



**JCN Consulting  
Services P/L**



## Contents

### Our Vision

JCN Consulting Services will be recognised as the provider of choice and regional leader in the provision of sustainable solutions for health and safety, quality, environmental management and business consultancy services throughout Australia and Asia Pacific.

Introduction	1
Core Services	2
Work health and safety	3
Environmental management	4
Quality management	5
Education and training	6-7
Core values	8
Operations and business systems	9-10
Services	11-12
Values	13
Customer Focus	13
Community and the Environment	13
People	13
Quality	13
Contact us	15



## Introduction

JCN Consulting Services is a quality, health, safety, environmental and business management consulting company focused on ensuring clients meet and exceed legislative requirements and standards whilst empowering them with the knowledge, systems and processes to self-manage into the future.

JCN Consulting Services is an organisation that offers services in the disciplines of:

- Work health and safety management
- Environmental management
- Quality management
- Business planning and improvement strategies
- Education and training.
- Engineering and facility management

JCN Consulting Services was founded in Melbourne in 2012 by its current owner and principal consultant, Joseph Nair.

Based on the overwhelming success of the initial operation, JCN Consulting Services has grown significantly in size and scope, and now operates in Papua New Guinea, Fiji, and subsidiary office in Malaysia and Indonesia.

JCN Consulting Services brings together a team of talented, experienced and highly qualified professionals that allows us to provide a robust and complete service to our clients. We have significant and proven experience in supporting organisations operating in the following domains:

- Commercial construction
- Large and small civil works
- Domestic construction
- Mining
- Small and large scale manufacture
- Government corporations
- Engineering
- Service industries



## Core Services

- ✔ Work health and safety
- ✔ Environmental management
- ✔ Quality management
- ✔ Education and training
- ✔ Operations and business systems
- ✔ Service





## Work health and safety: Solutions for your business

The effective management of work health and safety should primarily lead to a reduction in illness and injury followed by the sustainment of such reductions. Such an outcome often results in cost saving, higher profits and a motivated workforce that yields more product of a higher quality.

- The design of policy and work health and safety management systems (stand-alone or integrated with other business systems)
- The design of statutory (construction) management plans and safe work method statements for high-risk construction work
- The design of safe work and standard operating procedures
- The design of emergency management and disaster recovery plans
- The design of statutory building fire and evacuation plans
- The design of project traffic management plans
- The design of business and action plans for the implementation of work health and safety management systems and risk controls and barriers
- The provision of active technical advice and guidance including ongoing telephone and email support
- The provision of ad hoc, periodic, short or long term on-site safety professionals and practitioners
- Monitoring and review through compliance auditing by qualified and certified lead auditors



- Analysis of non-conformances arising out of audit activity; and accident and incident investigations to determine active failures, contributing latent conditions and systemic omission and oversight
- Contractor pre-qualification and on-going management
- Prequalification (PQC) system auditing
- Design and implementation of behavioural / cultural change programs
- Education, training, coaching and mentoring
- Design of employee induction programs

Furthermore, JCN Consulting Services can offer an independent service in technically assisting and coaching through the International and / or Australian Standards Organisation certification process to the standard required of AS/NZS 4801:2001 Occupational health and safety management systems – Specification with guidance for use; OHSAS18001 Occupational health and safety management systems.



## Environmental management: Solutions for your business

Your business is probably increasingly concerned with achieving and demonstrating sound environmental performance by controlling the impacts of your activities, products and services on the environment, if for no other reason, for the preservation of the planet for your children. And your business does so in the context of increasingly stringent legislation, economic sense and increased concern expressed by interested parties about environmental matters and sustainable development.

JCN Consulting Services is an organisation that offers services in environmental management including:

- The design of policy and environmental management systems
- Facilitation of statutory environmental impact studies
- The design of project environmental management plans based on environmental impact studies
- The undertaking and documenting of impact analysis and evaluation in circumstances where environmental impact studies is not a statutory requirement

- The design of environmental impact emergency management and disaster recovery plans
- The design of business and action plans
- Monitoring and review through compliance auditing by qualified and certified lead auditors
- Analysis of non-conformances arising out of audit activity; and assistance with, review of or conduct of environmental incident investigations to determine active failures, contributing latent conditions and systemic omission and oversight
- Design of employee induction programs in the context of environmental management

Furthermore, JCN Consulting Services can offer an independent service in technical assistance and coaching through the International and Australian Standards Organisation certification process to the standard required of AS/NZSISO 14001:2004 Environmental management systems – Requirements with guidance for use.



## Quality management: Solutions for your business



## Education and training: Solutions for your business



To lead and operate your business successfully, it is necessary to direct and control it in a systematic and transparent manner. Success can result from implementing and maintaining a management system that is designed to continually improve performance while addressing the needs of all interested parties. Managing your business should encompass quality management amongst other management disciplines.

Eight quality management principles have been identified that can be used in order to lead your business towards improved performance:

- Customer focus – your business depends on your customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations
- Leadership – leaders establish unity of purpose and direction of your business. They should create and maintain the internal environment in which people can become fully involved in achieving your objectives
- Involvement of people – people at all levels is the essence of your business and their full involvement enables their abilities to be used for its benefit
- Process approach – a desired result is achieved more efficiently when activities and related resources are managed as a process
- System approach to management – identifying, understanding and

managing interrelated processes as a system contributes to your businesses effectiveness and efficiency in achieving its objectives

- Continual improvement – continual improvement of your businesses overall performance should be a permanent objective
- Factual approach to decision making – effective decisions is based on the analysis of data and information
- Mutually beneficial supplier relationships – your business and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value

JCN Consulting Services is an organisation that offers services in quality management including:

- The design of policy and quality management systems and accompanying manuals (stand-alone or integrated with other business systems)
- The design of quality plans, inspection and test plans and work procedures to ensure product realisation to a specified standard
- Monitoring and review through compliance auditing by qualified and certified lead auditors
- Assistance with, review of or conduct of non-product conformance analysis to determine active failures, contributing latent conditions and systemic omission and oversight (no blame methodology).

In today's world, nothing stays the same. Being ready means being ready to switch strategies and game plans whenever it's necessary. That means you and your team need the vital quality of flexibility – the ability to bond and flow with change.

Many businesses and the people in them are struggling right now because they haven't learnt the power of flexibility. They continue to live in the past. They are scared to move forward. And why? Because they do not have the confidence to do so. They are afraid of failure. They doubt themselves.

Education and training can help you and your team become flexible by providing the generic and / or specific skills and knowledge needed for future business challenges.

Furthermore, education and training leading to competence is a core component in:

- Working within acceptable / tolerable levels of risk to health and safety and the environment
- Realising products and services to customer specification

JCN Consulting Services provides a variety of Nationally Accredited and Workplace Courses to include:

- Product user courses for equipment available at your site
- First aid (full or refresher) and Perform CPR (full or refresher)
- Provide basic emergency life support
- Confined Space Entry (full or refresher)

- Operate Breathing apparatus (full or refresher)
- Gas Test Atmospheres
- Work safely at heights (full or refresher)
- Use portable firefighting equipment
- Hazardous materials responders courses
- Training Confined Space rescue
- Work in accordance with an issued permit
- Undertake fire control and emergency rescue
- Undertake first response to fire incidents
- Ammonia, chlorine and chemical spill awareness courses (tailored to your site specific needs)
- Confined space awareness
- Height safety awareness
- Manual Handling
- Fire Warden and fire extinguisher
- Demonstrate first attack firefighting equipment





## Education and training: Solutions for your business (contd)

JCN Consulting Services is an organisation that offers bespoke education and training programs and professional development in such doctrine as:

- Legal obligation and due diligence for 'Officers', managers, supervisor and / or workers
- Risk management including the concepts of group think, risk shift and risk compensation, and diagrammatic bow tie methodology
- Incident causation including underlying causes to environmental, social and physiological determinants of the observable behaviour
- The psychology of human error and its management
- Internal auditing
- Behavioural change
- Leadership
- Performance management
- Organisational behaviour
- Working in teams
- Stress management
- Learning how to learn
- Conflict resolution
- Problem solving and root cause analysis
- Report writing
- Project management



## What we believe is driven by our embedded values

JCN Consulting Services is focused on providing an environment for both our employees and customers that is driven and supported by the following core values.

**INTEGRITY**

in all that we do

**FAIRNESS**

and concern for our employees

**BALANCE**

between worklife and personal life

**RESPONSIBILITY**

to the communities within

which we operate

**COMMITMENT**

to our products, services

and other initiatives

**OPENNESS**

in communications

**SHARING**

our success

**DIVERSITY**

and how it contributes

to our organisation



## Operations and business systems

JCN Consulting Services can offer a range of services to improve your overall operations and business systems. We can tailor a service to suit your specific needs and requirements.

Key topics that we can cover include the following:

### Operational Efficiency

Operational efficiency is focused on minimizing waste and maximizing output. We would assess your business and seek to identify wasteful resources and processes that may be reducing your overall profits. Part of this process would be coming up with cost-effective solutions to solve these identified weaknesses.

### Business Performance Tracking

Business performance tracking is putting in place appropriate management and analytic measures to gauge the performance of your business. This includes the establishment of appropriate KPIs and goals to achieve your company's objectives and implementing appropriate tools and tracking to improve future performance as your business works towards these goals.

### Automated Business Processes

Addressing your company's processes and systems and identifying opportunities to improve these systems will allow your company to operate more efficiently. JCN Consulting Services will assist you put in place the right systems and tools to help your business run efficiently. Automated processes and systems allow you to collect data that can be used to make smart business decisions.

### Implementation & change management

JCN Consulting Services applies change management philosophy based on communication and guidance that promotes "ownership" and which translates into meaningful business improvement. Types of implementation assistance include coaching, consulting, workshop facilitation, training programs and auditing services.

### Business Continuity Management

Organisations often treat business continuity as an isolated process, knowing they need to manage this issue they develop a plan which sits by itself, not integrated within the business. Over time like most organisational processes the plan become obsolete and ineffective not providing the organisation with reassurance that it can recover from all potential events that could cause disruption to the business efficiently and effectively. In order to be effective business continuity management needs to be implemented as a management system and just like any other management system, an organisation BCMS needs to be planned, implemented, monitored and continually improved on an on-going basis.



JCN Consulting Services focuses on demystifying business continuity planning and management using a simple pragmatic approach. Our methodology and knowledge enable our consultants to deliver clear and effective business continuity solutions across the depth and breadth of your organisation.

### Key Benefits include :

- Reduce the likelihood, shorten the period and limit the impact of a disruption;
- Reduction in risk exposure; and
- Increased accountability and responsibility during response, management and recovery activities.

### Features

Customised business continuity design, development and implementation will be provided to our customers. Such services may include:

- Business impact analysis;
- Risk assessment workshops (process mapping and bowtie development);
- Strategy formulation;
- Business continuity planning;
- Business continuity exercises;
- Business continuity auditing; and
- Ongoing monitoring and support.

### Outcome

A decrease in risk exposure, better decision making processes, plans based on high risk exposures, development of a risk response and overall improvement in organisations capability to respond to environmental changes.





## Services

### Fire extinguisher services:

It is important that your fire extinguishers are inspected at regular intervals to insure that it is ready for use in case of an emergency.

JCN Consulting Services can provide you with a service and inspection to give assurance that your extinguisher is fully charged and ready for use. The inspection generally involves checking that the extinguisher is located in its proper place, that it has not been used or tampered with, and that there is no physical damage or condition to prevent it from functioning.

Inspections will reveal whether your extinguisher(s) require any necessary repairs, replacement or pressure test & recharging.

LEVEL 1: 6 Monthly Extinguisher Maintenance Schedule, consisting of specific extinguisher checks.

LEVEL 2: 12 Monthly Extinguisher Maintenance Schedule, consisting of Level 1 procedures plus other specified functional checks (including recharge of some units).

### Exit & Emergency Lights

Exit & Emergency Lights are an important aspect to consider when it comes to Occupational Health & Safety and Public Liability. It is crucial and the responsibility

of the building owner/manager to ensure that their Exit & Emergency Lights are in good working order so that people can quickly and safely exit a dangerous environment. Through investing in proper maintenance of your Exit & Emergency Lights you will also maximise its operational life at the minimum owners cost.

JCN Consulting Services provide maintenance services for Exit & Emergency Lighting systems. As per Australian Standards 2293.2, Exit/Emergency Lighting Systems are required to be adequately maintained by being tested at regular six-monthly intervals.



### Onsite Workplace First Aid Kit Replenishment

We recognise you're busy running your business, which is why we come to you and take the hassle out of maintaining and restocking your first aid kits.

This means you are always prepared in the event of an emergency, and you are meeting your legal requirements to have well equipped first aid facilities available to your workers at all times.

We can schedule regular First Aid Replenishment site visits, as often as every month, quarterly or half yearly. On these visits, we will:

- Check first aid kits are adequately identified to assist in easily locating first aid equipment and facilities,
- Dust, tidy and organise first aid kits,
- Ensure that items are in good working order, have not deteriorated and are within their expiry dates and that sterile products are sealed and have not been tampered with.
- Ensure the kit contains a complete set of the required items specific to workplace's needs, and replenish required items

### Height Safety Equipment Inspections

Height safety equipment inspections to AS/NZS 1891 part 4 including survey, written report and replacement as required.

### Breathing Air Testing

Breathing air testing to:

- AS 1715 – 1994 Respiratory protective devices
- AS 2299 – 1992 Occupational Diving









## Contact us

JCN Consulting Services offers many other services to compliment and support its Quality, Safety, Environmental and Business Improvement services, and they include:

- Risk Management
- Security Assessments and Audits
- Fire Safety Audits
- Mask fit testing
- Hygiene assessments
- Development and auditing of Food Safety Systems
- Legislative Compliance

JCN Consulting Services values its reputation of providing clients with exceptional service and a superior product and treat all customers big or small with the same level of respect and service.

If you would like any further information or wish to discuss any element of our services that may assist you and your business please contact us by either phone or email.

