



People & Quality Solutions
advancing safety thinking

Who is PaQS?

PaQS (People and Quality Solutions Pty Ltd) is a safety culture and training organisation that specialises in advancing safety thinking, with a focus on personal responsibility.

PaQS programs aim to make constructive attitude and behavioural change by providing organisations with self-managing safety culture and leadership coaching.

Founded in 1982, psychologists Carl and Donna Reams have developed a team of professionals passionate about safety in the workplace and empowering individuals.

PaQS works in a wide range of industries, including:

- | | |
|--------------------------|----------------------|
| * Mining | * Construction |
| * Transport | * Power and Energy |
| * Rail | * Oil and Gas |
| * Manufacturing | * Government |
| * Environmental Services | * Ports and Shipping |
| * Food Manufacturing | * Defence |

Different Approach

PaQS' unique psychological approach focuses on empowering people to avoid human errors. The focus is on providing participants with a heightened risk perception, stress and fatigue tolerance and awareness of their ability and responsibility.

Most safety training courses focus on the processes and procedures whereas PaQS' training is based on applied psychological theory and continuous measurement. PaQS' training focuses on culture and individual empowerment rather than the processes and procedures behind safety.

PaQS' method is based on a holistic culture model of willing participation and responsibility. This coaching model creates an environment for constructive and positive industrial relations as well as an atmosphere of team support, job satisfaction, lower stress and therefore increased productivity.

Coaching

PaQS programs develop the attitudes of managers and employees towards safety. This development in attitude thereby influences individual perception and awareness of personal ability and responsibility in avoiding risks. During its training sessions PaQS' safety psychologists specialise in providing organisations with the tools and support to achieve and sustain their own safety cultures. PaQS' programs train company representatives as safety coaches, who then return to their organisations to implement specialised safety training.

Delivering Results

PaQS programs appeal to customers because they focus on attitudinal change and deliver long term, real benefits as a result. The benefits for PaQS clients include:

- | | |
|--|--|
| * Reduced incidents, injuries and associated costs | * Increased personal compliance and commitment |
| * Enhanced employee morale, performance and productivity | * Committed safety awareness culture. |
| * Raised professional image and customer service standards | |



PaQS Clients

Government and Utilities

- * Brisbane City Council
- * Launceston City Council
- * Glenorchy City Council
- * Veolia Group
- * Western Power
- * PowerServe
- * AGL
- * Brisbane Water
- * Theiss
- * Cleanaway
- * Sydney Buses
- * Tasports

Global Insurance

- * Swiss Re Company
- * Munich Re Company
- * Lumley NZ
- * NTI
- * Allianz
- * Hann Ins. Brokers

Fleet Training Companies

- * DECA
- * Mt Cotton
- * MasterDrive NZ

Clients

- * Rio Tinto
 - Aluminium (ex Comalco)
 - Tarong Mine
 - Hail Creek Mine
- * Xstrata Coal Australia
 - Bulga Coal Management
 - Ulan Coal Mines
 - United Colliery
 - West Wallsend Colliery
 - Ravensworth Operations
 - Crossroads Program
- * Xstrata Copper - Mount Isa
- * Anglo Coal Drayton Mine
- * TESA Mining/HVA
- * CRC Mining
- * Wilson Mining
- * Roche Mining
- * Walter Mining Pty Ltd
- * Peak Gold Mines Pty Limited
- * Stawell Gold Mine
- * Kalgoorlie Cons. Gold Mine
- * LGL Gold
- * Peak Gold Mines
- * Mineral Resources
- * Blair Athol Mine
- * Drayton Mine
- * Mt Isa Mines

Clients

- * DuPont
- * Wesfarmers
- * MARS Group
- * Toll Group
- * Leightons
- * Boral
- * Asciano - Aurizon
- * Shell - Caltex
- * Readymix / CSR
- * TNT Express
- * Veolia Environmental Services

International Clients

- * Newcrest PNG
- * Eskom Power S. Africa
- * Horizon Power NZ
- * Solid Energy NZ
- * Oceana Gold NZ
- * Holcim Group NZ & Aust
- * Austhai I.S. Philippines
- * Propeller Manilla
- * BP Exploration S. Africa; S. America



PaQS Consultancy Team

from right to left

Professor Gerard Fogarty

Research Advisor & Consulting Psychometrician

Carl Reams

Managing Director & Safety Culture Psychologist

Donna Reams

Director Administration & Psychometrics

Carla Sorensen

Director Assessment and IT, R&D

Lois Bird

RTO Coordinator

Pete Grzywacz

Safety Culture Training Consultant



Jim Bell: Veolia Environmental Services WA

"Introducing the Course in Advanced Safety & Quality Awareness into our WA operations was a huge undertaking for Veolia WA and the support from the team at PaQS was outstanding. Their willingness to really listen to both our suggestions and our concerns is genuinely appreciated and they are only too happy to provide whatever support is necessary to assist us to introduce the program successfully. The program itself has provided the workforce with a greater appreciation for and understanding of how we "tick" and how that affects the outcomes we achieve in our everyday lives both at home and at work."