



INTEGRIS GROUP
— SERVICES —



CAPABILITY STATEMENT

Integris Group Services Pty Ltd

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A MESSAGE FROM OUR FOUNDING PARTNER

Hello and thank you for taking the time to review our Capability Statement. We are a growing consulting firm that focuses on building strong and trusting relationships with our clients. We aim to understand what you require and the context that you are working in, so we can tailor outcomes that you receive exactly what you need, how you need it.

I started Integris Group Services in 2017 as an independent consultant supporting Asset Owners and Asset Management and Maintenance organisations to develop and improve their governance, risk and safety systems and processes. My key focus was on simplifying complexity and establishing solutions, focussing on systems of work, which both met the needs of senior leadership; as well as are meaningful and make an impact at the frontline.

I believe that consultants should be used to bring in short term specialist capability that aren't typically affordable within an organisation's workforce budget. As a result, our focus is on delivering very high standards in short time frames; and we have configured our business model to consistently provide this for our clients.

We now support for our clients in the fields of Business & Process Improvement, Consulting & Advisory, Management Systems & Assurance, Industry Compliance, Training & Development as well as Employee Engagement.

Not only do our clients appreciate being able to control their spending by accessing our team when they really need it, they also have confidence that we want the best outcome for them from each of the engagements they call on us for.

If you would like more information, or to arrange a meeting where we can discuss your needs, please don't hesitate to contact our team on (03) 9909 7149 or by emailing us at contact@integris.group.



Stephanie Werner
Founding Partner



ABOUT US

Integris Group Services was established in 2017 to provide our clients with a high standard of support they rely on again and again.

We pride ourselves on being a values-based small business who focus on building strong and trusting relationships with our clients.



OUTCOMES FOCUS

We believe that the right people, processes, systems, assurance and tools for decision making can help you to achieve your desired results, outcomes and impacts.

We are now a multidisciplinary company specialising in Business Improvement, Consulting & Advisory, Compliance & Assurance, Training & Development and Other Services across several industries and government bodies. As a result, our team have the breadth support you across the full value stream of your organisation.



ABOUT US

A VALUES-BASED CONSULTANCY

We pride ourselves on being a values-based small business who focus on building strong and trusting relationships with our clients.

We believe consultants should act as a trusted extension of your team, providing hands-on support when and where its needed.

*Our Mission
is to help
you simplify
complexity.*

OUR VALUES

Honesty

Our team fosters an environment where it is safe to be honest at all times, which creates strong, open and trusting relationships that we can rely on.

Integrity

Our values underpin everything we do, ensuring we operate with strong ethics and principles.

Conviction

Our team are empowered with responsibility and accountability for their decisions, to enable a culture of confidence and certainty of action.

Action

We work smarter, not harder, but still roll up the sleeves to get the work done to contribute value and simplify complexity.

Sensitivity

We look at everything in context, as well as through the lens of our values, because we care about the work we do.

OUR CLIENTS

Just some of the organisations our team regularly support:

sensa



officeworks



transcendomics



IGS provide quality work...

The team at Integris Group Services have been a great support in our business planning and scenario modelling. This has included developing the financial models, summarising the messaging and evaluating scenarios for discussion with our members and key decision makers to determine our agreed strategy. I highly recommend them!

Stuart Burdack, CEO

Threefold return on investment...

I have been working with IGS hand in hand for two years in areas of quality assurance, technical writing and strategic management. I would highly recommend this team for anyone who is serious about enhancing their business and improving their organisational culture. Our return on investment has been threefold.

Benjamin Greig, Team Manager

They go above and beyond...

We have been working with Integris Group Services for a short time and they are already playing a huge part in the progress we're making. Their consultative and structured approach makes it easy to work with them and we receive a highly professional service with quick turnaround every time. Highly recommend.

Martin Shone, Director

Experience & energy by Integris...

The experience and energy brought to key safety initiatives by Integris has lead to the effective and efficient realignment of safety systems and processes, underpinned by effective implementation, as well as the training and coaching of employees.

Owen Casey, Senior Safety Adviser

OUR SERVICES

Our services are provided across Business Systems & Assurance, Compliance & Safety, Employee Engagement & Development, Strategic & Operational Consulting as well as Business & Technical Content Writing:



We provide sound advice and guidance to ensure you, your team and management more broadly can make informed decisions...



We facilitate workshops and engagement across Subject Matter Experts, cross-functional teams and stakeholders to ensure agreement and deliver the outcomes that your team needs...



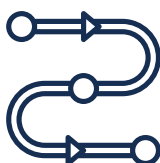
We roll out changes in documentation quickly and effectively including policies, procedures, forms and other elements of your management systems...



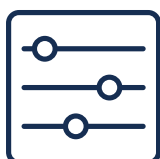
We work with you to develop compelling proposals and business cases to manage and respond to new risks or changes needed in your organisation...



We enable rapid response to any compliance risks and the resolution of regulator-identified infractions...



We pinpoint gaps, overlaps, duplication and pain points in your operations and cross-functional processes in a visual and easy to understand way...



We tailor our audit and assessment frameworks to identify the areas that should be focussed on to drive improvement and add value to your organisation.

TECHNICAL WRITING

1



Initial Consultation & Requirements Gathering

- Meet stakeholders to define scope, audience, and objectives,
- Gather technical and source data from Subject Matter Experts,
- Set clear timelines, deliverables, and formats.

2



Content Development

- Create clear, accurate, and user-friendly technical content,
- Structure content logically with headings and sections,
- Ensure alignment with industry standards & audience needs.

3



Review and Feedback

- Collaborate with stakeholders & technical experts for feedback,
- Refine content to improve clarity, accuracy, and usability,
- Ensure compliance with regulations and standards.

4



Finalisation and Delivery

- Finalise and format technical documents,
- Deliver output in the required format (digital, print, or web),
- Ensure content is accessible and ready for distribution.

5



Ongoing Updates and Maintenance

- Provide ongoing support for revisions and updates,
- Regularly review content for relevance,
- Maintain version control for document integrity.

BUSINESS ASSURANCE

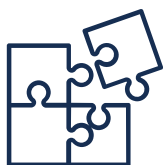
1



Consultation and Contextualisation

- Meet with stakeholders to understand processes and goals,
- Identify compliance areas needing regular assurance,
- Outline an approach to support business objectives.

2



Assurance Program Development

- Design a tailored assurance program for your organisation,
- Define measurable KPIs for assurance activities,
- Set up regular audit schedules and compliance checks.

3



Internal Audits and Reviews

- Perform internal audits on key compliance areas,
- Document findings and suggest practical solutions,
- Support Management Review and Process Review standards.

4



Reporting and Continual Improvement

- Produce reports summarising audit findings,
- Present actionable insights to senior management,
- Follow up on corrective actions and improvements.

5



Ongoing Assurance Support

- Provide regular check-ups to maintain compliance,
- Assist with corrective actions and procedure updates,
- Onboard your team to help embed assurance processes.

COMPLIANCE MANAGEMENT

1



Initial Consultation and Compliance Review

- Assess current compliance requirements and policies,
- Identify key compliance gaps and risks,
- Set objectives to enhance the compliance framework.

2



Compliance Framework Development

- Design a customised framework for all regulatory needs,
- Develop policies, procedures, and controls for consistency,
- Establish monitoring mechanisms and regular audits.

3



Training and Implementation

- Train staff on compliance roles and responsibilities,
- Implement compliance processes across all departments,
- Provide ongoing guidance for day-to-day integration.

4



Ongoing Monitoring and Reporting

- Monitor compliance through audits & performance tracking,
- Create compliance reports for management & regulators,
- Update the framework to reflect new regulations & changes.

5



Continuous Improvement and Support

- Review and improve compliance controls periodically,
- Support adaptation to regulatory changes and best practices,
- Proactively manage compliance risks and emerging demands.

SAFETY MANAGEMENT

1



Initial Consultation and Safety Assessment

- Review current safety policies, procedures, and practices,
- Identify gaps and assess compliance with standards,
- Set safety objectives aligned with regulations and goals.

2



Safety Management System Development

- Design or refine your Safety Management System (SMS),
- Create policies, procedures, & manuals for legal compliance,
- Define clear roles and responsibilities for safety.

3



Training and Implementation

- Provide training to ensure compliance with safety procedures,
- Roll out safety programs across all departments,
- Conduct drills to prepare staff for emergencies.

4



Ongoing Monitoring and Reporting

- Continuously monitor safety through inspections and audits,
- Track safety metrics and incidents with clear reporting,
- Update management on safety performance regularly.

5



Continuous Improvement and Support

- Review policies to ensure relevance and compliance.,
- Implement improvements based on audits and feedback,
- Offer ongoing support to adapt to regulatory changes.

OPERATIONS CONSULTING

1



Initial Consultation and Operational Assessment

- Review current processes, systems, and structures,
- Identify inefficiencies and areas for improvement,
- Set performance objectives aligned with business goals.

2



Process Optimisation and Systems Improvement

- Create solutions to streamline workflows & optimise resources,
- Redesign process to boost productivity, and cut costs,
- Implement advanced tools for decision-making & automation.

3



Implementation of Operational Changes

- Provide step-by-step plan for integrating processes & systems,
- Train teams to ensure adoption of new workflows & practices,
- Offer support during the transition to minimise disruptions.

4



Monitoring and Performance Tracking

- Set metrics to monitor the effectiveness of changes,
- Track productivity, cost savings, and process efficiency,
- Provide regular updates on progress and challenges.

5



Continuous Improvement and Support

- Offer support to refine processes based on performance data,
- Review operations to find new improvement opportunities,
- Ensure operations remain flexible and responsive to changes.

EMPLOYEE ENGAGEMENT

1



Initial Consultation and Engagement Assessment

- Assess current engagement levels and challenges,
- Gather insights from surveys, interviews, and focus groups,
- Set objectives aligned with organisational goals.

2



Engagement Strategy Development

- Develop a tailored strategy based on assessment findings,
- Focus on recognition, development, culture, & communication,
- Set measurable goals and performance indicators.

3



Implementation of Engagement Initiatives

- Launch engagement programs with feedback & team activities,
- Train managers to build a positive, inclusive environment,
- Promote work-life balance, development, and wellbeing.

4



Monitoring and Reporting

- Monitor engagement using pulse surveys & feedback loops,
- Track performance against goals and adjust as needed,
- Report engagement metrics to senior management.

5



Continuous Improvement

- Review and update programs based on feedback and trends,
- Introduce new initiatives to meet changing workforce needs,
- Support leaders to ensure ongoing effectiveness.

LEARNING AND DEVELOPMENT

1



Initial Consultation and Needs Assessment

- Meet stakeholders to assess training and development needs,
- Identify skill and competency gaps via surveys and data,
- Set objectives aligned with company's goals & career growth.

2



Learning Program Design

- Develop programs for technical, leadership, & compliance,
- Design learning paths with clear objectives & outcomes,
- Design programs for various learning styles, in-person & online.

3



Implementation and Delivery

- Roll out programs aligned with department goals,
- Train trainers & managers to support learning initiatives,
- Deliver sessions through workshops, e-learning, & training.

4



Monitoring and Evaluation

- Track program effectiveness via assessments & feedback,
- Measure impact via performance, engagement, & retention,
- Report outcomes, rates, & improvements to leadership.

5



Continuous Improvement and Support

- Regularly update content to stay relevant to company needs,
- Introduce new methods & technologies based on feedback,
- Provide support for continuous learning opportunities.

OUR OTHER SERVICES



Business & Technical Content Writing

We specialise in systems of work, populating document management systems, establish process frameworks, standardising documentation, creating technical manuals or documents, uplifting marketing materials, as well as supporting development of tender responses and training content - ensuring clarity, compliance, and effective knowledge transfer.



Employee Engagement & Development

Integris Group Services enhances employee engagement and development by ensuring legal compliance, streamlining HR processes, and providing tailored learning and development programs. We support your business with customised training, Learning Management Systems, and effective HR strategies to unlock your team's potential and to embed initiatives that help improve operational performance.



OUR OTHER SERVICES



Strategic & Operational Consulting

We help transform your business vision into actionable strategies in a way that's easy to understand and to implement. We offer tailorable roadmaps, risk management frameworks, service and digital transformation support, as well as project management and reporting to optimise processes, drive growth, and achieve sustainable success.



Business Systems & Assurance

Integris Group Services can help enhance your governance and compliance. We also specialise in documenting policies, achieving ISO certifications, and improving management systems. Our support ensures systematic operations and continual improvement, helping your business meet compliance requirements effectively.



Compliance & Safety

We ensure your business meets all compliance and safety requirements through tailored frameworks, policies, and training, supporting legal obligations, regulatory audits, and achieving accreditations like ISO 45001 and FSC.

We provide these services at your premises across Australia and New Zealand, and worldwide through our virtual consulting services.



OUR TEAM



Stephanie Werner - Founding Partner

Stephanie specialises in building business management systems tailored to client needs, with expertise in compliance, governance, risk, safety, and quality. She believes that embedding integrity into processes and empowering people drives positive outcomes.



Thomas Werner - Managing Partner

Thomas brings extensive experience in business management, consulting, and service transformation, consistently driving growth and improvement for clients. His approach is professional, relatable, and aligned with core values.



Sylvia Vona - Senior Consultant

Sylvia focuses on People & Culture, Employee Engagement, and Training & Development, helping clients create systems that support their people. Her expertise in business management and safety fosters a strong, people-first culture.



Our Service Delivery Team

Our Service Delivery Team ensures efficient, high-quality service delivery by providing vital support to Project Leads and Coordinators. The team is responsible for executing project plans with precision and accountability, ensuring that client expectations are consistently met.

OUR PROJECTS

We have contributed to several high-impact projects across industries.

Integris Group Services work with our clients to drive value and achieve the project outcomes they need. Combining our expertise, capabilities in facilitation as well as our diligence, our clients know they can rely on us to deliver for them.

We are experts at extracting key information and knowledge from stakeholders, employees and team members to present in a way that drives insight for all levels of the organisation. We use these insights to support and facilitate sustainable change by working with you, through business improvement initiatives.

Several projects below have been recognised by external parties and regulators as best in industry.

The continual improvement of our clients people, systems and processes is important to us. We aim to both meet our clients requirements for projects we are involved in, as well as ensure the learnings from these projects remain within our client's business.

This increases our client's ability to manage future projects internally, and maintain the outcomes and outputs of projects we've supported, typically through an ongoing governance and continual improvement cycle.

Our Service Delivery approach is the key way we ensure the knowledge we gain through engagements is captured and shared with you and your team, to continually improve your processes with confidence.



FEDERAL SAFETY ACCREDITATION

Our team set the standards, developed procedures, and managed key documents to secure Federal Safety Commission Accreditation for a major Melbourne infrastructure project, with the first submission accepted in just four weeks. This achievement earned accreditation and also strengthened safety practices across the client's entire project portfolio.



SAFE SYSTEMS OF WORK

Partnering with the Subject Matter Experts within our client's team, we developed a safe system of work for managing high-risk activities within their Asset Maintenance team. We transformed highly technical information into practical, actionable procedures and facilitated wide consultation. Today, our client's safe system of work is recognised as industry best-practice by a Victorian Industry Regulator.

OUR PROJECTS



STRATEGIC OPTIONS ASSESSMENT

Integris Group Services helped a client evaluate options and initiatives to stay competitive in a challenging market. A current state financial analysis identified underperforming business functions. Key options were presented in a simplified report, which was approved by the Board of Directors and adopted as the organisation's core focus moving forward.



OPERATIONAL SAFETY RULES

Our team led the development of operational safety rules for our client's frontline staff, covering the risks, protocols, and authorisations required for high-risk work. This rule book now forms the foundation of our client's safe work system and safety compliance training for all high-risk activities conducted by the organisation.



DIGITAL TWINS

Our team was engaged by a UNESCO-sanctioned organisation to develop a position paper on the value of geospatial data in Digital Twin ecosystems. Utilising our expertise in asset management, geospatial data, and Digital Twins, we followed a structured approach to establish a future vision, review current market offerings, and create a roadmap to value.



ENFORCEABLE UNDERTAKINGS

Supporting the client's Project Manager, our team coordinated the on-time completion of an Enforceable Undertaking required under the OHS Act. As a key part of the project team, we successfully completed two undertakings and supported three others ahead of schedule. The Regulator praised the submission as a new benchmark for improving organisational safety following a prosecutable incident.



INTEGRIS GROUP
— SERVICES —

HOW WE CAN CONNECT

Based in Melbourne's CBD, our team currently travel across Australia and New Zealand to support our clients. We are also available through any online channels you are using in your business.

We would love to hear from you to find out how we can support you and your team.

 +61 3 9909 7149

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 contact@integrismgroup.com

Honesty | Integrity | Conviction | Action | Sensitivity