

Overview

SKG Services has in place a range of policies that mirror those set out in the ISO 26000:2010 Social Responsibility Standard, BSCAA, and ASIAL policies and requirements for member companies.

The intent of ISO 26000 is to provide an auditable, voluntary standard, based on the UN Declaration of Human Rights, ILO and other international human rights and labor norms and national labor laws as passed by Fair Work Australia, to empower and protect all personnel within an organisation's control and influence who provide products or services for that organisation, including personnel employed by the organisation itself and by its suppliers, sub-contractors, sub-suppliers and home workers. It is intended that an organisation shall comply with this Standard through an appropriate and effective Management System. Management at SKG Services strongly believes that adhering to the requirements of ISO 26000 Standard, BSCAA, ASIAL policies and Fair Work Australia judgements adds to the company's reputation as a good organisation to do business with.

Diversity

SKG Services recognises that a diverse workforce provides equal opportunities for all in gaining worthwhile employment and career opportunities to both develop skills and achieve satisfaction from their work activities. As an employer we offer positions and promotions to all ethnic, racial, religious, linguistic, cultural, gender, age and disabled diverse persons (provided the latter can perform the specified duties as required by clients).

To ensure that all SKG Services employees are treated equally our training/induction processes reference the company's WHS Management System and Cleaner's Handbook, the latter covers Standards of Conduct, Bullying and Harassment, Abusive Language and Arguments not tolerated at any site.

On current indications SKG Services' workforce and engaged subcontractors has a diverse percentage over 85% for the first 5 categories, listed above and 100% when all categories are included.

Anti-Bribery – Ethical Behavior

SKG Services has a specific Code of Integrity Conduct – which all staff and subcontractor staff are required to read, agree to and sign as part of their engagement process. The Anti-Bribery Policy is an extension of the Code of Conduct where staff is required to behave ethically, always.

Staff including cleaners, supervisors and managers is required to perform their duties in accordance with the agreed specification for the site. When bribery or attempted bribery is present – (e.g., customer approach to cleaning staff to perform work well outside the specified tasks) staff is required to report to management who will then discuss the issue with the client.

SKG Services has a strict policy regarding work travel – which primarily involves Customer Service Managers and Supervisors who may be responsible for supervising several contracts over large distances. Customer Service Managers/Supervisors travelling for work involving overnight stays are required to use modest and clean accommodation in the reasonable price range. Travel in these circumstances is generally linked to the monthly or bi-monthly requirements of the contract specification.

Cleaning staff is reminded of their overall responsibilities in an ongoing manner through regular toolbox talks that focus on adhering to SKG's Code of Integrity Conduct.

Gifts and Entertainment

It is rare for cleaning industry staff to receive gifts or access to free or complementary entertainment and again in line with SKG Services Code of Integrity Conduct training is provided to acquaint cleaners, guards, supervisors, and managers of the risks associated with accepting offers that may be construed as a potential bribe.

However, SKG Services recognises that clients may wish to reward good service, acknowledge a birthday, or present a small item during the festive season and in these instances such gifts are regarded as acceptable. SKG Services accepts that such gifts are the decision of clients or client staff.

Social Impact

As a major cleaning company, the outcome of our daily client site performances directly relates to social impact – to provide a clean and safe work environment for offices, industrial sites, health and education precincts, transport facilities and retail outlets with public access.

By ensuring high levels of cleaning or security every day at all sites SKG Services makes an immeasurable social impact on all who meet the outcomes of our cleaning, maintenance and security performances.

Monitoring and reporting social impact in your workplace?

SKG Services together with our clients has in place detailed reporting structures that cover the full range of cleaning, maintenance and security tasks and rated performance levels for each task. Additionally, the company has an experienced team of Supervisors who are in constant contact with client representatives to monitor daily performance.

Monthly Reports (and daily/weekly for “heavy trafficking sites”) are completed in partnership with client representatives and electronically forwarded to SKG Head Office to build a picture of performance. Any trends in performance are either addressed on site or form part of the company’s two levels of management meetings.

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Human Rights/Modern Slavery/Child Labour

SKG Services follows closely the ISO 26000 Standard, AS/NZS 45001:2018, ISO 9001:2015 (Section 7 – working environment), BSCAA and ASIAL awards, pay rates and working hours and general conditions to ensure that as a company all the necessary working conditions are satisfied. Compliance extends to industrial relations, grievance procedures, probation requirements and termination activities.

The company, as a recent winner (2015 and 2016) of the Cleaning Company of the Year prides itself on being in tune with the latest work and technological developments that render cleaning tasks safer, more efficient, and greater value for money invested.

SKG Services adheres to all relevant Australian Laws, Regulations, Safe Work Australia Codes of Practice and Fair Work Australia Workplace Agreements – as these apply to the company’s operations.

SKG Services does not engage in bonded labor, child labor and inhumane treatment of workers and does not employ workers under the age of eighteen years. Further the company provides additional mentoring for all new staff to ensure that they develop in the job and gain in competence and are fully aware of safety and environmental issues. SKG Services also monitors our sub- contractors closely to ensure that they follow all the necessary legislative and regulatory requirements for the payment of cleaners and facilities management staff.

The company does not source any products from countries that engage in child or bonded labor or with harmful working conditions.

Training

Staff engaged by SKG Services receive initial training in general safety, in the use of chemicals (e.g., handling, diluting and first aid – through reference to Safety Data Sheets), for various cleaning tasks (e.g., mopping, glass cleaning and high dusting) and in the correct use of cleaning equipment (e.g., vacuum cleaners, floor polishers and scrubbers). The training received is recorded in Site Manuals and retained on site for reference and auditing purposes. Training is provided as required to ensure compliance with client specifications, legislation, and regulations.

Staff involved in purchasing are made aware of the company’s requirements to source all products from suppliers who

are not involved in modern slavery, child labour, gun running or pornography. In fact, SKG has in place long term supply contracts with reputable suppliers – (e.g., Agar Chemicals) who source supplies responsibly.

A **Training Record** exists for purchasing, contract staff, supervisors, and other key office personnel – which highlights the need to ask, check and research suppliers of products to be used in the cleaning contracts held by SKG Services and supervisors to check that sub-contractors are adhering to legislative and regulatory requirements for the hours worked and payment of wages.

Background Checks – Termination Process

Depending on the location of the position to be filled will determine the nature of the background checking. If a cleaning position is school based, then the checks will involve WWCC and Police Clearance. If an applicant is a recent arrival, he/she will be required to produce a Certificate of Residence or for casual positions applicants will be required to possess a current visa.

Employment is carried out on an individual basis and the staff member carrying out the hiring process will refer to SKG Services' Staff Handbook, Cleaners Handbook, or Security Officers Handbook. The company Termination Procedure follows Fair Work Australia Guidelines and is outlined in the Staff or Cleaners handbook – so that all staff/cleaners are aware of the process for the outset of employment.

Subcontractor Background Checking

When SKG Services engages the services of subcontractors for cleaning contracts the company conducts thorough screening to ensure there are no outstanding issues with Fair Trading, ASIC, Fair Work Australia, and Criminal Checks. Further checks are made of sub-contractors' customers to evaluate their cleaning performances and these remain for the duration of the contract.

SKG Services requires all subcontractors to lodge full details of their management, operations and staffing and these are uploaded onto the company business system. Finally, prior to commencement all subcontractor cleaning staff is inducted and trained in line with SKG Services Site Manual requirements.

Due Diligence

SKG Services only sources supplies from well-known and reputable Australian Companies such as chemicals from Agar Chemicals and cleaning consumables from ABCO, Winc and a select few other Australian owned companies. While cleaning machines are sourced from reliable local suppliers.

A further example of due diligence in relation to safety SKG Services through Customer Service Managers conducts regular safety checks and refresher training at all contract sites and complete site reports in accordance with client requirements.

Community involvement

SKG Services continues involvement in community groups – fostering a Christmas Raffle which supports “Transition to Work” – the Alannah and Madeline Foundation – to help children and families.

Contributing to HOA – Drug Arm Australasia – “Helping people build a better life” – Rotary Liverpool West – helping children with handicaps and special needs.

Building a better Corporate Environment – Julie (Human Resources Manager) has initiated several programs – relating to Wellness at SKG Services. Including Work – Health – Life Balance. This program fosters 5 simple strategies – Healthy Eating – Exercise – Form Positive Relationships – Prioritize and organise – Get enough sleep.

SKG Services respects and/or complies with the following and adheres to all Australian Awards.

International Labour Organisation Conventions (ILO)

Convention 1 (Hours of Work – Industry) and Recommendation 116 (Reduction of Work Hours) Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour)

Convention 87 (Freedom of Association)

Convention 98 (Right to Organise and Collective Bargaining)

Conventions 100 (Equal Remuneration) and 111 (Discrimination – Employment and Occupation) Convention 102 (Social Security - Minimum Standards)

Convention 131 (Minimum Wage Fixing) Convention 135

(Workers’ Representatives)

Convention 138 and Recommendation 146 (Minimum Age) Convention 183

(Maternity Protection)

Code of Practice on HIV/AIDS and the World of Work The Universal

Declaration of Human Rights

The International Covenant on Economic, Social and Cultural Rights



IMS 40	Social Responsibility Policy	 The logo for SKG Services, featuring a red circle with 'SKG' in white, and the word 'Services' in blue to its right. Above the red circle are three blue circles of varying sizes, arranged in a cluster.
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