



INTERFLOW'S COMMITMENT TO TRANSFORMING SAFETY CULTURE

As an industry leader of repair, restoration and renewal services for non-pressure pipelines and pressure mains, the nature of Interflow's operations means employees are often involved in work defined as high risk. In order to protect workers – the company's most valuable resource – Interflow makes safety paramount on a daily basis and is always looking to improve its practices.

For Interflow, which specialises in the rehabilitation of deteriorated underground assets such as sewers, water mains, culverts and stormwater conduits, a safety-first attitude is not conditional – it's non-negotiable.

Out on site, the company sets out to not only solve its customers' needs, but to consistently challenge the status quo where necessary in the process. An example of this is the launch of the company's Harm 2 Zero (H20) program in 2018. The aim of this program is to further enhance the protection of not only workers, but also the general public in proximity to where work is taking place. As a result, H20 has transformed the safety culture within the business.

KEY MODULES OF SAFETY

The company says H20 makes safety management as simple and practical as possible, with a collation of four key training modules: leadership, life-saving rules, critical safety essentials, and fair and just culture. As part of the program's rollout, all staff attended a face-to-face session that focused on training modules and how they can be applied to not only their work environment but also their everyday life.

The program aims to develop true leaders in safety. To achieve this, the training covers all aspects of the skills, knowledge, personal behaviours and attitudes required of the company's safety leaders at all levels of the business and its operations.

Interflow's safety leaders display a visible

and tangible commitment to safety rules, regulations and procedures, and set the standard through this knowledge. They innovate and implement change to improve safety and working conditions, and encourage others to emulate this behaviour.

Leaders are proactive about ensuring there is no complacency for the dangers of the job by maintaining open communication about safety concerns and immediately reporting safety hazards, violations and incidents.

RULES TO SAVE LIVES

In addition to this safety culture transformation, Interflow developed five 'Life Saving Rules' to summarise the minimum mandatory requirements for safety across the

national workplace. These include: presenting fit for work that may cause risk; speaking out to stop unsafe work; communicating safety controls prior to entering a work zone; identifying, assessing and controlling risks at the worksite; and being trained, competent and experienced to carry out work.

The key driver of these rules is to support all personnel at every level of the business along the journey to H20. Everyone at Interflow must understand and accept:

- personal responsibility – what is expected of them
- consequences – the fair and just system for reward and discipline
- commitment – to safe behaviours and a positive culture that enables us to look out for ourselves and each other
- a minimum personal standard.

The company also implemented critical safety essentials, which define the must-haves when undertaking a high-risk activity: the

acceptable standard, the requisite training and competency, and the critical control checks. The essentials provide clarity, consistency and direction for the management and control of critical and high-risk activities, and the prevention of potential fatality and life-changing injuries.

Overall, Interflow's H20 program is about

establishing a culture that protects workers and customers on a daily basis. With the correct programs and measures put in place, the company has provided the blueprint for controlling and eliminating identified safety risks and hazards, as well as effectively managed workplace health and safety legislative and contractual obligations. T

ABOUT INTERFLOW

Interflow is an Australian-owned company that services major water authorities, as well as local and regional councils across Australia and New Zealand. It operates as an infrastructure renewals delivery partner and works in collaboration with its customers to offer complete customised solutions. Some of these include: early contract involvement, design/construct management, a life-cycle approach to investigation and rehabilitation, construction services including trenchless technology and reactive and proactive maintenance services in the potable water, wastewater, stormwater, rail and road sectors.

For more information visit www.interflow.com.au or visit Interflow at booth 3 during No-Dig Down Under 2019.



Interflow personnel are committed to this safety culture, no matter their role or department.



Delivering infrastructure renewal through world leading innovations
Your local delivery partner

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