



Pride & Quality

## **B & J BUILDING CONSULTANTS & STEEL SUPPLIES**



Established in 1997 B&J prides itself on its reputation for exceptional quality. We only achieve this through the skills and commitment of our staff.

### **A COMMITMENT TO QUALITY AND TRAINING**

With an excellent training record over 15 years, we have a wide range of trade qualified staff and have a high commitment to our apprentices

and trainees in boiler-making, carpentry, steel fabrication and administration.

All our staff are encouraged to seek training opportunities, whether in formal apprenticeships, traineeships or in smaller courses including riggers and doggers tickets, forklift, EWP and heavy vehicles.

Health and Safety is a vital aspect of our training, and all relevant staff hold the White Card certification.

We are really proud of the history of training we have at B & J and the great apprentices who have achieved their trade papers here.

### **TRAINEE SUPPORT**



We offer our trainees complete support and mentoring throughout their course. We introduce new-starts to an induction process to help them identify

with the trade and industry, as well as comprehensive safety procedures, company policies and workplace expectations.

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### **EQUAL OPPORTUNITY**

We're an equal opportunity employer – we offer Aboriginal and non-Aboriginal recruits the same opportunities and support.

Since December 2009 around half our recruits have been Aboriginal and we expect this to continue. Our Aboriginal recruits receive support from the Australian Government through our STEP programme and Indigenous Wage Subsidies.

### **SETTING THE HIGHEST STANDARDS**

In December 2009 we implemented a new way of employing staff – the first six weeks we viewed as building on whatever job-ready skills recruits had, to bring them up to the B&J way. The second six weeks is all about building the recruits up to the high standard of production with the skills necessary to fulfill the demanding quality our customers have come to expect.



Throughout this period we have designated induction and training staff working one-on-one with recruits to bring them up to speed.

The next six months is the really testing time for new recruits as the attention of being "new" diminishes and the reality of at least 38 hours work, every week, sinks in. We know that many of our staff get a lot of pressure from family and friends who aren't working. To counter this we have made a substantial commitment to after-hours mentoring. Mostly undertaken by our senior staff in their own time this has enabled us to hold to many recruits in the vulnerable period around nine months of employment.



## IMPROVED RETENTION

Since adopting this strategy our retention rate for all staff in the programme has been 55% - an important improvement to our typical retention rate of under 40%.

## INDUSTRY STANDARD TRAINING

We have committed to a new standard of workmanship by training our staff in a unique, construction industry linked, Certificate III national accredited qualification.

Currently known as Low Rise Steel Framing it will soon become a more generic construction qualification. Aboriginal staff undertaking this qualification are funded through a DEEWR step programme funded by the Australian Government.

We are really excited at the options this gives anyone in the region to get a trade level qualification and a great job, already it has lead some graduates into further study and opportunities.

Some of our existing staff will take advantage of this new training and we are also looking forward to making our contribution to bringing down the high levels of Aboriginal unemployment in the Pilbara and Kimberley.



## TRAINING ON THE JOB

Much of the training will be undertaken on the job, for this reason you might see a larger B&J crew on site than you're used to and in some instances it may take longer. The funding provided by the Australian Government ensures that our customers will continue to get the best price on offer in the region.

We've also built up our training facilities on site and will tap into the range of resources that Djaringo have in Broome.

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## PROJECT MANAGEMENT AND UNDERSTANDING OUR CUSTOMERS

Two of our key staff are undertaking qualifications in project management – we see this as part of an ongoing commitment we have to up-skill our team. We expect our staff to be able to better recognize where improvements can be made to our drafting, manufacturing and delivery processes and to implement them more successfully.

Three of our staff are also undertaking parts of the WA Builders Registration course. We expect this will help us understand our customers challenges and needs better. We expect to see further improvements to our product design and customer service.

These are examples of where we are targeting our training to the staff we have and the directions we are moving in. We will continue to support our staff in acquiring new skills and ensuring that B&J stays at the forefront of steel fabrication expertise in the North West of the state.

## FOR A NEW DECADE

We're excited at where B&J is going and the journey our staff and customers will enjoy along the way. Our customers will benefit from the assurance that all our work is endorsed and tested rigorously. Our staff will benefit from the recognition of the high skills they obtain working at B&J and the portability of a trade certificate. We'll benefit from a higher skilled workforce providing innovation and quality throughout our operations.

