

SKG Services has in place the necessary steps and training of site staff to handle a range of natural disasters – Floods, Cyclones, Electrical Storms, Bushfires, Building Collapse, Break and Enter and Theft. SKG Services site staff are trained not to enter commercial buildings, shopping complexes, and buildings damaged by robbery until the “all clear” has been issued by Emergency Services Staff. Staff welfare is a priority for SKG Services.

#### **Activation of Plan**

SKG Services Supervisors will be quick to respond to natural disasters in the areas they manage and travelling to the affected area as quickly as possible. They are responsible for gaining a **knowledge of the overall context** of the disaster situation. For example, while the actual building or shopping complex may have been declared safe the areas around the site may still be blocked with debris, preventing access. As part of the overall context the supervisor in partnership with client staff determine whether or not the disaster has had an impact on the future performance of the business. In the case of a negative impact, client staff will make the decision to proceed to recovery clean-up or delay it until decisions from client management.

Supervisors will contact cleaning or security staff via mobile phones to have them ready to move in as soon as access is available – this demonstrates **effective communication**. If SKG Services cleaners and security guards are also impacted by the disaster and are required at their place of residence, the Supervisor will arrange for cleaners or guards in nearby locations to assist in the clean-up. While this may take extra time it at least guarantees that the cleaners will be familiar and trained in SKG Services processes.

It may be necessary to provide specific site inductions to out of area cleaners, however, they will have already undergone SKG Services’ thorough training and inductions – resulting in a concentration on safety and cooperation with client staff to begin the process of cleaning and restoring the facility to an operational state. Once cleaning staff are inducted and working with client staff there needs to be some **recognition of the complexity of the problems**.

Recovery may involve both removal of furniture, equipment and stock damaged beyond normal use or for sale. SKG Services’ cleaners will assist client staff in this process and progressively return the premises to a degree of normality and render it usable – even in a limited state.

#### **Post initial recovery**

In the following days will see the regular SKG Services cleaners back on the job and the clean-up continuing or back to normal cleaning – depending on the severity of the damage caused by the natural disaster.

It is expected that there will be disruptions to normal client operations due to the presence of trades-persons on site repairing and installing new fittings and equipment and client staff replenishing and replacing damaged stock.

The goal at all times for SKG Services Supervisors and Cleaners is to ensure that the client can carry out their normal business operations as quickly as possible following a disaster.

#### **Pandemic – Continuity Plan**

SKG Services recognises the importance of a pandemic continuity plan. If a pandemic threat occurs, the agency can operate during the peak of an influenza or viral pandemic from home situations. It is recognized that during such an event, family and community responsibilities are critical and has taken this into consideration. SKG Services only asks employees to attend the office once practicable steps have been taken to protect staff.

In a pandemic, life won’t be normal. Therefore, any staff proposal for returning to work in different ways will be considered and responded to in a flexible manner to take account of the different scenarios a pandemic may create. The agency may also ask staff to stay away from the workplace if the staff poses a health and safety risk to the workplace and other staff.

The following strategies have been implemented to cope with such an event.

- Staff after hours contact details are available and will be contacted should an event occur and advise them of operational changes during a pandemic  
how the risk of potential infection might be eliminated, isolated or minimised
- All work computers are configured to work remotely from home or any location with internet access. Therefore, if a pandemic does break out; staff can temporarily work from home.
- Staff has office keys; retrieving paper documents, forms, can be easily managed.
- Email account for incoming emails, staff can continue to process work requests.
- SKG Services has progressed towards an electronic operation whereby signed documents are scanned and saved reducing the need for paper files.
- Multiple skill training of staff – to be able to take on any tasks of a colleague with minimal interruption to daily operations.
- Employees can take annual leave at their discretion as well as the agency requiring staff to use their annual leave during a pandemic event.
- Employees sick leave provisions may be temporarily suspended during a pandemic outbreak and staff may be requested to leave or stay away from work to avoid spreading the illness.

#### Management Review

SKG Services management will conduct a de-briefing session with the Supervisor(s) to assess the effectiveness of our response. What we can learn from the situation and how can it be improved for future natural disasters – which will occur.

#### Risk Assessment (conducted by SKG Services Supervisor in conjunction with client representative)

Hazard Type	Hazard	Risk Score
Presence of Slip/Trip Hazards		
Presence of Sharps or Syringes		
Asbestos exposed from disaster damage		
Electrical wiring exposed		
Working at height		
Pest Control Chemicals present		
Biological or Bacterial issues present		
Falling Objects		
Flooding – water on floors		
Illegal drugs and money scattered around		
Deceased bodies in the damaged areas		
Excessive Manual Handling		
Loss of critical records		
Loss of Communications		



Hierarchy of Control Measures

<b>Elimination</b>	<b>Best Option</b> – can the hazard be removed altogether by elimination of process or substance
<b>Substitution</b>	Involves replacing hazard with one that presents a lower risk
<b>Isolation</b>	Separates the hazard from the workers
<b>Engineering Controls</b>	Involves a change to the work environment or process to place a barrier to or interrupt a transmission path between workers and the identified hazard
<b>Administrative Controls</b>	Reduces or eliminates exposure to a hazard by adherence to procedures, instructions or training. These depend on human behaviour for success.
<b>Personal Protective Equipment</b>	<b>Last Option</b> – Provides a barrier between a worker and the hazard. The successful use of PPE depends on correct fitting and being worn at all times.

Risk Matrix

