



Business 360

**PERFORMANCE & PRODUCTIVITY SPECIALISTS**

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- Hugh Hofmeister, CEO  
Envision





## **BETTER WORKPLACES = BETTER BUSINESS**

As workplace consultants, Business 360 helps employers achieve peace of mind on employment and safety management practices.

We help you manage the compliance and productivity of your workforce through offering a complete range of support services. We put you in control of your workplace practices - no matter where your business is in its lifecycle.

We do this through:

1. Reviewing your compliance
2. Updating your current documents and processes
3. Training your staff
4. Access to advice and support from employment and insurance law experts.

Every successful business owner faces a point when, as the capacities and capabilities of their staff are tested, they realise they can no longer handle everything alone.

They realise they need documented employment and safety management systems. And, after implementation, they see that these systems must be regularly updated to mutually protect the employees and the business owners' interests.

At heart, the challenge is one of instilling your personal management ethos into systems, practices and staff conduct, while also meeting complex government regulations. How do you do this?

Answering this question is a core purpose of Business 360.

We're here to guide you. We're here to engage with you and your people. We're here to understand your business, your needs and your ways. We identify your pain points, understand potential roadblocks and provide affordable support that delivers on business outcomes.

With over 30 years of experience, Business 360 is committed to providing high-quality and professional service. As a respected industry player, Business 360 is built on a foundation of consulting, educating and sharing best practice tools that support small and medium businesses to drive efficiencies and profitability.

It all goes towards our aim: giving employers peace of mind through knowing they run a fair and safe workplace.



## BUSINESS 360 APPROACH

We work as a supporter and protector of your vision, helping you translate that vision into the day to day operations of your business. Our Business 360 Model underpins our approach to assisting you.

### Workforce Strategy

Without the right plan, right people or right support your workforce will often fall short of its potential. By clearly outlining workplace goals and objectives and the planned strategy to achieve them, business owners can focus on driving the business forward.

**Business 360 can help:** Consultation with Business 360 will enable business owners to clearly identify what they want to achieve from their business objectives through their workforce. Effective workplace management systems, address barriers to reaching these goals and most importantly provide a clear and actionable strategy on how to go about meeting these objectives.

### Governance, Protocols and Practices

As workplaces grow and change, documented employment and safety management systems are required to be implemented and regularly updated to mutually protect the employees and the business owners' interests.

When the protocols and expected standards are properly integrated, they enable management to easily identify any below standard or unsafe activity, either performance or behaviour based. These issues can then be addressed through a functional performance or disciplinary workplace process.

**Business 360 can help:** with our **Employer Assist** service to establish the required compliance framework for protocols and workplace practices to be aligned to the business objectives. Designed to be in control of your workplace practices life cycle, from conducting compliance reviews, updating your current documents and processes, staff training, through to advice and legal support from Employment and Insurance Law experts.

### Engagement and Alignment

While having clearly defined protocols is vital, it is just as important that your managers and supervisors understand why these protocols are in place and have buy in to the formalisation of these as part of your business.

**Business 360 can help:** with manager and staff inductions into your new system and provide workshops to drive managerial engagement in the development of the specifics of the protocols and workplace practices. Operational structure and support aligned to your business vision.

## Education and Integration

Once the policies and procedures are formulated and endorsed, these then need to be systematically implemented by management to your staff. To effect change within the workplace the integration of these practices needs to be consistent and systematic. High work ethic, increased morale and improved clarity of the company vision is a direct result of a properly systemised integration process.

**Business 360 can help:** with on-site and programmatic assistance supporting your managers to communicate and implement the integration of your protocols and procedures with their direct reports. Workshops can be provided to assist your management team covering topics such as; The Power of Policies and Practices, Managing Performance - insights into Fair Work HR Processes, Leadership and Workplace Culture Using Considerations of Skill and Will, WHS Risk Management Obligations, Insights and Tasks.

Business 360 are in partnership with The Australian Institute of Management (AIM) who provide a range of business courses to address personal effectiveness and skill set gaps within your key people.

## Accountability and Metrics

When expectations are clearly defined in the business, it is easier to set high standards across all levels of staff. This provides a clear benchmark for staff and management to operate productively thanks to higher levels of performance.

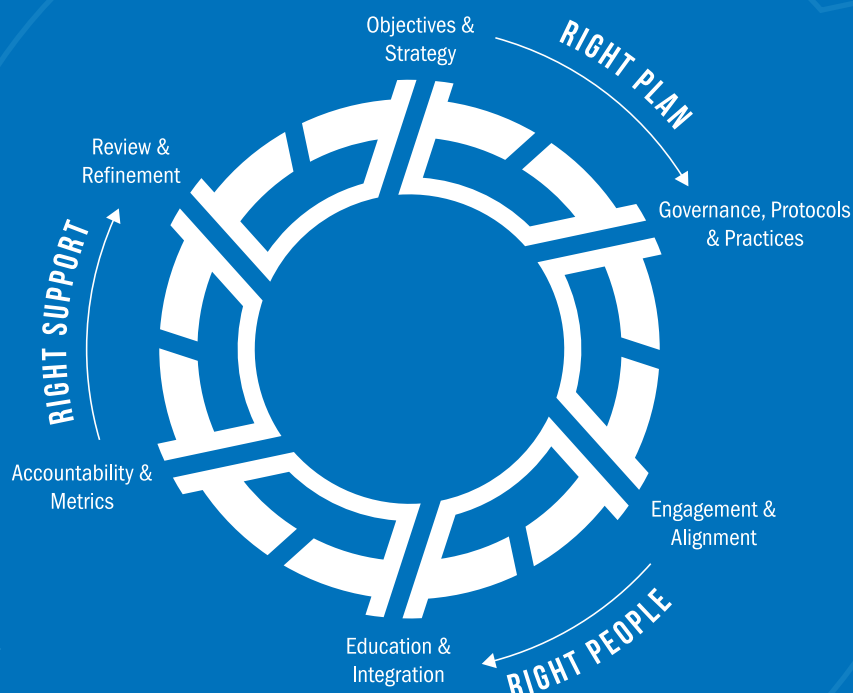
**Business 360 can help:** by providing tools to assess accountability and performance by benchmarking personal effectiveness through skill and will across your team.

## Review and Refinement

Business is ever changing, and successful businesses are agile. Understanding that how you do things today, may not be how they are done tomorrow, and ensuring you have proactive and full circle visibility of this is important.

**Business 360 can help:** by supporting the business owner on an ongoing basis to ensure protocols and practices continue to be aligned to the direction and objectives of the business.

We can assist you with your regulatory currency needs, with ongoing review of your Work Health and Safety and Human Resources management systems.



# BUSINESS 360 SERVICES

Workplace relations can be stressful. Meeting your obligations to various government regulators regarding your employees is fundamental to your business and something you cannot afford to get wrong.

Business 360 assist businesses to redesign, focus and align their workforce performance and productivity practices. We do this by offering a range of services that support your business, particularly with Human Resource (HR) Employment and Workplace Health and Safety (WHS) responsibilities.

Combined with expert advice, we give employers access to vital services to navigate the complex world of workplace relations.

## Employer Assist HR - Compliant Employment Practices Platforms

Review and recommendations, creation and/or update of employee agreements, documents, policies and procedures.

## Employer Assist WHS - Compliant Work Health and Safety Systems

Review and recommendations, creation and/or update of safety manuals, handbooks, policies and procedures.

## Manager and Staff Inductions

Train and align your staff to your new or updated HR and/or WHS management systems. We explain policies and procedures and help your team put them into practice.

## Workplace Inspection and Review (Currency of Compliance)

- Awards and Wages
- Contracts and Policies
- Workplace Safety System – worksite and document check

Stand-alone Review and Report services: Interpreting the legislative rules and regulations against your current workplace practices, so you can see if you have any gaps and if your business is compliant right now.

## General HR Support

Annual engagement to provide ongoing HR advice, “as required” documents, contract and policy updates, and industry newsletter.

## Expert Employment Practices Legal Advice

Available to give you the peace of mind that your decisions and your actions are the right ones. Our national law partners Barry.Nilsson. provide Employment Law, Commercial advice and Fair Work representation.

## Soft Skills Training

In partnership with the Australian Institute of Management, we can support your business with the delivery of essential skills training in areas such as leadership, project management, sales, communication and management.

## Frontline Leader Workshops

Tools that help you and your team define who you are, what you do and why you do it.

Workshops can be provided to assist your management team covering topics such as: The Power of Policies and Practices, Managing Performance - insights into Fair Work HR Processes, Leadership and Workplace Culture using considerations of skill and will, WHS Risk Management obligations.

## Management Liability Insurance

Business 360 clients receive favourable terms on insurance cover for Employment Practices and Statutory Liability Insurance.



## EMPLOYER ASSIST

Business 360 assist employers to achieve peace of mind with their employment and safety management practices.

We offer a complete range of workplace support services to manage the compliance and productivity of the workforce.

Services designed to give you control of your workplace practices, wherever you may be in your business life cycle, from conducting compliance reviews, updating your current documents and processes, staff training, through to advice and legal support from Employment and Insurance Law experts.

### Employment Practices:

- **Peace of mind with tailored solutions for Fair Work compliance**
- **Complete set of company and employee tailored workplace documents**
- **A supportive approach to employee issues**
- **Access to employment and workplace insurance lawyers**

### Work Health and Safety:

- **Workplace / system compliance evaluation and recommendations**
- **Health and Safety manual and handbook tailored to your business**
- **System training support**
- **Staff induction support**

## CASE STUDY



### Who are Envision?

Envision provides a solution-based end-to-end project management platform for large-scale Civil Infrastructure, Industrial, Energy and Resources, and Construction projects globally. The organisation provides not only the software as a service but the training, success delivery, on-site troubleshooting and support to ensure their clients utilise their platform to its maximum capacity without downtime. Their continued support throughout a project's lifecycle has positioned Envision as not only an industry leader but an essential and highly valued partner to their clients.

Since formation, almost ten years ago, Envision has supported over 270 projects in Australia and Asia, helping to deliver over \$20bn of essential infrastructure that has directly supported economic growth and commercial development.

With the growth of Envision, both domestically and internationally at a rate of 70% in 2018 and projected 100% in 2019, they wanted to review their current operational needs to ensure that they had the foundations in place from which to achieve successful outcomes.

### The Issue

With an ever-changing business environment, allied to ambitious growth strategies, it was imperative Envision was prepared not solely for today but set up to meet the future requirements of the organisation and its people.

Envision's workforce is diverse, comprising highly skilled and qualified professionals who are directly responsible for the development, management and implementation of their services for clients across the globe. Therefore a complete understanding of regulatory environments, legislation, behaviours and performance are essential to achieve success.

As a technology company, any slowing in productivity or shift in the environment due to an increase in red tape would be restrictive to innovation and employee satisfaction. Such considerations were not optional as Envision are acutely aware that providing the right environment to effectively utilise the skills of their team is essential to future success.

### The Work

Envision's CEO, Hugh Hofmeister, looked to Business 360 for their experience in supporting rapidly growing organisations. With a solution-based offering, their expert team provided the knowledge to deliver customised solutions that meet the needs of Envision today and the flexibility to help ensure success long into the future.

Business 360 provided a full-scale review and development of HR and WHS manuals, documentation, onsite collaboration and training. All levels of the organisation were involved with the development and implementation with the project to ensure not only the transparency of the intention of the work being done but also assurance there would be no impact on the culture everyone was invested in.

### The Impact

At Envision, we are committed to our people and having the right processes and measures in place to support our team is a non-negotiable company value. We are confident that as a result of our work with Business 360 we are living up to and surpassing the promises we make to every employee.

There is no time like now to act and take proactive steps to get on top of building better HR, IR and WHS practices into your company's foundations.

Working with Business 360 was a valuable foundational investment in our future, and it has had a positive impact on our staff who have seen the undertaking as an elevation in our professionalism; setting a new benchmark in our company's growth.

- Hugh Hofmeister, CEO  
Envision

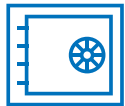


# OUR PARTNERS

At Business 360 we realise that there are several moving pieces coming together to form an effective organisation. Our industry and affiliate connections mean we can quickly and easily help you identify the right partners to best compliment and serve your business. We can recommend or provide solutions for core business function, including:



Available to give you the peace of mind that your decisions and your actions are the right ones. Our national law partners Barry.Nilsson. provide Employment Law, Commercial advice and Fair Work representation.



**EPL INSURANCE**

Clients enjoy favourable employment practices insurance cover terms based on having their “Employment Practices house in order” with Business 360.



Australian  
Institute of  
Management

Business 360 has partnered with AIM, to provide a range of business courses that address personal effectiveness and skillset gaps within your key people.



**PAYROLL**

Arabon’s Payroll Solution provides organisations with a consistent, secure, accurate and compliant payroll service. The comprehensive solution includes new employee setup, paying staff and providing payslips, meeting STP requirements and compliance and superannuation administration.



**We are delighted to form a key part of Business 360’s complete solution for businesses looking for professional advice, clarity and greater certainty on their employment and safety management practices.**

- David Kerwin, Principal  
Barry.Nilsson. Lawyers





## IDENTITY BASED WORKPLACE CULTURE

How can a workplace align its staff to one purpose so that everyone shares the vision and willingly fulfills their part of the overall objectives?

Honesty. Trust. Respect. Integrity.

These are our fundamental core values. They're also the foundations of good business practices. They ring true for our clients too.

These values underpin how 'good functional form' is created in the real world. They are, quite simply, fundamental to creating an effective business.

In practice, these values are our standards of behaviour and our identity. They state who we are and inform the quality of how we operate. They are the framework and guiding light for how we conduct ourselves personally and as a business unit. This is our point of difference in the marketplace.

The habits and actions based on these values and beliefs serve to encourage good people and good culture. These disciplines, as practised through shared workplace expectations and accepted behaviours, accumulate as 'votes to our identity'. They define who we are and ultimately, how we perform over the long term.

Running a business is more than just creating revenue: a better business is a unified workplace that is aligned and engaged with its purpose.



**The ability for a group of people to do remarkable things hinges on how well those people can pull together as a team.**

- Simon Sinek



## CO-FOUNDERS OF BUSINESS 360



### DAVID REID

#### Director

David Reid is a workplace practices entrepreneur with core competencies in management, workplace relations, operations, training, trades and business development across a variety of industries. A highly driven individual with demonstrated results, David has been recognised with many business awards.

David understands that one size does not fit all in a business environment, a sentiment that shines through in his ability to deliver and achieve actionable outcomes. His knowledge of business practices has seen David achieve success in small start-ups through to large corporations over the past 30 years.



### DARRIN DREW

#### Director

With over 25 years of experience managing and delivering professional services solutions. Darrin Drew possesses a unique blend of entrepreneurial spirit combined with a passion for workplace compliance, harmony and productive outcomes.

Darrin is equipped with a broad skill set ranging from management, product development, training, business development to customer service delivery. Having consulted with literally thousands of employers and managers within SME and corporate workplaces, Darrin possesses a deep understanding of the challenges of managing the modern day workforce.

**At the heart of every business are its business practices. Typically, these are in the hands of a company's greatest asset, cost centre and risk: its workforce. It is paramount to meet all regulatory obligations regarding your staff while also managing them through capability, performance, retention, skill and will. This is the key to unlocking long-term viability.**



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