



CAPABILITY STATEMENT

AN OVERVIEW

ASTRA Group Services Pty Ltd (ASTRA) is a Queensland based privately owned company that has been in operation since 2005.

We have continuously evolved to become broadly recognised as the provider of a holistic range of service-focused capability that encompasses Audit, Safety, Training and Risk Management.

From our Brisbane office we service clients nationally and across the globe.

Our collective team expertise enables the delivery of a service model that supports the resource, infrastructure, energy, government and industrial sectors.

Our success is demonstrated through our long term client relationships with small, medium and large scale businesses.

The majority of the scope we undertake stems from repeat or referral based business that results from strong client relationships and our ability to deliver service excellence.

We have a reputation for providing more than just services, we provide true business solutions.

A BUSINESS SOLUTIONS PROVIDER

ASTRA Group Services (ASTRA) is a “business solutions provider” that delivers end-to-end services in all aspects of Enterprise Risk, Safety Management, Organisational Development and Training.

We are a Registered Training Organisation (RTO no: 31544) and provide a broad range of training and simulation programs that can be contextualised to suit industry and client specific requirements.

WE DO WHAT WE SAY WE WILL, WITHOUT CONSTRAINT FROM CONVENTIONAL THINKING

By Reputation

ASTRA has always been and continues to remain, wholly customer focused. Providing effective business solutions through a partnering approach based on innovation and independence of thought, but not intrusion. Since incorporation in 2005, with 14 years of multi-industry experience, ASTRA is now renowned for our ability to recognise and meet client needs.

CORE VALUES

Our Identity: ASTRA is a brand, not an acronym;

Client Focus: We advocate a partnering approach that reflects “best for client”;

Commitment: We will do what we say we will;

Reputation: To be recognised for valued and trusted advice and services;

Effectiveness: We match solutions to client needs;

Expertise: Supports the growth of our business and underpins the success of our clients;

Innovation: We will not be constrained by conventional thinking in our design and delivery;

Accountable: We actively seek and respond to performance feedback.

BEST PRACTICE CERTIFICATION



ISO 9001:2015 Accreditation

Certification: “*Delivery of Training, Risk and WHS Management Consultancy Services*”

Driven by our obligation as a Recognised Training Organisation (RTO) to apply a formal review and continuous improvement (PDCA) process for our training related documents and records, ASTRA applied the same approach to rationalising and consolidating all the business management processes and was successfully awarded ISO9001 Accreditation in 2019. It adds value, it provides a template for what we do and how it is done. It identifies and logically gathers the necessary information that allows us to make informed decisions. This holds us accountable to detail our actions and is responsive to change – a true improvement trigger.

This is both our philosophy and a strategy we seek to share and promote with our clients.

DELIVERY CAPABILITY - IN SUMMARY

Enterprise Risk

Services relevant to HSEC, Business, Engineering and Security:

- Risk Management Systems
- Risk Control Effectiveness Reviews
- Business Continuity and Contingency Planning
- Threat and Vulnerability Assessments
- Operational Risk Assessments
- Organisational Risk Profiling
- Engineering and Design Risk Analysis

Industry Training

Design and delivery of innovative training programs:

- Nationally Recognised Training
- Non-accredited Training and Workshop Facilitation
- Contextualised Learning
- Online On-boarding and Induction processes
- Innovative eLearning program solutions

Organisational Development

Facilitation of Leadership and Skills Development Programs:

- Organisational Culture and Change Management
- Conflict Resolution
- Mentoring and Coaching
- Presentations and Public Speaking
- Project Management
- Negotiation Skills
- Writing with Influence

Safety Management

System Development, Implementation, Monitoring and Review:

- Management System Development and alignment with relevant Legislation and Standards
- Audit and Compliance (Systems, Plant and Equipment, Training and Emergency Response Preparedness)
- Vendor and Supplier Integrity Monitoring
- Provision of embedded HSE professionals
- Independent Incident Investigation
- Health and Wellness Programs



DELIVERY CAPABILITY - IN DETAIL

Enterprise Risk Management

ASTRA's Risk Management services focus on developing and implementing effective risk management systems to guide and direct organisational decision making.

Our team of highly qualified risk management professionals have all previously held senior management roles in Australia and overseas across multiple industry sectors.

Risk Management services include (but are not limited to):

- Safety Case / OFSC compliance
- Audit (or review) of risk management systems
- Development of risk management framework
- Policy & Organisational Standards development
- Risk Management facilitation:
 - Operational risk
 - Project planning and assessment
 - Emergency & Crisis Management
 - Supply Chain Vulnerability
 - Engineering & HAZOP

Industry Standard / Nationally Recognised Training and Assessment

Industries include:

- Building and Civil Construction
- Mining
- Resources
- Transport and Logistics
- Infrastructure Project Construction

Training summary (full Qualifications and Short courses)

- Safety inductions
- Mobile plant operations
- High Risk Work Licences
- Risk management (local control to application of risk management processes)
- WHS related training programs
- Chain of Responsibility
- Fatigue management
- Fully contextualised training programs
- Online availability

Development and Provision of Internal Training Packages

Our experienced and dedicated team of program designers can assist your organisation in the development of training and assessment materials for the purpose of internal delivery.

We understand the critical nature of in-house enterprise training and recognise that in many cases it is advantageous for organisations to take control of their own training requirements and schedule.

Our development services include:

- A collaborative approach to the provision of services
- Identification of scope works
- Design and development of learning resources and assessments
- Development of Instructor/Assessor Guides
- Mapping of learning and assessment material to:
 - statutory requirements
 - organisational procedures and objectives
- Nationally recognised units of competency (partial and complete, where applicable)
- Review of existing materials
- Transition of existing materials to innovative technologies/systems/procedures
- Development of online programs to meet organisational objectives
- Complete branding to your organisation's specifications

International footprint of clients

7

Major projects supported in Australia (12-19)

64

Student Retention and completion Rate (18-19)

94%

Programs contextualised for Clients

65%

THE ASTRA APPROACH

Partnerships

ASTRA has always been and continues to remain, wholly customer focused. Providing effective business solutions through a partnering approach based on innovation and independence of thought, but not intrusion.

Collaborative efforts in developing relevant, sustainable and effective workforce development programs add value to your company and contributes to the effectiveness of your business activities.

Inevitably, the partnering approach results in significant net organisational benefits including tangible and measurable outcomes across all department levels.



Trevor Jones: ASTRA Director
GCO Senegal Sand Mine | 2014

WE ADVOCATE A PARTNERING APPROACH THAT REFLECTS 'BEST FOR CLIENT'

Digital Capability

Our digital capability extends to both accredited and non-accredited learning programs including fully customised and company specific training courses housed in an online environment.

We have the capability to develop eLearning programs as standalone courses (e.g. full training and assessment) or as components of blended learning programs to provide flexibility and integrated learning platforms.

All eLearning modules and online assessments (along with any relevant resources) are accessed by participants through a secure online Learner Portal which is client branded and can even be project specific.

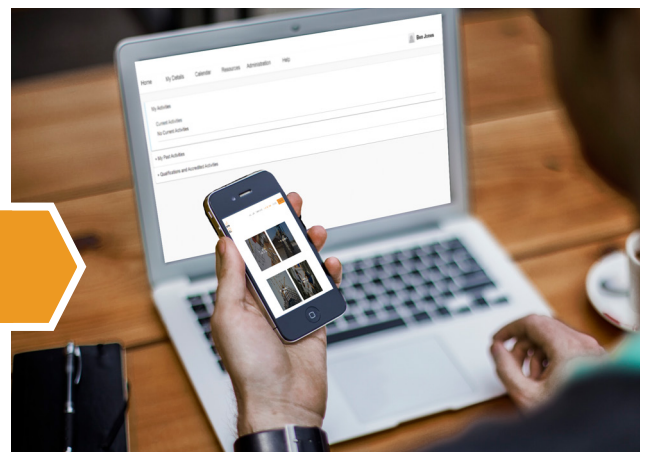
ASTRA also has a formal partnership with KOGNENT, a brisbane-based innovative digital product specialist, to add further capacity to develop high end technical eLearning solutions for a wide range of clients within the civil construction and transport industries.

Adult Learning Concepts

At ASTRA, we embrace the concept of "Adult Learning".

We seek to understand the characteristics of each learner cohort and develop and implement learning strategies that provided maximum opportunity for success.

We believe a practical, hands on approach to training and assessment often leads to a more positive learning experience. In this respect, ASTRA has developed training and assessment processes that incorporate workplace activities and blended training options that eliminate or reduce requirements for external classroom training sessions.



TECHNOLOGY IN TRAINING STIMULATES LEARNER ENGAGEMENT, INCREASE RETENTION, AND REINFORCES CORE OBJECTIVES

THE ASTRA APPROACH

Flexible Training Strategies

At ASTRA, we believe that training and assessment services need to be flexible to meet the demand of changing circumstances and workplace requirements.

We understand that work constraints and time frames along with unforeseeable circumstances necessitate flexible options regarding the delivery of training programs. In this respect ASTRA works harmoniously with its clients to facilitate the timely delivery of services that meet quality organisational and training objectives.

ASTRA's adopts a streamlined approach to training and assessment by contextualising content, scheduling time frames, and offering delivery methods that align with our clients' needs.

Our delivery methods include:

- Face to face
- Online / Elearning
- Distance / Correspondence
- Blended formats (i.e. a combination of the above)

We recognised that customised programs in extended (time formats) and blended formats will offer training participants additional time not only to develop skills but also to enhance and apply those skills in their own work environment.

Onsite Facilities

ASTRA are host to a state of the art training facility, fit for industry leaders in their respective fields.

WiFi is available to all learners and the latest Samsung Galaxy tablets are used for research, in class activities, capturing evidence and documents, and completing and submitting assessments and assignments.

Trainers can run reports in real-time and provide immediate feedback on results and areas for improvement. learners can access their Learner portals to review results at any time and share their experiences with others.

ASTRA also offer a leading edge industrial simulation facility for height safety and rescue at our Brendale training centre that is managed under the auspices of "The School of Height".

Structures available to conduct height rescue and safety training aligned to multiple industry sectors:

- 8m telecom lattice tower
- 7m antenna telecom tower with mounting headframe
- 4 metre suspended bridge at 6m high
- three story tubular scaffold tower with abseil platform
- Second story confined space entry room with trap door access and rescue platform
- Telegraph antenna pole

PRACTICAL SCENARIO-BASED TRAINING ENVIRONMENT THAT SIMULATES ACTUAL EVENTS AND REAL-WORLD SITUATIONS



CORE TRAINING PROGRAMS

Industry Leadership and Supervision

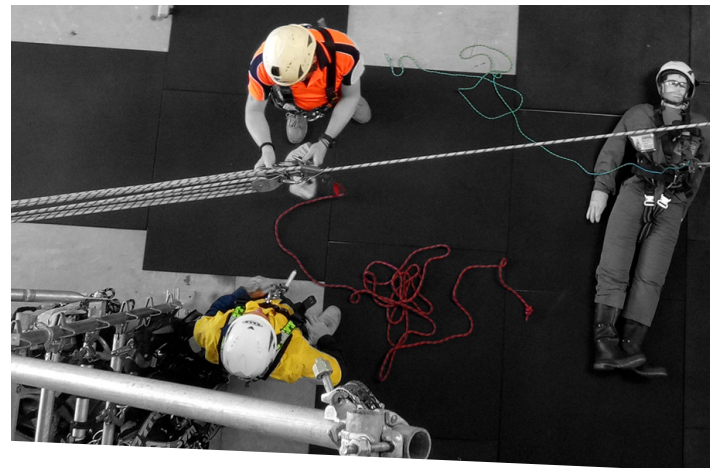
- Civil construction supervision (Cert IV)
- Supervise on-site operations
- Show leadership in the workplace
- Supervisor and leadership (S123)
 - Apply risk management processes
 - Conduct safety and health investigations
 - Communicate Information

Safety and Operations

- Industry safety induction
 - Comply with site work processes/procedures
 - Work safely and follow WHS policies and procedures
 - Communicate in the workplace
 - Conduct local risk control
 - Apply initial response first aid
 - Respond to local emergencies and incidents
- Mobile plant operations (Short course or Cert III)
- Landscaping construction (Cert III)
- Enter and work in confined space
- Gas test atmospheres
- Work in accordance with an issued permit
- Working safely at heights
- Perform inspections
- Chain of Responsibility (Level 1 and Level 2)
- Apply fatigue management strategies
- Administer the implementation of fatigue management strategies
- Verification of competency (VoC) / Skills assessments / Site familiarisation
- Non-accredited Programs
 - Fitness for work
 - Manual handling
 - Mental Health First Aid
 - Chain of Responsibility Awareness

Organisational Development Training Programs

- Health and Safety Representative (HSR) – Qld Government approved provider
- Leadership development programs (entry level to advanced)
- Change Management
- Team building
- Mental Health First Aid



“

...ASTRA have shown that training to them is of the upmost importance and I have never been involved with a more professional group in training than I have with ASTRA.

”

Safety Manager

CORE TRAINING PROGRAMS

Team Building

- Task analysis
- Goal setting
- Effective delegation
- Role clarification
- Interpersonal relationships
- Cross Cultural Awareness
- Negotiation Skills
- Problem solving
- Conflict resolution
- Critical thinking

Emergency / Incident Response

- Provide first aid
- Provide cardiopulmonary resuscitation
- Respond to local emergencies and incidents
- Participate in rescue operations
- Undertake vertical rescue
- Perform pole top rescue
- Perform EWP rescue / EWP controlled descent escape
- Provide emergency care
- Conduct safety and health investigations
- Investigate WHS incidents



TRAINED WORKERS OFFER MORE SKILLS DIVERSIFICATION AND SUSTAINABILITY TO YOUR ORGANISATION.

MORE SKILLS INTRODUCES MORE ACCOUNTABILITY AND EXPECTATIONS TO THE INDIVIDUAL IN THEIR ROLE.

Leadership Development

- The ASTRA Leadership Development Program
 - Apply risk management processes
 - Conduct safety and health investigations
 - Communicate information
 - Supervise on-site operations
 - Show leadership in the workplace
 - Team Building (Workshop)
- Non-accredited
 - Health and Safety Representative (HSR Qld Gov approved provider)
 - Work Health and Safety Officer (WHSO Qld Gov approved provider)
 - Fundamental Leadership and Organisational Skills
 - Conflict Resolution and Dealing with Difficult People
 - Writing with influence
 - Anti-Discrimination and Workplace Harassment
 - WHS for Managers and Supervisors
 - Mental Health First Aid – Engaging leaders
 - Mental Health First Aid - Suicidal Person

Risk Management

- Conduct local risk control (entry level / frontline personnel)
- Apply risk management processes
- Establish and maintain the risk management system

Change Management

- Leadership (supervision and administration of change)
- Frontline personnel (understanding and acceptance of change)

“

I would like to thank you for your assistance during the project and for the provision of highly qualified trainer assessors. The trainer assessors have carried out their duties in a professional manner and are well regarded by the project. Look forward to working with you in the future.

”

Safety Health Environment Training Manager

PROVEN TRACK RECORD (A RECENT SAMPLE)

Aussie World - Sunshine Coast

- Safety Case development
- Amusement Device risk modelling
- Management Systems content
- Emergency Response for public safety and security

QLD Crime and Corruption Commission

- Delivery of PSP40416 Certificate IV in Government Investigations to 10 Supervisors and Managers

Gladstone Regional Council

- Supervisor Training (S123)
- RIIWHS601D Establish and maintain the WHS management system (G7)
- Health and Safety Representative (HSR) Program

Toowoomba Regional Council

- Civil Construction Mobile Plant operations (RII units)
- Mobile Plant Training (Various RII competencies)
- CPCCD3014A Remove non-friable asbestos
- Health and Safety Representative (HSR) Program - Full training and Refresher programs
- TLILIC2001 Licence to operate a forklift truck

Goodline Construction

- (Delivery of 6 Day Organisational Leadership program to approx. 200 employees)
 - RIIRIS301D Apply risk management processes
 - RIIWHS301D Conduct safety and health investigations
 - RIICOM301D Communicate information
 - RIIBEF402D Supervise on-site operations
 - BSBMGT401 Show leadership in the workplace
- Team Building workshop
- Non-friable asbestos removal training for over 70 personnel onsite at Rio Tino Weipa project

Queensland Health

- Provision of Organisational Development Leadership and Management short course training and workshops to Metro North and Mackay Hospital and Health Service - 2017 to current

Visionstream

- RIIWHS204D Work safety at heights and PUASAR022A Participate in rescue operations to over 100 telecom personnel on various projects
- RIIWHS202D Enter and work in confined spaces
- HLTAID003 Provide first aid
- HLTAID001 Provide cardiopulmonary resuscitation(CPR)

Queens Wharf Upgrade Project

Specialist design, development and delivery of machinery-specific VoC assessments for operational personnel

- Slewing crane
- Non-slewing crane
- Vehicle loading crane
- Forklift
- Elevated work platform
- Telehandler
- Excavator
- Piling rigs

St. Michaels College

- Development of a contextualised WHS Management Systems mapped to ensure compliance with Qld WHS and Dept. of Educ. compliance benchmarks
- System implementation mentoring for teaching and maintenance staff

Court Services Victoria

- Development of a contextualised WHS Management System relevant to all organisational activities
- Legal Compliance Register mapped to ensure alignment with Victorian OHS legislation

PROVEN TRACK RECORD (SAMPLE)

Metro Mining

- Provision of embedded resources to manage safety and training compliance for the Bauxite Hills project
- Safety and Health Management System content development for the Bauxite Hills project
- Corporate and operational risk management facilitation – since 2017

Grand Cote Senegal

- Operational Readiness Review to support
- Provision of an experienced and qualified team of professionals advisors
- Facilitate risk profiling and systems development relevant to mining, processing, rail and port operations
- Supply Chain risk analysis for product to market and critical spares inventory
- Strategic Planning for management and response to Ebola Epidemic
- Development and mentoring of 12 national staff across all disciplines of WHS, Risk, Training and Environmental Management

Downer ADJV

Facilitate constructability risk assessments for:

- Mill Liner installation
- Process plant construction
- Reclaim Chambers and Tunnel construction
- Fuel and Tailings Line construction and testing
- Feed and Conveyor Circuit construction
- HV Power installation
- Temporary Power preservation

Hatch & Associates / Anglo Coal

- Risk Management facilitation to support structural integrity analysis
- Develop Hazard Management Plan for Asset Structural Integrity
- Develop TARP for Asset Structural Integrity

BMA Coal

- Design, development and delivery of site-specific fatigue management training program in line with SHMS and legislation for Managers and Supervisors at BMA Goonyella - 115 trained in total
Train the Trainer program development and delivery for internal upskilling and refreshing of Coal Mine Workers - 45 trained in total
- SHMS development, training materials development and facilitation of risk workshops for Infrastructure and Assessment Management (IAM) project
- Provision of a specialist OHS resources and support services to BMA Blackwater Mine for development and implementation of SHMS
- Development of SHMS, PHMP's, Training Scheme & TNA for Geological Services
- Design, development and facilitation of Geo Services Induction program
- Development and delivery of Safe Act & Environment Observation training program
- Procedure development and delivery of Fitness for Work education programs at various mines in QLD

Sekisui House Commercial / Residential Development – 2016 to current

WHS compliance support for:

- Phase 1: Design development
- Phase 2: management System Plans and procedural documentation
- Phase 3: Project Construction safety compliance monitoring

Safety in Design compliance with legislation:

- Asbestos Management strategies
- Risk Workshop facilitation
- Constructability Review – contractor scope

Flyash Australia

- Provision of Chain of Responsibility training (Online)

PROVEN TRACK RECORD (SAMPLE)

Link Mining

- Risk Management facilitation to enable SHMS content development
- Safety and Health Management System content development
- Evaluation of the Occ. Health monitoring program and strategy to address findings
- Provision of embedded resources to manage safety and training compliance

Maxam

- Provision of Trainer/Assessors for Shot Firer training
- Develop a contextualised Frontline Management training program for organisational application
- Develop and deliver Cert III Surface Mining Operations

Cement Australia

- Provision of Chain of Responsibility training (Online)
- Review of existing OHS documentation relevant to project and contractor management arrangements
- Supply of project OHS resource

Hatch - AGL

- Develop Project WHS Management Plan and associated procedures to comply with NSW and Major Hazard Facility legislation;
- Provision of embedded resource to manage Project Safety compliance obligations

Peabody - North Goonyella Mine

Facilitate review of the SHMS to provide assurance of the relevance and currency of content to current and future operations:

- Principle Hazard Management Plans
- Standard Operating Procedures
- Facilitation and determination of critical controls for the underpinning Risk Assessments

Rio Tinto Coal Australia

- Conduct of Risk Workshop to report fatal flaw analysis
- Facilitation of Fatal Flaw Analysis, HSE Risk Assessment and development of the SMP for QAL Upgrade project
- Facilitation of S2 / S3 Leading Workplace Incident Investigations program in Weipa
- Facilitate Risk Workshop for Kestrel Coal
- Provision of accredited critical permit issuer training

CuDECO Copper

- Independent Audit of SHMS
- Facilitation of HSE Change Management Leadership and operational compliance
- Facilitation of Audit Report findings
- Facilitation, review and revision of the underpinning Risk Assessment and related data
- Ongoing mentoring and support of Health & Safety and Environmental functional roles

“

Thank you, and the team at ASTRA for your input into the development and delivery of the Generic Induction RTO /Trainer Workshops. Your contribution to the workshops has been invaluable in working to bring about the significant change needed to the Generic Induction program.

In fact, the genuine excitement and enthusiasm demonstrated by the participants, generated from your sessions really challenged current perceptions on effective training delivery. I would also like to acknowledge the professionalism, commitment and flexibility demonstrated by you and all of those involved in making these workshops happen.

”

Senior Consultant, QLD Mining Industry

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