

Financial Sustainability

SKG Services has since 1977 embarked on a diversification process so that the backbone of the business is not tied to one specific cleaning operation or client but rather to a range of cleaning and security management initiatives that have their own independent operations, highs and lows of activity and strengths and weaknesses in terms of turn over and profit across the full range of client areas. In essence SKG Services has spread its specialisations as follows:

- provision of commercial office cleaning in the private sector,
- retail cleaning in large and small shopping complexes,
- government agency cleaning – office and other facilities,
- entertainment industry cleaning – cinemas and event venues
- education campus cleaning
- food preparation facilities cleaning
- security services
- maintenance services

Additionally, as a component of the company’s integrated business system, certified and audited we have developed a basic step by step process to capture all essential information, materials, and staff skills to enable the business to continue operating in both normal and critical situations (such as the COVID pandemic).

The process is used in many leading organisations – however SKG Services has factored in the diverse nature of our business to produce the following outcomes, and this is broken down to a number of key steps.

For SKG Services the vital steps in the diagram above are applied in the following manner.

- Analysis – understanding the client requirements
- Solution design – preparing a successful tender
- Implementation – putting our Quality Implementation Plan into action on receipt of the contracts



Testing and acceptance – ironing out teething problems working to achieve a smooth operation that satisfies the client

Maintenance – ensuring that the contract runs efficiently in all aspects – cleaning/ security/ maintenance workers, reporting back to client, staff training, regular site visits by management, adequate resources, and continual improvement to build long term relationships

Workplace

SKG Services has in place a certified, audited, and integrated management system and as part of the continued operation of its certification it is required to operate its client sites in an efficient, safe, and environmentally friendly manner.

Quality

All SKG Services sites have documented site manuals detailing key processes and forms (hard and soft copy – if required) that are completed by staff forming an integral part of the management processes – training, records, and resourcing (supply of consumables) and client reporting processes (electronic reporting) which provides the basis of service consistency across all SKG Services sites. Complying with the ISO Standard means conducting regular Management Review Meetings, at senior level, where operational and quality issues are permanent agenda items. The company upgraded to ISO Standard 9001:2015 in 2016.

Safety

Being Certified to AS/NZS 45001:2018 is the best guarantee that client sites are managed with worker training and safety as paramount issues for all involved. Site staff is trained in the use of all cleaning aids and equipment, chemicals, security tasks, and safe work processes with records retained as evidence of this training. Further, by complying with the Work Health and Safety Act 2011, Work Health and Safety Regulations 2011, NSW Work Health and Safety Regulations 2017 and relevant Safe Work Australia Codes of Practice, SKG Services conducts consultation with staff on safety, welfare, and environmental concerns. Risk Assessments and Safe Work Procedures are the product of consultation and consensus built up over many years. At all new sites management/supervisors conduct risk assessments and discuss cleaning and security specifications with site staff and move from a generic quality mobilisation plan to a permanent management/operational program. SKG Services is mindful of Fatigue regulations and no site member is asked to work excessive hours. Finally, staff is rewarded for good and consistent work with details conveyed through company Newsletters.

Environment

Under SKG Services' Policy of using only "green chemicals" which has been in place for 12 years SKG Services is able to state with confidence that its sites are environmentally friendly. If our clients agree our cleaners and security staff can put in place additional environmentally friendly practices such as cleaning under reduced lighting, minimal water use where use is restricted to maintaining levels to meet hygiene regulations in areas such as rest rooms and kitchens. In the areas of waste disposal our cleaners are trained to efficiently separate rubbish from recyclables and pack accordingly in client provided receptacles or company pick-ups. In 2016 SKG Services upgraded to the new ISO Standard 14001:2015.

Supply Chain

In line with the company's Financial Administration Purchasing and Invoicing Process SKG Services operates under an approved supplier list and frequently reviews those organisations (at Management Review Meetings) from which we source consumables and equipment. As stated above – chemicals are purchased only from those suppliers that can provide green environmentally friendly biodegradable cleaning agents while equipment, such as vacuum cleaners, torches and 2-way radios must have the highest energy saving rating on the market and be suitable for heavy duty operation.

Company policies on purchasing are available to present and future suppliers and we advise clients and future clients of our policies and practices in these key areas.

SKG Services remains open minded regarding new chemicals and equipment and understands that changes in science and technology are taking place at a rapid rate and are applied to the cleaning and security industries at frequent intervals. Examples of implemented changes are prevalent in the areas of heavy cleaning machines (scrubbers) and SKG is progressively changing over to battery operation in preference to electric powered machines as a positive energy saving step.

Community Liaison and Stakeholders

SKG Services is committed to providing excellent contract cleaning and facilities management services to existing and potential clients and in-turn their clients, in a professional, competent, and courteous manner. At all times our key emphasis is quality, safety and sound business practice that leads SKG Services to:

- Clear understandings of customer, community, and regulatory requirements
- Attain these requirements with all work undertaken

- Generate ongoing improvement in teamwork, processes, and disciplines
- Review and train staff in essential skills and competencies
- Recognise that SKG Services and its staff perform a unique value adding process to our clients their customers and the public
- Recognise that SKG Services has a corporate responsibility to the wider community to reflect current values and participate in undertakings that foster improving qualities of life

To achieve these goals SKG Services has developed and implemented an integrated management system that permits staff from all areas of the company to assume responsibility for their work actions and how the outcomes of these productive activities enhance the company and its place in society. Staff undergoes rigorous training, probity checks and all sign off on a Code of Integrity Conduct. This ensures cleaners and security staff is of the highest caliber and can work in demanding and security conscious locations.

As a certified integrated management company together with adherence to respective state and federal legislation SKG Services is representative of well-known organisations which open their doors to outside scrutiny to demonstrate a willingness to participate fully in community goals and practices reaching to the highest levels of operational transparency.

SKG Services recognises the following areas as essential to achieving ongoing quality outcomes and business growth in partnership with clients and the public:

- A full understanding of client, community and regulatory expectations and requirements in all aspects of our business undertakings
- Exceed these requirements during the conduct of business in supplying services
- Review current and future work activities to ensure our clients and the community have no cause to question or complain with the way we handle work or operate in local communities
- Always consider the broader environment when we are allocated contract work in both residential and industrial/business locations
- Work only within the legal boundaries governing time, access, noise, and disruptions
- Restrict work outside the normal legal limits to emergency response activities – when it is in every one’s interest to solve the problems as quickly as possible
- Advise the wider neighborhood of impending work – especially emergency activities.
- Accommodate groups with special needs – e.g., access and egress while work is underway and enhance all work practices in accordance with WorkCover requirements and regularly review these processes to ensure identified levels of risk are regularly reduced
- Recognise quickly when the fault lies with SKG Services and immediately rectify the problem