

dss⁺



The dss⁺ purpose around safety and excellence deeply resonated with me. Fast forward years later, it's been a fantastic journey growing with great people and seeing the meaningful difference we make for clients.

Simon Flack

Manager ANZ





What does a typical day look like as a Manager at dss+?

Every day depends on the client, but right now, my days start early, joining a handover with supervisors as the night shift transitions to the day team. From there, I head underground, working side-by-side with supervisors to coach them on setting up their crews for the day, always with a strong focus on safety.

After a few hours in the field, I come back up and switch gears, capturing the week's progress, wrapping up deliverables, and making sure we've created real, lasting impact for our clients before heading home. There's often more coaching on the surface too, making sure everything is set up for success before we leave site.

The role is a real blend, about 80% onsite, supporting teams in the field, and 20% focused on planning, reporting, and project work. As a manager, I get the best of both worlds: being out with people, coaching and guiding, while also supporting the bigger picture behind the scenes.

What do I enjoy most? Seeing people grow. Watching teams shift how they think about safety and operational excellence, and knowing we've helped enable that change, is incredibly rewarding.



Why did you choose a career in consulting?

My path into consulting started in the Air Force, where I spent 21 years as an avionics technician. During that time, I discovered a passion for operational excellence, which led me to join the Air Force Improvement Team, an internal consulting group that also gave me the opportunity to complete my MBA.

After leaving the Air Force, I moved into industry, joining Rio Tinto as a Lean Improvement Specialist and getting my first exposure to mining. Since then, I've worked across a range of roles in heavy industry, from mining to construction and oil & gas.

One of the most unique parts of my journey was working with a family-owned poultry farming business, where I focused on leadership development and business improvement.

All of these experiences shaped my path into consulting, combining problem-solving, continuous improvement, and, most importantly, working with people to help them grow and perform at their best.





Why did you join dss+?

I'd heard of DuPont before, but it was actually someone from dss+ who reached out and said, "I think you'd be a great fit." That sparked my interest—and led me to dig deeper into the company.

As soon as I came across the purpose of dss+, it really resonated with me. The focus on making a meaningful impact, especially around safety and operational excellence, felt like something I wanted to be part of.

Fast forward 3.5 years, and it's been a fantastic journey. I've had the opportunity to grow, work with great people, and see first-hand the difference we can make with our clients.





What are you most proud of?

One project that really stands out was our work with Newcrest (now Newmont) at Lihir in PNG. We focused heavily on the frontline, spending time with teams, understanding what matters to them, and helping connect their voices back to leadership.

What made it so meaningful was the impact. It gave frontline teams a stronger voice, helped them better understand the organisation, and created a real sense of purpose in their day-to-day work.

It wasn't easy, it came with a demanding roster, but seeing the shift in people and the positive change it created made it absolutely worth it.

At the heart of it, what I'm most passionate about is people. Supporting their development, helping them grow, and reminding them of their purpose, sometimes that's all it takes to unlock real change.





In 3 words or less, how would you describe dss+?

Purposeful.

Impactful.

Fun.

That you won't ever be alone. Despite us being geographically separated, we're always connected. We do things in teams a lot so you're not often out by yourself. We try and provide support and work in teams.

