

CSCS INNOVATIONS & IMPROVEMENT PLAN 2022

1. Having a Management System in place that encompasses all activities

S1.	Objective	Activity	Responsible	Time Frame (Evidence available)	Date Closed
a	Simplify systems and increase usability and value.	Work Order Management System includes meeting structure to consult with clients.	CSCS Management Team	Dec 31, 2022	
		Data transferred from Access Database and managed by effective system.	Corporate Support Manager	Dec 31, 2022	
		Time and Attendance: Establish an effective time and attendance system. Attendance is logged remotely and in real time with visible management and reporting	Corporate Support Manager	Dec 31, 2022	
b	Operational Planning.	An Operational plan exists - estimates current and future workforce human resource requirements regularly adjusting as requirements change. The current aims and activity to staff ratios are analysed and encompass growth.	CSCS Snr Man' Team	Dec 31, 2023	

2. Having the optimum (BEST) workforce

S2.	Objective	Activity	Responsible	Time Frame (Evidence available)	Date Closed
a.	Workforce Skilling.	Refine position descriptions to maintain relevance as the business evolves. Position descriptions reviewed.	CSCS Management Team	Dec 31, 2022	
		The CSCS training matrix indicates and addresses skills gaps in line with Operational Plan.	Safety and HR Officer	Dec 31, 2022	
		All staff have completed Induction refreshers	CSCS Management Team	Dec 31, 2022	
		skillset module development continued from 2021 and used in staff training & development	CSCS Management Team	Dec 31, 2022	Ongoing
c.	Occupational Coaching and Recognition	Occupational Coaching – a one on one position overview with all employees once yearly.	CSCS Management Team	Dec 31, 2022	
		Recognition process is active and working annual winners recognised.	CSCS Management Team	Dec 31, 2022	
d	Staff own/know company values	Brand Values	CSCS Management Team, All Staff	Dec 31, 2022	

S3. To operate under a best practice and continual improvement framework.

S3.	Objective	Activity	Responsible	Time Frame (Evidence available)	Date Closed
a.	Innovation in service delivery and best practice.	Industry knowledge gained through attendance at Safework, ISSA cleaning & hygiene expo and business chamber seminars	CSCS Snr Man' & Corporate Team	Dec 31, 2022	
		Improved Inventory and Procurement reporting and communication Orders are delivered in time and invoices are paid within agreed terms. Evidence of 360-degree feedback.	Procurement Officer Finance Manager Management Team	Dec 31, 2022	
b.	Business sustainability and continuity	Not actively seeking additional income through new contracts until end of June or 1 st July. Focus is to ensure that CSCS has adequate staffing levels to service existing clients and SLAs.	CSCS Snr Man' & Corporate Team	Jul 1, 2022	
		A revised company document addressing risks and contingency planning for adverse events that potentially affect operations	CSCS Snr Man' & Corporate Team	Dec 31, 2022	
c	Accurate and timely financial activities	2023 proposed budget is commenced July 2022 and completion sighted by end of August 2022.	Finance Manager	Aug 31, 2022	
		Revised financial reports are developed and influence forward planning	Finance Manager	Dec 31, 2022	

S4. Promoting and heightening awareness in relation to Work Health & Safety and Environmental Sustainability

S4.	Objective	Activity	Responsible	Time Frame (Evidence available)	Date Closed
a.	Work Health Safety Management System (WHSMS)	Maintain WHSMS to retain accreditation for CSU sites.	HR & Safety Officer	Scheduled annual Surveillance audit Mid 2022	
		Management System reflects ISO45001	HR & Safety Officer	Dec 31, 2022-24	
b	Hazards and Risk	Extend WIWALK program to include external client sites. Evidence of WIWALK documentation is sighted for all sites.	CSCS Management Team	Dec 31, 2022	
		Improve system to manage WHS Management System, WIWALKS, hazard reporting and Workplace Improvement. Workshops to train staff	GM and HR & Safety Officer	Dec 31, 2022	
c	Sustainability	Evidence of practices that have improved Environmental Sustainability. Evidence minimum of 1 initiative implemented	CSCS Management Team	Dec 31, 2023	



5. Promoting and heightening awareness in relation to Quality Assurance

S5	Objective	Activity	Responsible	Time Frame (Evidence available)	Date Closed
a	Quality Assurance Management System	Improve systems to manage quality assurance QA is managed by a software system	Corporate Support Manager	2022 - 2023	
b	Complaint Management	Identify a complaint focus point and reduce this by 25%. Improve systems for managing feedback and complaints.	CSCS Management Team	Dec 31, 2022	
c	Quality and awareness	promoted in a minimum of one focus pack 2022	Area Managers Supervisors & Team Leaders	Dec 31, 2022	