

Undertaking to the Executive Director, SafeWork SA given for the purposes of part 11 of the *Work Health and Safety Act*.

**By**

**SRG Building (Southern) Pty Ltd (“SRG”)**

**ACN 087 344 349**

**Section 1 – General information**

GI(a) details of the person proposing the undertaking

Street address	Level 1, 338 Barker Road, Subiaco, WA, 6008 (registered office)		
Mailing address	PO Box 1772, Subiaco WA 6904		
Telephone	08 9267 5400	Mobile:	0409103824
Email address	michelle.quigley@srglimited.com.au		
Legal structure	Body Corporate		
Type of business	Building contractor		
Commencement date	1961		
Workers	Full time: 636 Part Time: 8 Casual: 81 Total: 725 (as at 20 September 2016 and subject to change).		
Products and services	SRG provides a range of construction, post-tensioning and remediation services in the civil, building industries.		

**Comments**

SRG Building (Southern) Pty Ltd ("SRG") is a subsidiary of SRG Limited an international complex services company with offices in WA, SA, QLD, NSW, VIC, Dubai and Hong Kong. SRG Limited as a group has approximately 725 employees throughout Australia. Prior to 5 December 2014 SRG was known as Structural Systems (Southern) Pty Ltd.

SRG Limited as a group provides the following services in the building industry: post-tensioning, slipform, silo and tank construction, reinforcement supply and place, remedial diagnosis and investigation, concrete repair, structural strengthening, waterproofing, structural crack repair, façade restoration, architectural restoration, cathodic protection and specialized services.

On 17 September 2012 SRG was engaged by the joint venture of Hansen Yuncken Pty Ltd and Leighton Contractors Pty Limited (HYLC) to work on the New Royal Adelaide Hospital (NRAH) construction site. They were engaged to provide post tensioning and reinforcement fixing works to the pile caps and substructures in Zones 1, 2 and 3 of the site. During the NRAH project, SRG had approximately 100 workers on site, including both employees and subcontractors.

SRG completed their main works for the NRAH project in approximately September 2014. SRG were re-engaged to tidy up and fix alleged defects that remained. This work included removing excess concrete or grout, re-patching pockets, removing staples, cleaning and setting of tendon markers, amongst other things.

GI(b) the details of the alleged contravention

SafeWork SA alleges one offence contrary to section 32 of the *Work Health and Safety Act 2012* (SA). It is alleged that on 27 November 2014 at Adelaide in the State of South Australia, SRG, being a person conducting a business or undertaking, and who had a health and safety duty, failed to comply with that duty, and that failure exposed Jorge Castillo-Riffo to a risk of death or serious injury.

It is alleged that SRG failed to provide and maintain, so far as was reasonably practicable, a safe work environment at the site in that it failed to:

- i. Identify the hazards and risks involved in carrying out the patching rectification works to the concrete façade of the structure through the use of an elevated work platform (EWP),

- including the risk of crush injuries arising from the use of an EWP to access the work area; and
- ii. Failed to ensure that the rectification works were carried out using suitable plant to provide an adequate and safe work space for the worker.

It is alleged that SRG failed to provide and maintain safe plant so far as was reasonably practicable at the site in that it:

- i. Failed to monitor and supervise plant being used on site by its workers to ensure that it was free from defects and risks of injury or death; and
- ii. Failed to ensure that the EWP used by the worker was free from defects and was fit for use at the site.

It is alleged that SRG failed to maintain safe systems of work at the site in that it failed to:

- i. Adequately train, instruct and provide information to its workers of the risk of overhead crush injuries arising from the use of an EWP in and around the concrete structure of the NRAH; and
- ii. Failed to ensure that a Safe Work Method Statement was developed for the completion of the patching of the post tension pockets using an EWP to work on an elevated area of the concrete façade of the NRAH; and
- iii. Failed to ensure that the rectification works were carried out using suitable and safe plant.

SRG is being prosecuted along with Hansen Yuncken Pty Ltd and Leighton Contractors Pty Limited. SRG is the third defendant.

GI(c) details of the events surrounding the alleged contravention, e.g. incident details

On 27 November 2014 an incident occurred involving an employee of SRG, while working as a subcontractor conducting rectification works at the NRAH. The particular rectification works involved working on an elevated work platform (EWP), patching post tension pockets on the concrete face of a void in the concrete structure of the NRAH. Whilst conducting this task, it is suspected that Mr Castillo-Riffo's head became pinned between the EWP and the underside of a concrete slab. Mr Castillo-Riffo's (Jorge Castillo-Riffo) died the day after the incident.

GI(d) an acknowledgement that SafeWork SA has alleged that a contravention has occurred

It is acknowledged that SafeWork SA alleges that SRG has contravened provisions to the WHS Act.

GI(e) the details of any injury that arose from the alleged contravention

Jorge Castillo-Riffo suffered injuries as a result of the incident and died the day after the incident

GI(f) the details of any enforcement notices issued that relate to the alleged contravention

Date issued	Notice type	Notice number	Contravention	Action taken to respond to notice
28/11/2014	Prohibition	89821	Section 19 of the WHS Act	Systems of work for using a scissor lift reviewed
01/12/2014	Notice to provide documents to an inspector	301152		Applicable documents provided.
08/10/2015	S155		Possible contravention of WHS Act	Written response to questions and documents provided

GI(g) a statement of assurance about future work health and safety behaviour

SRG is committed to discharging its obligations under the WHS Act and is committed to, so far as reasonably practicable, ensuring the health and safety of all works and those who may be affected by its business or undertaking.

When an alleged contravention is associated with an injury/illness

GI(h) The details of the type of workers' compensation provided (if the injured person is a worker of the person)

The spouse of Jorge Castillo-Riffo (Ms Pamela Gurner-Hall) has received a lump sum workers compensation payment of \$471,747.00 plus interest of \$32,261.55. In addition to this a backpay payment of \$22,191.99 was also paid by SRG to Ms Gurner-Hall. This covered the period of time between the date of death until weekly payments were calculated. Weekly payments of \$421.21 commenced on 21 December 2014 and are continuing to be paid.

Payment type	Amount
Lump Sum	\$471,747.00
Interest	\$32,261.55
Back Pay	\$22,191.99
Weekly payments (28 weeks at \$421.21 per week)	\$11,793.88
<b>Total at 13 July 2016</b>	<b>\$537,994.42</b>

GI(i) details of the support provided to the injured person to overcome the injury/illness

N/A

Support provided to the injured person/s or injured person/s family:

Date	Description of Support	Value
12 Feb 2015	Donation from employees (\$4914) matched by SRG	\$10,000.00
13 Jan 2015	SRG immediately paid all funeral costs (claimed for reimbursement from insurance)	\$9,054.24
Dec 2015	SRG offered to cover the cost of services provided by Flinders Estate (assist with Estate) however this was not used	E\$3,000.00
Nov 2014 – Jan 2015	Use of the Employee Assistance Program Support through Davidson Trahaire for Trauma support and workplace accident management. This supported both the employees working with the deceased and the Widow of the deceased	\$6,872.25
28 Nov – 31 Dec 2014	The deceased wages were continued to be paid direct to his widow's bank account after the incident to assist the widow through immediate costs and loss of income. (\$1884.20 gross per week)	\$9,421.00
28 Nov – 31 Dec 2014	SRG paid the superannuation of the deceased to his Superannuation account	\$890.20
<b>Total support spend</b>		<b>E\$39,237.69</b>

GI(j) if the matter involves a fatality or very serious injury<sup>1</sup>, a claim to demonstrate that exceptional circumstances exist so the WHS undertaking can be considered

Does the contravention involve a fatality or very serious injury?

Yes     No

The exceptional circumstances that distinguish SRG include

1. the conduct of SRG from the date of the incident to date namely the full co-operation with the authorities, proactive responses and positive contribution to the investigation; and
2. Ms Gurner-Hall the spouse of Jorge Castillo-Riffo has been provided ongoing support and has been involved with SRG regarding the creation of a legacy program since the date of the incident. She presented the newly created safety award in the name of Jorge Castillo-Riffo at the inaugural awards night in August 2016. Ms Gurner-Hall is aware of the application by SRG for the Enforceable Undertaking as an alternative to the ongoing proceedings against SRG. SRG are very optimistic that the Undertaking if accepted will change the way the industry uses scissor lifts and continue the legacy that has been created.
3. The design, testing and manufacture by SRG of an early warning device for use on scissor lifts.

GI(k) the details of any existing occupational health and safety management systems at the workplace including the level of auditing currently undertaken

- Safe Work Method Statements and/or risk assessments for each activity
- Pre-start meetings every morning with each employee and senior leading hand – sets out the job/task, safety issues for the day
- Weekly toolbox meetings – safety issues, onsite incidents
- Ensuring all workers had required tickets/accreditations
- ISO accreditation including external third party auditors
- Federal Safety Accreditation including external third party auditors

GI(l) a statement of regret (i.e. not an admission of guilt)

SRG its officers and its employees have all been deeply impacted by the incident. SRG sincerely regrets that the incident on 27 November 2014 occurred and expresses its sympathy to the family, friends, co-workers and all others affected by the incident. SRG is committed to and will take all necessary steps to ensure such an incident does not occur again. SRG are particularly focused on providing and contributing to the ongoing improvements in the industry and the creation of a legacy in Jorge Castillo-Riffo's name.

GI (m) any rectifications made as a result of the contravention

- Designed, Manufactured and Supplied Early Warning Devices to be used on EWP's
- Introduced a 'Take 5' initiative
- Introduced a policy/standard requiring executive sign off for use of EWPs
- Whole of business safety recognition program introduced (Champion Awards – safety award named after Jorge Castillo-Riffo)
- Established a Regional Zero Harm Leadership Team (ZHLT) which meets monthly in addition to the National ZHLT that was newly formed at the time of the incident
- Induction process for new employees

GI(n) an acknowledgement that the WHS undertaking may be published

SRG acknowledges that this undertaking document may be published on the SafeWork SA internet site and referenced in SafeWork SA material

<sup>1</sup> An injury that has caused nervous system damage liable to lead to mental incapacity or permanent restriction of mobility or involves a major amputation of a limb or parts of the body, for example, amputation above the knee or elbow.

<p>GI(o) a statement of ability to comply with the terms of the undertaking</p> <p>I declare that SRG has the financial ability to comply with the terms of this WHS undertaking and have provided evidence with this undertaking to support this declaration.</p>
<p>GI(p) the person may be required to provide a statutory declaration</p> <p>The regulator has requested a statutory declaration outlining details of any prior WHS convictions or findings of guilt under WHS legislation or WHS-related legislation?  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>The statutory declaration is attached (if applicable)</p> <p><b>Not Applicable</b></p> Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>GI(q) Acknowledgment of WHS undertaking overview and guidelines</p> <p>SRG acknowledges that it has read and understood the publications:</p> <p><i>Enforceable undertakings—overview</i> (version 1 dated December 2012); and  <i>Enforceable undertakings—guidelines for proposing a WHS undertaking</i> (version 1 dated December 2012)</p>
<p><b>Section 2 – Mandatory Terms</b></p>
<p>MT(a) A commitment that the behaviour that led to the alleged contravention has ceased and will not reoccur</p> <p>SRG is committed to ensuring that the behaviour that led to the alleged contravention has ceased. SRG will take all reasonable steps to prevent any recurrences of incidents of a similar nature. SRG is committed to complying with all its obligations under the WHS Act.</p>
<p>MT(b) A Commitment to the ongoing effective management of WHS risks</p> <p>SRG is committed to the ongoing effective management of WHS risks. To ensure this, SRG will take the following approach:</p> <ul style="list-style-type: none"> <li>• Ongoing WHS consultation with employees and contractors.</li> <li>• Ongoing risk assessments, along with regular updates and reviews of procedures to ensure the maintenance of a risk minimization strategy.</li> <li>• Arranging for relevant workers to participate in safety programs.</li> </ul>
<p>MT(c) A commitment to disseminate information about the undertaking to workers, and other relevant parties, and in the annual report (if applicable)</p> <p>SRG agrees to disseminate information about the undertaking within the workplace. Within 90 days of this Undertaking coming into effect, the information will be distributed through the following means:</p> <ul style="list-style-type: none"> <li>• A message will be sent from the Managing Director to the organisation detailing its continued commitment to work health and safety and outlining the Undertakings impact on ensuring employee safety is paramount within the company.</li> <li>• Toolbox talk presentations will be conducted with all applicable SRG workers.</li> <li>• Formal notifications will be sent to the Board of Directors and executive leadership team.</li> <li>• Ensure that the impact statement of Pam Gurner-Hall dated 2 February 2017 is displayed on the SRG website for a minimum of 3 years.</li> </ul>
<p>MT(d) A commitment to participate constructively in all compliance monitoring activities of the undertaking</p>

SRG understands its obligation to cooperate with compliance monitoring by SafeWork SA to ensure that the undertaking is fulfilled.  
 SRG acknowledges that SafeWork SA will conduct compliance monitoring activities at no greater than six monthly intervals, with the final inspection to be conducted once all aspects of the undertaking have been implemented and are complete.

Cooperation will be given to allow SafeWork SA's officers to assess compliance including giving access to relevant material (evidence of compliance).

It is acknowledged that SafeWork SA may initiate additional compliance inspections as considered necessary at SafeWork SA's expense.

**MT(e)(f)(g) Strategies that will deliver worker, industry and community benefits**

**1. Manufacture and supply early warning devices to nominated industry leaders including the IP for design, testing, manufacturing and supplying early warning devices to be used on scissor lifts throughout the industry**

**Scope:** SRG has designed, tested, manufactured and will now supply to the Construction Industry Training Center SA, the Elevating Work Platform Association of Australia and the CEPU SA at least 15 early warning devices for use on scissor lifts within the SA community.

SRG will also provide all designs and drawings and grant a permanent, irrevocable, royalty free, worldwide, non-exclusive license to use, reproduce, distribute, electronically transmit, distribute, adapt and modify the design of the early warning device to the Construction Industry Training Center SA, the Elevating Work Platform Association of Australia, the CEPU SA and SafeWork SA.

**Tangible Outputs:** The device can be used as a temporary early warning device that is attached to an EWP and warns the worker of a risk of a crushing injury.

**Beneficiaries/Audience:** The beneficiaries include all users of the device and their family and friends who will have their loved ones provided with an extra safety measure at work.

**Delivery Method:** The devices will be manufactured and couriered to the relevant industry leaders.

**Timeframe:** within 90 days following the commencement of the Undertaking

**Safety Outcome:** The design and manufacture of such a device is an initiative in the industry that sets a new standard for safety when using a scissor lift. It can be further adapted and allow the industry to further improve the current work system.

The estimated cost of these undertakings is

Design, testing, drawings, etc	E\$46,500*
Manufacture 15 devices	E\$30,000**
<b>Estimated cost</b>	<b>\$76,500</b>

\*estimated as 300 hours of designing and testing at \$155.00 per hour

\*\*estimated at \$2000 per device (cost of devices for SRG's use not included)

**MT(e) Strategies that will deliver worker benefits**

In order to deliver worker benefits SRG will implement the following initiatives:

**1. Provide WHS Training to all senior front line managers, leading hands and blue collar workers**

SRG will provide the appropriate WHS training for all levels of staff.

- (1.1) Senior front line managers will be required to complete a nationally recognised Certificate IV in Work Health and Safety (estimated 20 employees).
- (1.2) Leading hands will complete a Skills in Risk Management Course.
- (1.3) Other blue collar workers will be required to conduct a Hazard Identification and Risk Management seminar in Work Health and Safety. This undertaking illustrates the importance of WHS education within SRG.

Increasing WHS skills, knowledge of requirements under legislation, and the day to day WHS compliance within the organisation will assist in the identification, assessment and prevention of risks to safety within the workplace. The proliferation of such information will have a significant impact on safe work processes within SRG.

**Overall outcomes include:**

- Choosing appropriate methods for hazard identification and risk assessment;
- Identifying and taking appropriate action on non-compliance with legislation; and
- Identifying, recording and communicating to others the duties, rights and responsibilities of individuals and parties in the consultation process.

**1.1 Certificate IV Work Health and Safety**

**Scope:** Enroll selected personnel in BSB41415 Certificate IV in Work Health and Safety with a registered training organisation. This qualification will:

- Assist with compliance with WHS laws;
- Contribute to implementing and maintaining WHS management systems;
- Assist with workplace monitoring processes; and
- Contribute to work-related health and safety measures and initiatives.

**Tangible Outputs:** SRG will train frontline supervisors on the importance of managing WHS in the workplace and being the first port of call for the workers on WHS matters. The course outcomes will include:

- Communicating and explaining the work health and safety management system (WHSMS) plan to others in relation to their roles and responsibilities, and facilitating their contribution to implementation of the plan;
- Assisting with obtaining information from those involved regarding actions and events leading up to, or occurring during or after an incident;
- Applying knowledge of risk assessment to contribute to the selection of risk-assessment techniques, tools and processes for common hazards; and
- Contributing to the identification and assessment of barriers to the implementation and effectiveness of work health and safety (WHS) consultation and participation processes.

**Beneficiaries/Audience:** Frontline supervisors.

**Delivery Method:** Face to face (or with approval from a registered training organization).

**Timeframe:** start within 6 months of commencing the Undertaking – complete within 2 years.

**Safety Outcome:** Knowledge of the requirements under legislation, and managing the responsibility for day to day WHS compliance.

**Estimated implementation costs (1.1)**

Cost per person	\$1,195.00*
Number of personnel to be trained	20
<b>Estimated cost</b>	<b>\$23,900.00</b>

\*\$1,195.00 is the current price of the Certificate IV in WHS through an accredited Training provider for SRG.



## 1.2 Skills in Work Health and Safety training package

**Scope:** SRG will develop and implement a training package titled Skills in Work Health and Safety. This training package will be developed in conjunction with an accredited training provider and will contribute to WHS hazard identification, risk assessment and risk control. This will include:

- How to access WHS information;
- What their duties and responsibilities are under legislation;
- How to lead a team in the identification of hazards and the implementation of controls to eliminate the risk or reduce the risk to as low as reasonably practicable;
- How to review risk assessments undertaken by workers; and
- How to evaluate and monitor controls once implemented.

**Tangible Outputs:** SRG will train leading hands on their roles and responsibilities in accordance with the relevant legislation.

**Beneficiaries/Audience:** Leading Hands or above as well as the general workforce in terms of the support they will be provided in the identification of hazard, the assessment of the risk, and the control measure to be implemented.

**Delivery Method:** Internal face to face sessions held by SRG's National Training Manager, SRG's Quality Safety and Environment Managers in conjunction with an accredited training provider.

**Timeframe:** start within 6 months of commencing the Undertaking – complete within 3 years for all employees employed at the time of commencing the Undertaking.

**Safety Outcome:** Increased knowledge of the requirements under legislation, and increased awareness in the workforce on WHS matters.

### Estimated implementation costs (1.2)

Development of training materials	\$8,000.00*
Travel expenses	\$13,275.00**
<b>Estimated cost</b>	<b>\$21,275.00</b>

\*Based on 80 hours to develop training materials at \$100 per hour.

\*\*Flights (8 at \$800 return), accommodation (25 nights at \$175 per night), meals and incidentals (\$100 per day).

## 1.3 Develop a Risk Management training package – Skills in Risk Management

**Scope:** SRG will develop a training package titled Skills in Risk Management. This training package will be developed in conjunction with an accredited training provider and will include:

- Plan and prepare for risk control;
- Assess and identify unacceptable risk;
- Identify, assess and implement risk treatments; and
- Complete records and reports.

**Tangible Outputs:** SRG will train all operational workers to ensure they understand hazard identification and risk management and how to stay safe in the workplace. They will be shown how to use SRG risk assessment tools (Take 5, JHA, SWMS) to assist with the risk management process.

**Beneficiaries/Audience:** All operational workers.

**Delivery Method:** Internal face to face sessions held by SRG's National Training Manager, SRG's Quality Safety and Environment Managers in conjunction with Trainwest.  
**Timeframe:** start within 6 months of commencing the Undertaking – complete within 2 years for all employees employed at the time of commencing the Undertaking.

**Safety Outcome:** Knowledge of hazard identification, risk assessment and control.

**Estimated implementation costs (1.3)**

Development of training materials	\$4,000.00*
Travel expenses	\$13,275.00**
<b>Estimated cost</b>	<b>\$17,275.00</b>

\*Based on 80 hours to develop training materials at \$100 per hour.

\*\*Flights (8 at \$800 return), accommodation (25 nights at \$175 per night), meals and incidentals (\$100 per day).

**Total estimated implementation costs:**

Certificate IV Work Health and Safety	\$33,460.00
Develop a Risk Management training package – Skills in Risk Management	\$21,275.00
Develop a Skills in Work Health and Safety training package	\$17,275.00
<b>Estimated Total Cost</b>	<b>\$72,010.00</b>

**2. Provide an annual license for SRG high risk employees to have access to a Health and Wellbeing program targeting manual handling and body awareness**

**Scope:** SRG will subscribe to the Next Move Health Group on line program (or equivalent provider) and provide employees online access for no less than 3 years. It will provide training, assessments and general information about manual handling and other general health and well-being aspects, including how to prevent an injury occurring.

**Tangible Outputs:** This online program will be provided to all workers at SRG, and accessible at home and remote locations such as SRG sites.

**Beneficiaries/Audience:** Workers, will have the benefit of logging in and using the online tool during pre-start, tool box talks or at home. Family of all SRG employees will also have access to the online tool.

**Delivery Method:** Electronic online access but the program will be initiated via company newsletter, face to face training and tool box talks at site.

**Timeframe:** start within 6 months of commencing the Undertaking - continue for 3 years.

**Safety Outcome:** The program will introduce an increased awareness on the health and well-being aspects within employment. It will provide guidance and tools to employees.

**Estimated implementation costs**

640 employees	\$55.00 per person*
Poster, printing and other materials	TBC
<b>Estimated cost</b>	<b>\$35,200**</b>

\* Estimated costs per year (years 2 and 3 at \$35,200 totals \$70,400)

\*\*Partial reimbursement from Risk Management Funding sought but yet to be confirmed.

**3. Introduce an Intranet and Controlled Documents Management System Module (CDMS) to the SRG business**

**Scope:** SRG will implement an intranet and CDMS solution which will be hosted on a Sharepoint online system (or equivalent provider). The intranet will provide a platform so staff can engage and access policies and procedures in a consistent and efficient manner, bringing remote and local teams together to share essential company, information, documentation and tools in a managed and secure environment.

The CDMS will ensure:

- Documentation standardisation and consistent metadata classification across the business;
- Version control and a document checkout system;
- Document activity audit history;
- Workflows are reviewed, approved and published;
- Security and access permission controls are included;
- Document templates are easily available and up-to-date;
- Training can occur online;
- Contributor & Document Controller Dashboards;
- Document update alerts are issued;
- Fast and powerful enterprise search capability allows employees to have full access to all required materials.

**Tangible Outputs:** The Intranet will:

- Provide a corporate Intranet that is simple and easy to navigate with clearly defined links and tools. The home page will house the 'Safety Alert' section which will be updated regularly;
- Allow both local and remote end users the ability to communicate and collaborate while providing secure and easy access to tools and content;
- Provide the ability for the site administrator to manage the solution centrally and make functional changes; and
- Assist with the migration of existing content into one central location.

**Beneficiaries/Audience:** The workers of SRG will benefit from an Intranet and CDMS as this will be a single access point to company systems, processes and documents e.g. WHS Polices, Standards, Guidelines, SOP`s, Forms, and to our "E" tools such as Reporting/QEST, hazardous materials/Chemalert and Australian Standards. SRG will be able to reach employees faster than before by delivering accurate, up to date information. This information includes the "Safety Alerts", updated documentation, new release training tools and company reports. The CDMS will also improve document control. Employees in offices and out on remote sites can be reached as the system will be available on electronic devices such as mobile phones. All end users, site administration and systems administration will be provided with training on how to use the new system.

**Delivery Method:**

An external IT provider has been selected to work with key internal stakeholders at SRG to implement the Intranet and CDMS as they specialise in the delivery of business solutions using the Microsoft Sharepoint platform.

**Timeframe:**

Start within 6 months of commencing the Undertaking – complete within 1 year.

**Safety Outcome:**

The Intranet will ensure that up-to-date and best practice WHS materials are easily accessible throughout SRG.

**Estimated implementation costs**

725 employees	
<b>Estimated cost</b>	<b>\$56,210</b>

#### 4. Continue to employ National Quality/Systems Manager or equivalent role

**Scope:** Since the fatality, SRG has employed and will continue to employ for at least 3 years after the date of this undertaking a National Quality/Systems Manager to advise, coordinate and monitor the activities required to meet quality standards. This will include:

- Setting standards for quality as well as health and safety;
- Devising and establishing company procedures, standards and specifications;
- Reviewing customer requirements and making sure they are met;
- Working with purchasing staff to establish requirements from external suppliers;
- Making sure that manufacturing or production processes meet international and national standards;
- Defining procedures in conjunction with operating staff; and
- Setting up and maintaining controls and documentation procedures.

**Tangible Outputs:** SRG documents will be mapped to appropriate Acts, Legislation, Codes of Practice and Standards and SRG employees will have a dedicated resource to ensure the highest standards are achieved.

**Beneficiaries/Audience:** All SRG employees will be able to access best practice documents and the support of a dedicated resource.

**Delivery Method:** Document development process involving employees, subject matter experts and supervisors structured around a risk assessment. The roll out will take place via announcements on the intranet and via tool box presentations.

**Timeframe:** continue for 3 years after commencing the Undertaking.

**Safety Outcome:** All procedures will be based on preliminary risk assessments, SWMS and where generic based on risk assessment. This is ensure consistency across all business streams.

#### Estimated implementation costs

Salary	\$130,000
30% on costs	\$39,000
<b>Estimated cost</b>	<b>\$169,000*</b>

\* Estimated costs per year (years 2 and 3 total \$338,000)

#### 5. SRG Annual Safety Award

**Scope:** Since the incident SRG has introduced a recognition program namely the 'SRG Champions' Awards that is designed to recognise exceptional levels of service to the Company in line with our values; **Zero Harm, Innovation, Integrity, Team Work and Excellence**. Each person recognised as an SRG Champion throughout the year will be judged by the Executive Team to receive the overall Champion award for the year in their category. The annual Zero Harm award has been named the "Jorge Castillo-Riffo Memorial Award" in memory of our workmate. The deceased's widow (or a nominated family member/representative) will present at the annual dinner and present this award. This not only promotes safety in the company but creates a legacy.

**Tangible Outputs:** SRG employees will be reminded of the incident whilst at the same time recognising efforts in the safety.

**Beneficiaries/Audience:** All employees and the family of the deceased.

**Delivery Method:** Awards dinner with Top 40 Leaders of the business, all award winners, the executive leadership team and the Board. The winner will be announced and featured in the quarterly company newsletter. The spouse (or other family member) of Jorge Castillo-Riffo will be invited to attend and present each award. Costs to be paid by SRG.

**Timeframe:** An annual event to occur at least every 12-15 months after commencing the Undertaking - continue for 3 years.

**Safety Outcome:** Increased awareness of the consequences of a breach of health and safety policies accompanied with the promotion and recognition for efforts in safety.

**Estimated implementation costs**

Flights & Accommodation	E\$1,200
Awards night dinner (food, drinks, trophy)	E\$10,000
<b>Estimated cost</b>	<b>\$11,200*</b>

\* Estimated cost per year (years 2 and 3 total \$22,400)

The subtotal of the estimated worker component of the Undertaking is

1.	Comprehensive safety training	E\$72,010.00
2.	Employee online Health and Well-being program	E\$35,200*
3.	Intranet and Controlled Documents Management System	E\$56,210
4.	National Quality/Systems Manager	E\$169,000*
5.	SRG Annual Safety Award	E\$11,200*
	<b>Estimated cost</b>	<b>\$343,620</b>

\*Estimated cost per year

**MT(f) Strategies that will deliver industry benefits**

**1. Case study/ lessons learnt published on the SafeWork website**

**Scope:** SRG will publish an article about the incident, how it came about, and the lesson learnt on the SafeWork website.

**Tangible Outputs:** The article will inform the public about the incident involving Jorge Castillo-Riffo and the basis for the prosecution by SafeWork SA. It will talk about the use of EWP's in areas with overhead structures in the industry.

**Beneficiaries/Audience:** This can be read by any members of the public. The main beneficiaries of the article will be other members of the building industry. It will assist them to identify the risks posed by EWP's, and will highlight how such an injury can come about from a simple, common job.

**Delivery Method:** Publication on website.

**Timeframe:** within 6 months of commencing the Undertaking.

**Safety Outcome:** The industry will be aware of the incident that occurred and will be able to learn how to avoid such an incident occurring again.

**2. Develop and provide the necessary course material for a national Cert III in Post tensioning**

**Scope:** SRG will develop a monostrand Post-tensioning training package. This training package will be developed in conjunction with an accredited training provider and will be mapped to CPCCSF3002 to carry out Monostrand post-tensioning. This will include:

- Planning and preparing for post-tensioning;
- Laying and fixing of anchorages and cables;
- Defining the work area;
- Stressing the tendon; and
- Cutting and sealing the tendon.

**Tangible Outputs:** SRG will develop the training materials with an accredited training provider who will validate and map to the national unit of competency. These training materials will reflect the exact nature of the work undertaken by SRG and incorporate the risk Management process learnt from Skills in Risk Management.

**Beneficiaries/Audience:** All operational post-tensioning workers as currently no formal or other accredited training exists in the industry.

**Delivery Method:** Face to face.

**Timeframe:** start within 6 months of commencing the Undertaking - complete within 2 years

**Safety Outcome:**

The industry will be aware of the incident that occurred and will be able to learn how to avoid such an incident occurring again. Knowledge of conducting all post-tensioning related activities in a safe and efficient manner.

**3. Managing Director to speak at SafeWork SA 'Safe Work Month' event**

**Scope:** The Managing Director at SRG will make a speech at one of the public events at SafeWork SA's National Safe Work Month 2017.

**Tangible Outputs:** This speech will be about the importance of workplace health and safety, and will make reference to SRG's own experience with this incident, prosecution and undertaking. It will promote the Zero Harm Commitment, and discuss the ways in which SRG has improved its safety post-incident.

**Beneficiaries/Audience:** Industry leaders, safety regulators, experts and academics who attend the speech will benefit from its contents.

**Delivery Method:** Speech at National Safe Work Month 2017 event.

**Timeframe:** During 2017.

**Safety Outcome:** Increased awareness throughout the industry about health and safety and preventing an incident.

The estimated cost of the industry component of the Undertaking is approximately:

1.	SafeWork SA Lessons Learnt publication	E\$1,000*
2.	Cert III	E\$22,000**
3.	Safe Work Event (flights/accommodation etc)	E\$2,000
	<b>Estimated cost</b>	<b>\$25,000</b>

\*Based on 5 hours at \$200 per hour

\*\*Based on 220 hours to develop training materials at \$100 per hour

MT(g) Strategies that will deliver community benefits

**1. Health and Safety educations sessions for TAFE students**

**Scope:** SRG will communicate with TAFE SA to have a SRG executive or Senior Manager attend and present on 2 occasions over a 2 year period to TAFE students studying within the business industry who conduct health and safety education sessions as part of their

course. It will cover how to look after your own health and safety at work, as well as the safety of others and discuss the impact of a fatality.

**Tangible Outputs:** These sessions will be given to students about to commence their apprenticeships. It will ensure they are prepared to look after their safety from the very start of their careers and understand that a fatality can happen to anyone.

**Beneficiaries/Audience:** Young people about to enter the workforce are at a greater risk due to their unfamiliarity with the workplace and their lack of confidence to ask questions, therefore they will benefit from starting to learn this information at the beginning of their careers.

**Delivery Method:** 2 x 1 hour sessions (to be discussed with TAFE) carried out by an executive or senior manager of SRG per year.

**Timeframe:** start within 12 months of commencing the undertaking - continue for 2 years.

**Safety Outcome:** Students entering the work force will be less likely to be injured if they are aware of the risk of serious injury and fatalities. It will be intended that they will share their knowledge with their peers and colleagues, increasing safety generally.

## 2. Expand the current Engineer workplace experience program and the Graduate program to include Occupational Health and Safety rotation

**Scope:** SRG will continue to provide a workplace induction program for the university students in engineering but expand for the following 2 years.

**Tangible Outputs:** A rotation to work in the Quality, Safety and Environment area in an operational project role will increase education and awareness to engineering students to consider safety at the design stages of a project.

**Beneficiaries/Audience:** Engineers should be constantly designing a project with safety as a primary focus. The buildability of a project and the safety risks that exist will be at the forefront of their mind and improve safety awareness at the beginning of their careers.

**Delivery Method:** Placement at SRG office/sites.

**Timeframe:** start within 12 months of commencing the undertaking - continue for 2 years.

**Safety Outcome:** Students entering the workforce as engineers will be focusing on safety in the design. It will be intended that they will share their knowledge with their peers and colleagues, increasing safety generally.

## 3. Donate an annual Occupational Health and Safety Award to SA Training and Skills Commission that is dedicated to the Jorge Castillo-Riffo

**Scope:** SRG will enter into an arrangement to pay for an annual award in the name of Mr Castillo-Riffo at the South Australian Tafe/SA Training and Skills Commission for the following 3 years.

**Tangible Outputs:** The award will be for either the highest achieving or most deserving student studying Occupational Health and Safety or a similar course. The award will be presented on an annual basis at the SA Training Awards Presentation Dinner by the family of Jorge Castillo-Riffo and/or a SRG senior manager.

**Beneficiaries/Audience:** The wider community will be made aware of the loss of the deceased's life and the importance of health and safety in the workplace.

**Delivery Method:** SRG will liaise with SA Training and Skills Commission management to facilitate SRG sponsoring the award (or an equivalent) and arrange for the presentation. SRG will pay for all the costs associated with the award.

**Timeframe:** start within 12 months of commencing the Undertaking - continue for 3 years.

**Safety Outcome:** Increased awareness of the consequences of a breach of health and safety policies to the community.

**4. Annual not-for-profit charity donation for completion of SRG employee safety Take 5's**

**Scope:** SRG will donate to charity 10 cents for every take 5 completed by a SRG employee over the next 2 years. The Take 5 was a safety initiative introduced after the incident to encourage people to stop and think about safety.

**Tangible Outputs:** The donation to charity being introduced as connected with the Take 5 initiative will encourage an increase in the number of take 5's completed by employees. It links the activity of safety awareness to a community benefit which will have a positive impact and send a significant message to the workforce about the commitment of SRG to both the community and to safety.

**Beneficiaries/Audience:** Employees and the charities to whom the donations are made.

**Delivery Method:** Toolbox talks and email announcements will communicate the initiative to the workforce. The SRG Communications Manager will make bi-annual donations to the nominated charities.

**Timeframe:** start within 6 months of commencing the Undertaking - continue for 2 years.

**Safety Outcome:** Not for profit charity contributions benefit the community as a whole whilst the combining of the donation to a safety initiative clearly links the initiative to the legacy of Jorge Castillo-Riffo.

The estimated cost of the community component of the Undertaking is approximately:

1.	Health & Education Sessions for TAFE (flights/accommodation and 2 hours preparation time)	E\$2,800*
2.	Engineering Rotation	n/a
3.	Annual OHS Award for SA Training and Skills Commission	E\$2,000*
4.	Charity Donation (est 10,000 take 5's per month)	E\$12,000*
	<b>Estimated cost</b>	<b>\$16,800</b>

\*Estimated cost per year

**TOTAL SUMMARY OF UNDERTAKING**

The estimated cost of all combined components of the Undertaking for the first year of the Undertaking is approximately \$461,920 as set out below.

Early Warning device	E\$76,500
Worker	E\$343,620
Industry	E\$25,000
Community	E\$16,800
<b>Estimated cost</b>	<b>\$461,920</b>



The estimated cost of all combined components of the Undertaking for the second and third years of the Undertaking is approximately \$449,600.

Worker	E\$430,800
Community	E\$18,800
<b>Estimated cost</b>	<b>\$449,600</b>

The estimated cost of the entire Undertaking is \$911,520.

Year 1	E\$461,920
Year 2 & 3	E\$449,600
<b>TOTAL Estimated cost</b>	<b>\$911,520</b>

**MT(h) Agreement to pay the regulator's costs**

Agreement is given to paying SafeWork SA's costs associated with the undertaking, as itemized below, and acknowledgment that payment is due 30 days after receipt of SafeWork SA's invoice:

- Investigation, legal and administrative costs associated with the alleged contravention and proposed undertaking \$45,000
- Compliance monitoring costs \$2,500
- Publication costs \$2,500

Total amount: \$50,000

**Where appropriate**

**MT(i)** A commitment to establish and maintain (or maintain if a system already exists) an occupational health and safety management system (OHSMS)

SRG is committed to the ongoing maintenance of its OHSMS system.

**MT(j)** A commitment to ensure the OHSMS is audited by third party auditors

SRG is committed to the independent auditing of its OHSMS by appropriately qualified auditors.

**MT(k)** a commitment to provide a copy of each finalised OHSMS audit report to the regulator

As per MT(j) SRG agrees that SafeWork SA will review this audit program as part of its compliance program.

**MT(l)** A commitment to implement the recommendations from these audits (unless otherwise negotiated with the regulator)

The recommendations resulting from the OHSMS audit will be fully implemented within six months of receiving the audit report, unless SafeWork SA offers a variation of the WHS undertaking due to the actions being unreasonable.

**Section 3 – Offer of undertaking**

<p>I offer this undertaking and commit to the terms herein.</p> <p>Signed: ..... (Person)</p> <p>..... (Print name)</p> <p>..... (Position)</p> <p>Dated at ..... This ..... day of ..... 2017</p>	<p>OR</p> <p>As a duly authorised person of SRG I offer this undertaking and commit SRG to the terms herein</p> <p>Signed: <i>David MacGeorge</i> (Duly authorised person)</p> <p><i>David MacGeorge</i> (Print name)</p> <p><i>Managing Director</i> (Position)</p> <p>Dated at <i>SRG Building (Southern) Pty Ltd</i> this... <i>6<sup>th</sup></i> day of <i>February</i> 2017</p>
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**Section 4 – Department acceptance of undertaking**

I accept this undertaking as an enforceable undertaking under section 216 of the *Work Health and Safety Act 2012 SA*.

Signed: *Marie Boland* Position.... **SafeWork SA** Executive Director  
(Print name) Marie Boland

Dated at *SafeWorkSA*..... this day of 7 February 2017