



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 | Geelong | Melbourne | Perth | Sydney | Wollongong

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

FAST FACTS

35+ years experience

National footprint

10 risk practice areas

1,000s clients

100,000s projects

20+ 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 35 years of experience in partnering with our clients, we are able to deliver tailored risk management solutions that span the breadth of Health and Safety, Asbestos & Hazardous Materials, 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 approximately 300 professional, technical and engineering staff based across Australia and New Zealand, Greencap services thousands of private and government clients in the education, property, construction, infrastructure, resources, industrial, manufacturing, retail, health, and services sectors. This gives us scale and scope to meet all our clients' 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 team to deliver a coordinated and timely response that meets your risk and compliance requirements – big or small.

As part of the Wesfarmers 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 deeper to fully understand the fundamental commercial drivers of your organisation.

The Greencap difference:

- **Breadth of offering** - 10 risk practice areas
- **Depth of experience** - servicing thousands of private and government clients across 18+ industries
- **Client focus** - collaboration building long term relationships informed by monthly Net Promoter Score (NPS) surveys
- **Outcomes focus** - delivering tangible business results
- **Tailored approach** - to fit each business's needs
- **Culture** - championing strong client focus and ownership

Industries serviced include:

- Construction & Infrastructure
- Defence
- Education & Training
- Energy & Utilities
- Facilities & Property Management
- Financial Services
- Government & Public Services
- Health & Social Care
- Logistics
- Manufacturing
- Mining & Resources
- Retail, Wholesale & Distribution



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 the greatest value to our clients.

The below chart summarises the interconnected services Greencap offers across our core practice areas - Health and Safety, Asbestos & Hazardous Materials, Contractor Management, Emergency Management, 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 at greencap.com.au





Expert Services

Health and Safety

A health and safety management system provides a structured and systematic approach to successfully manage a range of issues in any business. Whilst it is good practice to have such a system, it is also a proven method of managing health and safety risks in the working environment.

Greencap's team of highly-experienced management consultants work with a broad range of organisations to successfully implement management responses to their environment, health and safety and property risks.

Our Health and Safety services include:

- Strategy, Governance & Risk Management Frameworks
- Management System Design Implementation & Review
- Compliance Assessments
- Legislative Change Advisory
- Workplace Physical & Psychological Risk Assessment
- Chain of Responsibility
- Safety Culture & Leadership Programs
- Incident Investigations

Read more at greencap.com.au/health-safety-management

Contractor Assurance Frameworks

Using contractors does not remove your obligations to ensure the work is performed in a safe manner. Greencap provides a range of services to assist organisations in demonstrating due diligence and effectively managing the safety of contractors onsite.

Our services include the following:

- Contractor Safety Management Systems
- Onsite Contractor Verification (OCV)
- Principal Contractor System Design & Implementation
- Contractor On-boarding & Management Process
- Site Inspections & Audits
- Cm3 – Online Contractor Prequalification
- GoInduct – Online Training & Induction

Read more at greencap.com.au/contractor-safety-management

Occupational Hygiene (OH)

Businesses have a duty under legislation to ensure, as far as is reasonably practicable, that their staff and other stakeholders are not exposed to any health and safety risks that may arise from the nature of their business.

Occupational Hygiene is the anticipation, recognition, evaluation, control and prevention of hazards from work that may result in injury, illness, or affect the wellbeing of workers.

Greencap utilises expertise in science and engineering to prevent ill health caused by physical and chemical hazards in the working environment, helping PCBUs and workers to understand the risks and improve working conditions and working practices.

Greencap's multidisciplinary approach is built on having consultants with a broad and solid foundation of knowledge across all these disciplines and more with qualifications and accreditations recognised by the Australia Institute of Occupational Hygiene (AIOH). This includes Certified Occupational Hygienists (COH) and "Full members" of the AIOH. Earning the designation of COH is recognition of the highest level of professional expertise by the AIOH and international agencies, ensuring you are receiving the services of a recognised and competent professional.

Our OH services include:

- **Physical Hazards** - including respirable and inhalable dusts, crystalline silica, occupational noise, thermal stress, vibration assessments
- **Chemical Hazards** - including exposure assessment and human health impacts from hazardous chemicals
- **Biological Hazards** - as part of building health services including mould assessment and remediation strategies

Read more at greencap.com.au/occupational-hygiene

Building Health

Greencap are experienced, industry-recognised experts in mould assessment and post-remediation verification. Unbiased, scientific and independent advice is given at each stage of a remediation project or insurance claim process.

Engaging Greencap can greatly assist with not only protecting the health and well-being of the insured, occupants and contractors, but also mitigating losses (time, money, reputation). This can serve to prevent litigation and reduce settlement amounts on claims.

Assessment requirements are dependent on the nature of the leak/flood damage event and the client's preferred level of assessment. Greencap offers clients a range of solutions, from a simple visual inspection to a detailed assessment.

Using the knowledge and experience of our mycologists, occupational hygienists and building health specialists, our Building Health team provides indoor air quality and indoor environmental quality assessments, including thermal comfort, acoustics and ambient noise, ergonomics, lighting and air quality and ventilation assessments.

Read more at greencap.com.au/building-health

Property Risk

Facility owners, managers and employers are confronted with an ever-broadening range of obligations relating to design, management and operation of property.

Greencap work with relevant stakeholders to conduct property risk assessments and establish effective management programs to mitigate the risk of exposure for workers and visitors to the property. These services identify hazards across the site including potential public liability issues, as well as providing an overview of compliance with relevant legislation, codes of practice, and Australian and New Zealand Standards.

Greencap has a team of dedicated experts for the following services:

- Property Risk Audits
- Portfolio Risk & Compliance
- Legionella Risk Management & Water Systems
- Confined Spaces
- Plant Risk Assessments
- Traffic Management Risk Assessments & Plans

Read more at greencap.com.au/property-risk-compliance

Fire Safety and Compliance

A broad range of Fire Safety and Fire Engineering consulting services are available through Greencap which deliver cost-effective and practical fire safety management strategies for property owners and managers.

Our services include the following:

- Annual Fire Safety Statements
- Essential Safety Measures (ESM)
- Fire Safety Compliance & Risk Audits
- Full-Function Fire Tests / System Interface Tests
- Fire Safety Order Management
- Fire Engineering Performance Solutions & Peer Reviews

Read more at greencap.com.au/fire-safety-compliance

Asbestos & Hazardous Materials

The management of asbestos and hazardous 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. Asbestos can be a very emotive issue, and as such, appropriate management and control of the risks associated with it are essential for organisations.

Partnering with clients, Greencap assists in the development of a range of systems and risk control strategies to meet compliance requirements, providing effective solutions to manage asbestos and hazardous material risk issues in the workplace. Greencap undertakes just about everything other than the physical removal of asbestos – from the initial identification through to risk assessment/management advice, project management of removal works and air monitoring/clearances.

Our Services include the following:

- Audits & Registers
- Sampling & (NATA) Accredited Laboratory Services
- Asbestos Management Plans
- Clearance & Air Monitoring
- Abatement Project Management
- Exposure Risk Assessment / Expert Witness
- ContinuONE - Risk Management System

Read more at greencap.com.au/asbestos-hazardous-materials



Contaminated Land Management

Greencap has extensive experience in managing contaminated land in Australia and New Zealand and are experts in the investigation and remediation of a wide variety of contaminants including solvents, heavy metals, hydrocarbons and PFAS.

Greencap provides the full spectrum of contaminated land management services and works in partnership with clients to find cost effective and practical solutions to contaminated land issues. The team of scientists, hydrogeologists and engineers are highly experienced and diverse in their skill sets, enabling the provision of solutions tailored to a business's specific needs.

Consultation is centred around a risk-based approach to contaminated land issues and Greencap has an excellent track record in working with stakeholders including regulators, clients, and the community to find solutions that both protect the environment and take account of the commercial realities inherent in acquisitions, divestments, portfolio management and development projects.

Our services include the following:

- Environmental Site Assessments
- Groundwater Monitoring, Modelling & Assessment
- Remediation Action Planning
- Asbestos in Soil
- Acid Sulphate Soil Monitoring & Assessment
- Human Health & Ecological Risk Assessment
- Landfill Gas Monitoring

Read more at greencap.com.au/contaminated-land

Environmental Management

The in-house team of scientists, hydrogeologists, regulatory specialists and project managers at Greencap have demonstrated technical excellence in environmental management services and work in partnership with clients to inform on decisions regarding environmental risks.

Greencap's expertise extends across a range of industry sectors including government, construction, resources and infrastructure, and encompasses all areas of environmental management through the approvals, construction and operational stages.

Our services include the following:

- Environmental Monitoring
- Environmental Due Diligence Assessments
- Development & Environmental Approvals
- Environmental Compliance Auditing & Monitoring
- Environmental Management Plans
- Environmental Management Systems
- Dust & Noise Monitoring
- Geographical Information Systems (GIS)

Read more at greencap.com.au/environmental-management

Workforce Training



GREENCAP WORKFORCE 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 clients across 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 Australia-wide, and can also deliver training for you in-house, online, on-site or in the field including rural and remote locations.

Asbestos and 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.

Muddy Boots Workforce Training courses include:

- Asbestos Awareness
- Asbestos Management Responsibilities
- Asbestos Management Plans
- Asbestos Handling (*designed for people working with less than 10m² of asbestos*)
- Online Asbestos Awareness Training
- Silica Awareness
- Mould Awareness

**Non-Accredited.*

Accredited training is also delivered in New Zealand through NZSafety Blackwoods Worksafe Training ITO.

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 & Spills
- Cultural Heritage Awareness
- Environmental Risk & Assessment - Legislative Requirements
- Monitoring & Sampling
- Land Management

Muddy Boots Environmental Training was appointed in 2017 by the NSW Office of Environment and Heritage as the exclusive training provider for the [Biodiversity Offsets Scheme \(NSW\)](#).

Emergency Management



GREENCAP EMERGENCY MANAGEMENT TRAINING & SERVICES

TrimEVAC is Greencap's specialised Emergency Management and Training company, providing a comprehensive range of emergency management consulting and training services across Australia and New Zealand.

TrimEVAC Emergency Management offers:

- **Tailored solutions** that meet the needs of each organisation and their risk profile
- Practical & engaging **training programs** for members of the Emergency Control Organisation (ECO)
- **Multi-disciplinary** consulting staff with broad industry experience and qualifications
- Comprehensive and user-friendly **emergency management documentation** including the development of *Emergency Procedures* and *Evacuation Diagrams*.

TrimEVAC also offers TrimOnline, a comprehensive web-based Emergency Planning and Management tool for multi-building portfolios.

Read more at greencap.com.au/emergency-management

TrimEVAC is one of Australia's leading **Emergency Management** and response training companies with a history of delivering client success since 1987.



TrimEVAC Training

TrimEVAC delivers a complete range of emergency training programs. The programs are practical and engaging, fostering new learning and assessment strategies. Emergency situations and threats are identified and appropriate countermeasures established. Tailored training packages incorporate a mix of video, interactive workshops, competency assessment and e-learning to provide a motivating learning environment.

TrimEVAC training programs are modified to suit client needs and are conducted at your site or via web-based solutions for your convenience.

TrimEVAC Training Programs include:

- Emergency Planning Committee Training
- Warden & Chief Warden Training
- EWIS/EWS Training
- Fire Extinguisher Training
- Scenario Exercises
- Evacuation Exercises

Read more at greencap.com.au/training/trimevac

Contractor Management



Cm3 Online Contractor Prequalification

Greencap understands that day-to-day technological solutions are needed to help businesses to run as efficiently as possible. With a highly experienced internal development team and Australian based support, Greencap's web-based risk management solutions provide time efficient and hassle-free risk management of clients' risk and compliance obligations.

Cm3 is Australia's leading online contractor WHS prequalification system which assists companies in meeting their legislative duty of care around the selection and use of contractors. It allows them to demonstrate that their contractors are carefully selected based on Work Health & Safety (WHS) capabilities and practices which comply with current legislation.

Hundreds of organisations across Australia and New Zealand trust Cm3 to manage their contractor safety and prequalification, leveraging key features such as:

- Ongoing verification of contractors' insurance certificates
- Online WHS assessment completed by contractors and reviewed by highly qualified safety specialists
- Dashboard reporting and regular contractor exception reporting via email
- The ability to log Corrective Action Requests (CARs) and conduct surveys
- Ethical Sourcing Questionnaires for Cm3 vendors as part of their annual Business Risk Profile
- Specialised functions that assist with a variety of contractor management requirements
- Ongoing development based on client feedback by a dedicated team of WHS experts and software engineers



Contractors are assessed by experienced WHS professionals and are able to upload licences, insurances and other documentation to the system to ensure compliance whilst working on client projects. By leveraging Cm3's centralised system of already prequalified contractors and a standardised process, Cm3 clients can dramatically decrease the time required to prequalify contractors.

Cm3 also has a number of built in tools that can assist the collection of information about Vendors (including Contractors and Suppliers) required to meet reporting requirements under the Modern Slavery Act 2018, and is designed to reduce cost, reduce risk and increase transparency in your contractor compliance management.

By being Cm3 prequalified, contractors are able to demonstrate that they have the qualifications, systems and processes in place to get client jobs done safely, and are present in the Cm3 contractor marketplace which receives tens of thousands and searches a month.

Learn more at www.cm3.com.au



THE GRENCAP TEAM

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

Greencap people are the best industry professionals in the business.

This comes from our goal of having the **Best Industry People** with active professional and personal development programs to attract and engage our team members.

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

Our Values:

- Client Appreciation
- Respect
- Ownership
- Continuous Improvement

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 Liquefied Natural Gas Facility, Darwin, Northern Territory

Greencap completed the Environmental Impact Monitoring Program from September 2013 until April 2019 to monitor environmental impacts on land, air and water during the construction, pre-commissioning and commissioning phases of the Ichthys Liquefied Natural Gas Facility. Greencap completed the monitoring program for the engineering, procurement and construction contractor JKC Australia and INPEX, to ensure that environmental compliance requirements were 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 both *Safety* and *Contractor Safety* awards 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 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 solutions for 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.

GREENCAP

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greencap.com.au

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