practice areas - Property, Work Health and Safety and the Environment. The following pages provide a concise overview of each area. For further information speak to one of our consultants or visit our website.





# Expert services

## Asbestos / Hazardous Materials

Whether in the ground or in a building, with over 30 years' experience in identifying, assessing and controlling risks relating to asbestos and other hazardous materials, it would be difficult to find a property or material type that Greencap has not tested.

**Greencap is able to provide end to end advice around asbestos and hazardous materials including:**

- initial sample testing/analysis in one of our NATA accredited laboratories
- surveys/inspections
- creation of asbestos registers for both legislative compliance purposes and for demolition/refurbishment works
- development of management plans
- oversight and supervision of asbestos removal works
- provision of independent third party air monitoring and clearance certification to confirm works have been completed and the area is safe for re-occupation

Asbestos can be an emotive issue. Greencap has vast experience in understanding the nature of this and the importance of being responsive and reactive whilst managing stakeholder relations in a sensitive manner.

## Occupational Hygiene

Greencap provides a complete suite of occupational hygiene services and has a team of highly experienced consultants including Certified Occupational Hygienists – who have worked within a broad range of organisations across a number of different sectors and industries.

There are a number of legislative requirements for ensuring that your workers are not exposed to atmospheric contaminants as part of business operations. Whether it be noise, dust, mould, chemical exposure or other indoor air quality issues – Greencap has the expertise and previous experience to come into a workplace and assess and monitor these exposures and provide practical solutions to mitigate the risk associated with these.

If protecting your workers from exposure to atmospheric contaminants is important to you, visit [www.greencap.com.au/services](http://www.greencap.com.au/services)

## Property Risk

With many years of collective experience covering the theory and practice of property risk and compliance management, Greencap's experienced team can cover the breadth of comprehensive property risk management services from review of legislative compliance to advice on effective prevention and management strategies.

Greencap has a property risk audit program which can assess your properties compliance with legislative requirements as well as looking at physical hazards and risks onsite. We work with our clients to establish an effective management program in order to minimise exposure for workers and visitors to clients' properties. From confined spaces to traffic management, public liability to hazardous chemicals, plant and equipment risk to fire and emergency management – Greencap has the experience and expertise to assist in managing these risks and in turn reducing our clients' exposure as a building owner/manager/occupier.

**Greencap also has Principal level consultants/technical experts within:**

**Fire safety and engineering services** including essential safety measure audits, fire safety/BCA compliance audits, fire system interface testing, fire design surveys and fire engineering reviews including development of alternative solutions.

**Legionella and cooling tower risk management** including development of risk management plans, incident investigations/root cause analysis corrosion control, microbial risk management and design risk management

If you own, manage or are a tenant within a property and are looking for assistance on managing your property risk and compliance, visit [www.greencap.com.au/services](http://www.greencap.com.au/services)

## Work Health and Safety

Good WHS management has a positive effect on people performance as well as bringing bottom line benefits.

Greencap has experience across a number of subject matter areas and most of our team have undertaken executive level safety roles themselves across a broad range of industries and organisations. This means that Greencap can offer deep, practical expertise and proven risk management approaches aimed at helping you to improve health and safety performance and productivity of your organisation.

**Greencap's expert staff can partner with you in the following areas across Australia & New Zealand:**

**Strategic Services** including strategy development and review of assurance frameworks, monitoring and reporting processes and supporting incident investigations or legislative reviews across multiple jurisdictions and regulators.

**Health & Safety Management** including management system design, development, change management and ongoing monitoring. We also have deep experience in audits and inspections to relevant Australian and New Zealand standards or legislative frameworks.

**Health & Safety Compliance Reviews** including development of safe work processes or tools and review against codes of practice. We also offer specialist risk assessments and control effectiveness reviews.

**Contractor Safety Management** including contractor management system design, reviews, audits and site inspections. Greencap also offers a unique Onsite Contractor Verification service to provide you with an integrated approach from contractor pre-qualification to site verification of safety performance. Activity, reports and corrective actions are communicated, managed and tracked online.

## Contaminated Land Management

Greencap provides the full spectrum of contaminated land management services and works in partnership with our clients to find cost effective and practical solutions to your contaminated land issues. Our teams of scientists, hydrogeologists and engineers in Australia and New Zealand are highly experienced and diverse in their skills sets, allowing us to provide solutions tailored to your specific needs. Our advice is centred around a risk-based approach to contaminated land issues and we have an excellent track record in working with stakeholders (incl. regulators, clients and the community) to find solutions that both protect the environment and take into account the commercial realities inherent in development projects.

Our services include the following:

- Acid Sulphate Soil Assessment
- Asbestos in Soil Assessment
- Environmental Site Assessments (Preliminary and Detailed Site Investigations)
- Human Health Risk Assessment
- Groundwater Monitoring and Assessment
- Groundwater Modelling
- Landfill Gas Monitoring
- Remediation Action Planning

## Environmental Management

Our highly skilled team of environmental specialists can assist clients in every stage of a project or program lifecycle, from the early conceptual and planning phases right through to construction, operations and ultimately closure. We have an intimate knowledge of environmental regulations, development and environmental approvals. This allows us to provide value-adding and strategic advice to clients on the most effective and efficient approaches to their development needs.

At Greencap, we are used to delivering large-scale and complex environmental assessment projects that are time sensitive and require coordination of multiple parties to obtain the desired outcomes for our clients. Stakeholder engagement on development projects is often a complex process and must be approached in an open, transparent and sensitive manner, and our experienced team is familiar with working in this type of challenging environment.

Our services include the following:

- Development and Environmental Approvals
- Environmental Compliance Auditing
- Environmental Due Diligence Assessment
- Environmental Impact Statements
- Environmental Management Plans
- Environmental Management Systems
- Environmental Monitoring including air quality, noise, terrestrial and marine fauna & flora
- Sustainability Planning and Assessment

Read more at [www.greencap.com.au/services](http://www.greencap.com.au/services)

## Emergency Management

Through the Greencap specialised Emergency Management and Training company TrimEVAC, Greencap provides a comprehensive range of emergency management consulting services as well as nationally recognised emergency management training courses. TrimEVAC is one of Australia's leading Fire Emergency Management and Response Training companies and has been providing these services since 1987. TrimEVAC became a part of Greencap in 2002.



## Training



TrimEVAC provides a comprehensive range of nationally recognised emergency management training courses.

AS3745 Planning for emergencies in facilities provides guidance on what is required to meet legislative requirements in relation to emergency management within a building. TrimEVAC provides services relating to this standard including warden training, chief warden training, evacuation drills, Emergency Planning Committee (EPC) meetings and emergency procedures manual development.

TrimEVAC also have a local graphics development team producing quality emergency evacuation diagrams which meet the requirements of AS3745.

There are also very specific requirements under the QLD Building Fire Safety Regulation 2008. TrimEVAC have a number of QBCC Fire Protection Supervisor and Occupational licence holders which enable us to ensure compliance with this legislation and requirements.

If training your workforce to manage risk and operate safely is important to you visit [www.greencap.com.au/training](http://www.greencap.com.au/training)



Since 2000 Muddy Boots (the name given to Greencap's workforce training services) has delivered tailored courses (in Asbestos/Hazardous Materials, Health & Safety and the Environment) to a variety of industries, drawing upon the organisation's extensive experience in the construction, mining, power, government, agriculture, waste, manufacturing, and service industries.

What is unique about Muddy Boots Training is that it is delivered by practising consultants in the field, bringing relevant practical "real world" case studies to the learning experience. Greencap has training facilities in major metropolitan centres in Australia and New Zealand, and can also deliver training for you in-house, on-site or in the field including rural and remote locations.

## Asbestos/Hazardous Materials Training

The management of asbestos materials and products in workplaces is widely legislated across Australia and New Zealand. Achieving the standards of work health and safety of employees, contractors and the general public is the basis of managing your asbestos obligations as a duty holder.

Muddy Boots Asbestos Training provides industry-leading asbestos training to equip workers with the required skills in asbestos awareness or removal, including the accredited 10675NAT (formerly 10314NAT) Asbestos Awareness course which is required in ACT. Courses available include:

- Asbestos Awareness 10675NAT (formerly 10314NAT)
- Conduct Asbestos Assessment Associated with Removal
- Remove Friable Asbestos (Class A)
- Remove Non-Friable Asbestos (Class B)
- Supervise Asbestos Removal

## Environmental Training

Greencap Workforce Environmental Training Programs are customised to meet our clients' requirements, being shaped to their workforce to achieve the best learning outcomes. The training is interactive, practical, and delivered by experienced environmental professionals. The topics covered by the training are customised to satisfy a client's needs and by using their own procedures, plans and photographs the training is made relevant to their workforce and business needs.

Some of our existing training modules include:

- General environmental training
- Soils
- Hazardous substances and spills
- Cultural heritage awareness
- Environmental risk and assessment - legislative requirements
- Monitoring and sampling
- Land management

Muddy Boots Environmental Training has been appointed in 2017 by the NSW Office of Environment and Heritage as the exclusive training provider for the Biodiversity Offsets Scheme (NSW).

# Online Solutions

At Greencap, we know that day-to-day technological solutions are needed to help businesses to run as efficiently as possible.

Greencap's web-based risk management solutions will provide time efficient and hassle-free risk management of all your risk and compliance obligations in Australia and New Zealand.



## ContinuONE Risk Management System

The ContinuONE Risk Management System (formerly known as Rm3) gives our clients efficient, real time management of all their Property, WHS & Environmental risks plus compliance obligations.

**ContinuONE can manage risk across multiple portfolios & sites in ONE place and can:**

- record, analyse and report on compliance and risk data
- integrate with other databases
- track progress of corrective actions and recommendations
- email escalation of overdue or critical items
- offer a single sign-on/integration capability
- capture audit data and upload compliance documents with modules covering asbestos and other hazardous materials, audits, document compliance and cooling towers



## Cm3 Contractor WHS Prequalification System

Knowing that contractors are insured and prequalified in relation to work health and safety before they start work brings peace of mind, and assists our clients to meet their legislative duty of care.

Cm3 is a unique combination of easy to use online software, safety audits conducted by our qualified professionals and a phone support service.



## Go Induct Online Induction System

Go Induct is an online induction system, providing a cost effective solution for training and delivering essential safety information to employees and contractors before they visit your worksite.

**Go Induct enables organisations to:**

- Fully integrate with Greencap's Cm3 Contractor WHS Prequalification system
- Invite contractors to complete induction training via email
- Track currency of employees/contractors trade licences and certifications
- Customise induction content, have multiple and site specific inductions
- Include online assessments to test knowledge
- Review currency of completed inductions online and via mobile devices
- Utilise phone and email customer support from the Go Induct team

To get your risks under control, read more at [www.greencap.com.au/online-solutions](http://www.greencap.com.au/online-solutions)



# THE GRENCAP TEAM

What makes Grencap people different is our technical industry expertise and talent.

Grencap people are the best industry professionals in the business. This comes from our goal of having **Best Industry People**. We have active professional and personal development programs to attract and engage our team members.

Grencap team members embrace the Wesfarmers values and live and breathe the values through our everyday actions.

## Our Values in Action

- Customer Focus
- Commerciality
- Enjoyable Workplace
- Accountability
- Innovative
- Empowered

# PARTNERING FOR SUCCESS



## **Jones Lang LaSalle – Emergency Management compliance & training services, Victoria**

TrimEVAC and Jones Lang LaSalle (JLL) have formed a professional relationship that encompasses many years of service innovation and national project dependence. In addition to TrimEVAC's emergency management compliance services, the emergence of novel training programs including conflict resolution, emergency planning and asbestos awareness has mitigated critical risks for JLL clients whilst reducing the administration burden often associated with the risk management process.



## **Ichthys Project Onshore Liquid Natural Gas Facilities, Darwin, Northern Territory**

Greencap is undertaking a program until April 2018 to monitor environmental impacts to land, air and water during the construction and commissioning of the Ichthys Project Onshore Liquid Natural Gas Facilities. Greencap will undertake assessments for engineering, procurement and construction contractor JKC Australia, to ensure that environmental compliance requirements are met.



## **Lend Lease - Barangaroo Waterfront Redevelopment Sydney, New South Wales**

Greencap was engaged by Lend lease in June 2012 to provide services to manage soil contaminants at the Barangaroo Waterfront Redevelopment in Sydney. Barangaroo is one of the largest waterfront redevelopments in the world, comprising 22 hectares, with an expected timeframe of 10 years and a \$6 billion investment.

Greencap provides a suite of services across Hazardous Materials, Hygiene and Work Health and Safety. With employees on site on a daily basis to ensure there is a safe working environment, Greencap has received a Contractor Safety Award from Lend Lease for this work.



## **Goodman - Property Project, National (Australia)**

Greencap provides Goodman with an integrated risk service offering so they can meet their risk and compliance obligations as a property owner, developer and manager. Services range from Asbestos/Hazardous Materials Surveys to Property Risk Audits and Compliance Assessments, Cooling Tower Risk Management Plans, Emergency Management Services and bespoke Occupational Hygiene services and advice. Goodman also utilises the Greencap Online Solutions suite including ContinuONE, CM3 and TrimOnline.



Environment  
Protection  
Authority Victoria



### **EPA – Stawell Tyre Stockpile Remediation Project, Stawell, Victoria**

Greencap was engaged by EPA Victoria (EPA) to provide a range of work health & safety and environmental expert services for the Stawell tyre clean-up project located on Salesyard Rd, Stawell, Victoria. This included regular audits of site management plans with particular focus on safety systems and processes, provision of site inspections and identification of non-conformances and opportunities for improvement. The tyre stockpile, encompassing approximately 9500 tonnes of tyres, was assessed as being a “very high fire risk” and created risks to the community, the environment and its surroundings.

EPA and Greencap’s partnership created exceptional results, ensuring OH&S on site was compliant to WorkSafe standards. Greencap ensured that Corrective Actions were implemented swiftly and this contributed to the maintenance of zero instances of First Aid, Medical Treatment Injury (MTI), and Loss Time Injury (LTI) on site.



### **Mining3 - Maintaining Mining3’s Externally Certified WHS Management Systems**

Greencap worked with Mining3’s WHS Coordinator to conduct project and system audits. These audits led into a series of continuing improvements of Mining3’s on-site services in risk management, emergency planning, staff mentoring, investigations and reporting. The WHS Management System was re-developed by Greencap to ensure re-certification to AS4801, and integrated plans for the adoption of the new ISO 45001.

The results of Mining3 and Greencap’s collaboration have been extremely positive; having maintained Mining3’s zero reported lost time injury record, upheld their AS4801 certification, continued to improve their safety management systems, and further developed safety culture.



**MANTEENA**

### **Manteena – Currong Apartments Demolition Works**

Manteena engaged Greencap in October 2015 for the Currong Apartments Demolition Works located in Braddon ACT. The works involved friable asbestos, dust and noise monitoring, onsite supervision and site validation of asbestos demolition over a period of approximately 15 months. Greencap also developed tailored training solution of all site personnel which included fit-testing of personal respiratory equipment.

Key outcomes for the project included testing and compliance of onsite spoil and water management to limit potential offsite migration of asbestos impacted waste and developing a site validation strategy to validate the site in stages allowing progressive construction works and delivering the validation report prior to site sale settlement.

A photograph of two construction workers from behind, wearing white hard hats and safety vests. The worker on the left is wearing an orange safety vest with the word 'GREENCAP' printed on the back in white. The worker on the right is wearing a green safety vest. They are both looking at a set of blueprints held by the worker on the right. The background is a blurred construction site with warm lighting.

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