

# Avneet Singh (Neet)

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## SUMMARY

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Experienced WHS/OHS/Zero Harm Manager with a strong background in business analysis, risk management, and workplace safety. Over seven years of experience integrating data analytics, system optimisation, and strategic safety initiatives to drive WHS excellence. Skilled in performance assurance, AI-driven safety analytics, risk mitigation, and compliance frameworks.

Proven ability to develop safety intelligence platforms, leverage machine learning for predictive risk modelling, and integrate real-time analytics into decision-making. Adept at leading safety assurance programs, conducting audits and investigations, and managing Zero Harm performance metrics.

Regularly stepping into Head of Zero Harm responsibilities, overseeing a team of 50+ Zero Harm Business Partners, enhancing leadership readiness. Committed to embedding data-driven safety strategies, fostering a proactive risk culture, and driving continuous improvement across high-risk environments.

## EXPERIENCE

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### Zero Harm Performance & Programs Manager

Downer – Social Infrastructure & Citizen Services

*June 2025 - Present,  
North Ryde, NSW*

Shape the strategic performance ecosystem for Zero Harm across Downer. Lead the design and execution of frameworks that govern how safety is measured, understood, and improved. Combine analytics, program delivery, and operational insight to drive measurable change in how the Zero Harm function performs and supports the business. My role involves:

- Lead design and rollout of enterprise-level performance frameworks that govern critical risk, quality assurance, safety maturity, and functional capability across the portfolio
- Build data strategies that enable operational and Zero Harm leaders and teams to make targeted, evidence-based decisions and not just report incidents
- Govern the portfolio of strategic initiatives, ensuring they're sequenced, resourced, and measured in line with risk and business objectives
- Partner with Regional Managers, Heads of Zero Harm, and operational GMs to uplift the maturity of safety governance, clarify roles, and align performance expectations
- Mentor Zero Harm Regional Managers, Business Partners and other professionals to lift capability in program management, analytics, and systems thinking, building a future-ready safety workforce
- Pilot and embed emerging tools to digitise assurance, simplify reporting, and strengthen visibility of contract-level risk
- Drive culture changes through performance storytelling, linking data to real outcomes and improving how the function communicates success, gaps, and learning
- Apply structured change methods to campaign delivery, ensuring these translate into behavioural change and operational relevance.
- I work closely with function leads to influence how safety performance is understood and improved. My focus is on building integrated systems, aligning culture with intent, and lifting the maturity of how Zero Harm operates. This work is shaping my path toward a senior leadership role where transformation, business alignment, and positioning safety as a high-value function are at the core.

### Zero Harm Performance & Assurance Specialist

*January 2024 – June 2025,*

As the Zero Harm Performance & Assurance Specialist at Downer, I lead initiatives to ensure safety excellence and performance improvement. My role involves:

- Overseeing Zero Harm performance metrics to drive continuous improvement in workplace health and safety.
- Implementing and managing safety assurance frameworks to mitigate risks and enhance operational safety.
- Utilising advanced business analytics to analyse data, identify trends, and develop strategic safety initiatives.
- Collaborating with cross-functional teams to integrate safety best practices into all operational processes.
- Leading safety training programs and initiatives to foster a culture of safety across the organisation.
- Conducting audits, inspections, and incident investigations to ensure compliance with safety standards and regulations.
- Leverage machine learning and AI tools to forecast safety trends and proactively identify high risk areas, enabling data driven safety decisions.
- Developed and managed performance dashboards that provide real-time insights for operational leaders, integrating WHS data to enhance decision making across Zero Harm initiatives.
- Regularly step into operational management responsibilities, overseeing a team of 30+ Zero Harm Business Partners, to build readiness for a leadership role as Zero Harm Operations Manager.
- Strengthen relationships with Heads of Zero Harm, frontline staff, and external stakeholders, ensuring alignment and collaboration on WHS priorities and strategic objectives.
- With a focus on delivering exceptional safety performance and assurance, I am dedicated to creating a safe and productive work environment for all employees.

### **Zero Harm ICT Business and Systems Analyst / Zero Harm Manager**

*September 2020 - January 2024*

Downer – Government & IFM

*North Ryde, NSW*

- Optimised Zero Harm systems and leveraged technology to enhance safety outcomes.
- Developed Power BI dashboards to transform safety data into actionable insights.
- Designed and maintained database architecture, security controls, and reporting tools.
- Led system testing, upgrades, and process improvements to ensure compliance and efficiency.
- Advised leaders on Zero Harm strategy, risk management, and regulatory adherence.
- Drove implementation of The Downer Standard (TDS) and safety initiatives.
- Led ICAM investigations, risk assessments, and incident trend analysis.
- Delivered training and coaching to embed a strong safety culture.
- Monitored legislative changes and best practices to ensure continuous improvement.

### **Client Site Services Officer**

*December 2019 - September 2020*

Downer – Spotless

*North Ryde, NSW*

- Engaged directly with clients, providing expert advice on housing options based on individual assessments. Coordinated with internal specialists and external service providers, making referrals to address additional support needs.
- Oversaw tenancy management, assisting clients in maintaining successful tenancies. Maintained confidential client records, ensuring data accuracy and integrity. Monitored property conditions, facilitating maintenance and minor modifications to align with client needs.
- Managed technical operations, equipment testing, repairs, and engineering projects across NSW and ACT. Conducted site inspections, feasibility studies, and compliance assessments to ensure regulatory adherence.

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## **EDUCATION**

### **BSB41415 - Certificate IV in Work Health and Safety**

Australian Qualifications Framework • February 2023

**Master of Engineering & Technology - MTech, Computer Science, Risk Analysis, Data Science, User Design**  
University of Sydney • 2020

**Master of Information Technology Management - Project Management, Change Management**  
University of Sydney • 2020

**Diploma of Law, Environmental and WHS Law**  
University of Newcastle • Deferred • April 2023

**Graduate Certificate in User Experience Design, Design**  
RMIT University • 2020

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## **CERTIFICATIONS**

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**Certified OHS Professional (COHSProf)**  
Australian Institute of Health & Safety (AIHS) • 2026

**Mental Health First Aider**  
Mental Health First Aid Australia • 2020 - Current

**ICAM Lead Investigator**  
Safety Wise • 2020

**Auditing Environmental Management Systems (ISO 14001:2015)**  
Exemplar Global, Inc. • 2024

**Auditing Management Systems (ISO 19011:2018)**  
Exemplar Global, Inc. • 2024

**Auditing OH&S Management Systems (ISO 45001:2018)**  
Exemplar Global, Inc. • 2024

**Auditing Quality Management Systems (ISO 9001:2015)**  
Exemplar Global, Inc. • 2024

**Leading Auditing Teams (ISO 19011:2018)**  
Exemplar Global, Inc. • 2024

**HLTAID009 Provide Cardiopulmonary Resuscitation**  
Height Safety Engineers • 2022 - Current

**HLTAID011 Provide First Aid**  
Height Safety Engineers • 2022 - Current

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## **AWARDS**

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- 2025 WHS Rising Star – Australian Institute of Health & Safety (AIHS)
  - 2024 Best Continuous Improvement of WHS Management System – NSCA Foundation
  - 2025 Best WHS Training Program – NSCA Foundation
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## **INVOLVEMENT**

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**Co-Chair & Secretary**  
AIHS NSW Branch • June 2025 - Present

## Member & Mentor

Australian Institute of Health & Safety • July 2024 - Present

## Associate

Society of Actuaries • November 2021 - Present

## General Official

Motorsport Australia • November 2024 - Present

## Environmental Services Consultant

CSIRO • May 2020 - July 2022

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## SKILLS

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### Industry Knowledge:

- **WHS & Risk Management:** ISO 45001, ISO 14001, ISO 9001, Safety Assurance, Risk Assessment, Incident Investigation (ICAM), Safety Leadership
- **Audit & Compliance:** Certified Lead Auditor, Regulatory Compliance, Contractor & Supplier Auditing, Governance & Assurance Frameworks
- **Business & Data Analytics:** Business Intelligence, Data Analysis, Data Mining, Performance Metrics, KPI Development, Process Optimisation
- **Project & Change Management:** Project Management (Agile & Waterfall), Change Management, Stakeholder Engagement, Strategic Planning

### Tools & Technologies:

- **Data & Analytics:** Microsoft Power BI, SQL, Data Visualisation, Predictive Analytics, AI & Machine Learning for Risk Modelling
- **IT & Systems:** IT Service Management, Network Security, Network Design, Database Administration, Systems Engineering, SharePoint
- **Software & Productivity:** Microsoft Office Suite, Adobe Suite, C++, Workflow Automation

### Interpersonal Skills:

- **Leadership & Strategy:** Safety Leadership, Team Leadership, Organisational Strategy, Decision-Making
- **Communication & Influence:** Public Speaking, Stakeholder Management, Negotiation, Coaching & Mentoring
- **Collaboration & Culture:** Cross-Functional Teamwork, Employee Engagement, Training & Development