



## CAPABILITY OVERVIEW STATEMENT

**Labour Hire | Recruitment |  
Traffic Management | Training**



# ABOUT US

Lack Group is 100% Australian family owned and privately-operated, specialising in traffic management, permanent and supplementary labour solutions to the utilities, maintenance, mining, building, construction and infrastructure sectors across Australia.

## Our Companies

Company Name	ABN
K&D Traffic Management Pty Ltd	43 123 149 539
Lack Group Traffic Pty Ltd	64 628 562 505
Lack Group Constructions Traffic Pty Ltd	57 628 930 656
Lack Group Personnel Pty Ltd	85 606 334 552
Lack Group Construction Pty Ltd	95 142 381 155
Lack Group Asset Holdings Pty Ltd	30 624 765 975

## Our Services

We are dedicated to providing our clients with complete, practical and flexible solutions to enhance their productivity and operational performance. Our experience gives us the knowledge of the real issues allowing us to focus on developing solutions that are relevant, practical and cost-effective.

Operating 24 hours per day 7 days per week, our unique service platform, support structure and individualised approach enables us to be entrenched in the systems, ideals, planning and our client's ways of working.

## Our Key Values

Professionalism – Commitment – Communication – Safety

## Our Company Vision

- To be the best at what we do.
- To be the client's number one provider (supplier of choice) in the provision of our services.



## Traffic Management

Lack Group is a registered Traffic Management company with a well-established track record of partnering with our clients across the Construction, Infrastructure, Mining, Government, and Private sectors in high profile public environments, to successfully deliver our Traffic Management services.

Operating 24-hour a day our National team is dedicated and structured to ensure the best possible outcomes are delivered; not only for ourselves, but for our clients and the communities we operate.

- Traffic Management services and solutions include:
- Design of traffic management plans, traffic guidance schemes, plans and permits;
- Supply and installation of fixed and temporary advance warning signage;
- Incident response services;
- Event management; and
- Supply of traffic control personnel, devices, equipment and vehicles.

## Labour Hire & Recruitment

Lack Group has developed a reputation that sets the standard in quality, expertise and reliability for delivering permanent and supplementary Labour Hire solutions, across the industries in which we operate.

Our quality permanent and temporary personnel solutions capture a wide range of role disciplines and skills classifications to deliver against our clients requirements.

With robust and scalable service delivery methodologies, we ensure that we can assist you in meeting your workforce objectives in a timely and efficient manner.

We pride ourselves on our ability to work within highly regulated environments, while also offering the flexibility to respond to changing requirements for our clients.

Our proven performance, knowledge and expertise authenticates our ability and effectiveness in achieving the needs of large and small-scale personnel solutions.



# Our Experience

We create and deliver solutions across Australia to our clients through a strategic partnership approach, enabling us to understand their needs, and provide tailored solutions to add real value to their businesses.

We have successfully partnered with a broad range of clients including small utility and horticulture services; major road maintenance service providers; large corporate construction projects; and with several Tier 1 clients on some of Australia's largest infrastructure projects.



**Sydney Light Rail Project**  
25 November 2015 – current  
Progressive hours work: 832,475  
Personnel utilisation: 962  
Number of Lost Time Injuries: 1  
Lost Time Injury Frequency Rate: 1.2



**Canberra Metro Light Rail Project**  
15 December 2016 – current  
Progressive hours worked: 210,553  
Personnel utilisation: 224  
Number of Lost Time Injuries: 1  
Lost Time Injury Frequency Rate: 4.7



**Pacific Highway Upgrade, Woolgoolga to Ballina Project**  
16 January 2018 - current  
Progressive hours worked: 56,963  
Personnel utilisation: 116  
Number of Lost Time Injuries: 0  
Lost Time Injury Frequency Rate: 0



**NorthConnex Project**  
15 January 2016 – current  
Progressive hours worked: 227,208  
Personnel utilisation: 317  
Number of Lost Time Injuries: 0  
Lost Time Injury Frequency Rate: 0



# RESOURCES



## Personnel

Our rigid screening process enhances our ability to attract and retain quality employees.

We have an extensive database of qualified personnel available to ensure our response times are consistent and achievable.

Additionally, we have a pool of pre-registered candidates in preparation to mobilise any substantial requirements on successful award of works.

## Plant & Equipment

Extensive fleet of vehicles each fitted with state-of-the-art GPS tracking. This allows visibility into every aspect of our fleet so that we can make informed decisions to; decrease fuel costs and downtime; boost productivity and safety; maintain preventative maintenance cycles and monitor driver behaviour

Our extensive equipment, signage and devices holdings ensures our capacity to meet the demand of any client requirement.



# SYSTEMS AND CERTIFICATION

## Resource Management

Lack Group utilise a software program "ManStat" for Workforce Management, integrating Human Resources, Client Relationship Management, resource management (allocations / rostering / equipment), billing and payroll functions. Manstat simplifies the task of managing and controlling staff, reducing risk by removing the reliance on any one individual's knowledge base and introducing management by exception.

## Work Health & Safety, Quality and Environment

Lack Groups Integrated Management System has been independently certified by International Certifications as complying with the requirements of:



## Government Prequalification / Traffic Management Registrations Schemes

- Department of Transport and Main Roads Queensland, Traffic Management Registration Scheme;
- Roads & Maritime Services New South Wales, Category G Registration;
- Main Roads Western Australia, Traffic Management Registration Scheme;
- Department of Planning, Transport and Infrastructure South Australia, Traffic Management Registration Scheme;
- Contractor Accreditation Limited (Civil Works - Traffic Control and Traffic Safety Management) Northern Territory;
- ACT Government Prequalified Contractor Traffic Management Intersections TMI-F35; and
- Roads ACT Government, Canberra ACT.

# DIVERSITY & ENGAGEMENT

We are an organisation that truly leads from the top in respect of diversity and engagement.

Our workforce demographic consists of employees from many aspects of the community. We encourage all potential candidates, who are qualified to perform the job requirements to apply for opportunities we offer, and from time to time target individual sector.

Currently we are focusing on three key initiatives

- Encouraging women in construction to apply for non-traditional roles;
- Aboriginal & Torres Strait Islander engagement strategy;
- Young and new entrant mentoring program.

## Women in Non-Traditional Roles – Construction

Our Founder, Diane Lack built Lack Group from the initial dream to the Company that it is today. Diane's legacy - taking on the challenge of being a female CEO and Director in a non-traditional landscape, had been in the construction industry for around 21 years.

Our talent attraction program encourages women to apply for non-traditional roles in the construction industry by promoting the opportunities for women, and the information and support that they need.

We have noticed a significant increase in the percentage ratio of women to men. We are proud that across the Lack Group women occupy in excess of 30% of our total workforce.

## Aboriginal and Torres Strait Islander Engagement Strategy

Lack Group acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Lack Group is a proud Registered Supplier with Supply Nation, Australia's first Indigenous supplier diversity council dedicated to growing the work opportunities available and by facilitating connections between Indigenous businesses and our members' procurement departments across Australia.



Lack Group is committed to improving employment opportunities for Aboriginal and Torres Strait Islander people as detailed in our Aboriginal and Torres Strait Islander Engagement Strategy.

This strategy is underpinned by four principles:

- Partnerships;
- Community Participation;
- Capacity Building; and
- Sustainability.

## Young and Inexperienced

For young and inexperienced workers in the construction industry, we have implemented a planned and managed transitional system. The key components are based on a mentoring (buddy) assignment and a work readiness support platform. The intention is similar to a young worker toolkit which is aimed at encouraging actions that build the capabilities of young workers to be safe and productive at work, rather than just relying on them to speak up or ask the right questions.



# LACKSAFE PROGRAM

The LackSafe program is aimed at achieving a culture at work where “everyone looks out for everyone” and is actively involved in making what we do “a safe and healthier place to work, and looking after the environment”.

A culture where “everyone looks out for everyone” (active involvement)

## The program consists of:

Improved Systems “the way we work”, innovation partnering with our suppliers for new technology, product development and industry engagement;



Employee engagement initiatives “have a say in what you do”;  
Employee Awareness and Support Programs (examples include employee assistance program, health and wellbeing initiatives, how to deal with problems, health and lifestyle information – not just aimed at the workplace);



Our monthly LackSafe Award program is aimed at recognising those employees that are championing the LackSafe Culture.

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*Work Safe - Home Safe - #LackSafe*



Information, communication and training sessions “staying in touch”



# ASSOCIATIONS AND PARTNERSHIPS



**TRAFFIC MANAGEMENT**  
ASSOCIATION OF AUSTRALIA

## Traffic Management Association

Lack Group are an active National member of the Traffic Management association.

The Traffic Management Association of Australia (TMAA) is the peak body for Traffic Management. The TMAA represents the Traffic Management and Traffic Control industry throughout Australia.



## MATES in Construction Industry Partner

MATES in Construction is a charity established in 2008 to reduce the high level of suicide among Australian construction workers. We are unique in that we foster ownership and control of the program with the Australian building and construction industry.



## Supply Nation

Established in 2009, Supply Nation has worked with Aboriginal and Torres Strait Islander businesses along with procurement teams from government and corporate Australia to help shape today's emerging and rapidly evolving Indigenous business sector.



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