

Risk is anything that can impede or enhance the company's ability to meet its current or future objectives. Risk management is the culture, processes and structures that are directed towards realising potential opportunities while managing adverse effects.

SKG Services developed its first Risk Management Policy in 2007 when it was preparing to be certified to ISO 9001:2000 in line with the provisions of AS/NZS 4360:2004 (Risk Management) and since then has continued to update this policy to meet the requirements of AS/NZS ISO 31000:2018 (Risk Management) and is currently certified to ISO 9001:2015, ISO 14001:2015, AS/NZS 45001:2018, and ISO 26000:2010.

SKG Services has adopted a process of risk management continuum as it provides a holistic approach to understanding risk across the wide range of activities in which the company is involved. By taking a wide view of risk management we recognise its importance despite the cost of addressing potential issues and their impact on the company. When linked to the company's proactive drive to expand the business, risk management becomes an aid to the growth of business. This positive approach to risk management provides the company with assurances that there is growth in the business and turn over, there is reduced need to fear risks leading to incidents with an over stretched management and supervisory staff because the risk controls are in place and working well. SKG Services' goals for risk management is to increase the certainty that decisions and intended outcomes, such as growth in the business will be managed effectively as management and staff have progressively identified, evaluated, and prioritised risks. This approach is in line with much of section 2 Terms and Definitions of the ISO 31000:2018 Standard.

SKG Services as a supplier of cleaning, security & maintenance services is aware that the risk likelihood is lower than the construction industry but nevertheless has inherent risks associated with all tasks. To address these risks SKG Services has in place comprehensive Safe Work Procedures covering the multiplicity of cleaning, and security services and each field worker engaged by the company is rigorously trained in all tasks they are required to perform. Further additional training, in the form of toolbox talks and demonstrations by supervisors occurs at frequent intervals. These and other site activities serve to reduce the risk of accidents, personal injuries, and damage to client and public property.

Importantly the company by empowering its Customer Service Managers and Supervisors produces effective risk management, at sites, from the largest to smallest contracts to identify risks, analyse potential hazards from these risks and put in place risk controls. (Linked to Section 5.1 of the Standard – action on risk management is embedded in the culture of the company).

An example of these processes can be seen in the extra requirements that SKG Services has in place for cleaners or security staff working alone, at night in isolated locations – essential safety requirements are – cleaners must have on their person a fully charged mobile phone, park as close as possible to the entrance, ensure the premises are locked after entry, contact the supervisor at the start and conclusion of the cleaning tasks (the latter when safely inside his/her vehicle), and for security services guards are required to maintain communication with their base. This process activity reflects Section 4.5 of the Standard in terms of monitoring to determine the performance levels of the service against risk management strategies for both service and safety.

Every SKG Services site has a comprehensive Site Manual covering the relevant tasks where there is a chance of an incident taking place – from a basic “wet floor dangerous situation” – “a possible fatality from electric shock” – “an abusive incident.” SKG security guards are provided with clear guidelines on every aspect of their patrolling tasks.

Despite comprehensive site and in transit safety processes engages in continual improvement of documentation, training of staff and of vital importance – the issuing of Safety Alerts even for the most minor infractions from expected safety and service processes. (Section 4.6 of the Standard)

SKG Services understands risk management as a continuum provides a sense of context to understand risks across the broad range of service categories, but also to make information available about risk relevancy to all parts of the organisation. Senior management through fortnightly management meetings track closely issues across all business activities – financial risks, service risks, safety risks and consumables risks (the current COVID 19 pandemic saw many consumable supplies dwindle creating a risk to full service to rest rooms at client locations).

The company acted quickly to secure adequate supplies and terminate this risk. In like manner management and staff were to the fore in initiating COVID safe operating practices, which if not addressed quickly could have resulted in severe business downturn and most importantly extreme risks to staff working in identified COVID “hotspots” (links to Section 5 of the Standard).

Company management understands the terms “Probability” and “Consequence” in relation to risk further recognizing that with each incident there can be a range of outcomes. For SKG Services risk control means acting to first eliminate health and safety risks so far as is reasonably practicable, and if that is not possible, minimising the risks so far as is reasonably practicable.

To address the uncertain nature of risk management SKG Services introduced a Strengths, Weaknesses, Opportunities and, Threats (SWOT) Analysis which includes both positive and negative risks for the company and the analysis is reviewed on a 6 monthly basis and attention is applied to addressing new inclusions. The most obvious change over the last 2 years has been the impact of COVID. Where some clients have reduced requirements, due to empty offices – other clients have required COVID safe cleaning to provide continued services to their clients – e.g., retail outlets. The company quickly moved resources and personnel to meet new demands and provided the essential training to be able to work effectively in these new environments.

For SKG Services risk management is embedded in the practices, processes and policies within the company when making decisions and ensuring that these decisions continue to be valid in terms of mitigating risks.

Our Policy

We are committed to managing our activities through:

- Using best practice in risk management to support and enhance activities in all aspects of our operations,
- Ensuring risk management is an integral part of all decision-making processes,
- Using a structured program to minimise reasonably foreseeable disruption to business operations, harm to human resources and damage to environment or property by acceptance, reduction, avoidance or transfer,
- Monitoring and reviewing the residual risk,
- Providing training to employees and advice to subcontractors to implement risk management effectively, and
- Continuously striving to improve the risk management practices and processes.

Responsibilities

- The General Manager is responsible for monitoring and reviewing the Risk Management Program,
- The IMS Manager is accountable and responsible to the General Manager for implementing the Risk Management Policy, and
- All company personnel and subcontractors are responsible for managing risk in their area.
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Grounds Maintenance Responsibilities:*DUTIES:*

- Lawn mowing including grass strips
- Spray and remove weeds in garden beds and on walkways, minor trimming of foliage at garden beds and kerb edges
- Removal of all dead plants in garden beds with minor trimming of plants to ensure no risk hazards
- Hedging of bottle brush bushes
- Remove all litter and debris from the garden beds as well as reporting any vandalism/damages to the Operations Manager
- Under supervision of a qualified person apply fertiliser, pesticides and herbicides when directed.
- Prepare and maintain new and existing garden beds as well as correct pruning and basic tree maintenance.
- Assist with lawn mowing activities i.e. operate and use a zero steer mower, operate and use ride on mowers, push mowers, whipper snippers and lawn edger's.
- Assist with equipment maintenance with safely working on ladders and elevated platforms.
- Setting up hoses to irrigate garden beds.
- Current drivers licence, to drive work buggy and trailer on public roads and refuelling equipment when required.
- Loading and unloading of gardening equipment.
- Safe operation of chainsaws, hedgers, all garden machinery and pole saws.
- Manual handing- raking up and removal of garden waste.

QUALITY, ENVIRONMENT AND WHS RESPONSIBILITIES

- Inform the Operations Manager of incidents or accidents, which may require investigation or other, follow up.
- Work in the safe manner and following the safety instruction
- Identify and raise safety concerns through the hazard register as required
- Identify and report any incidents/accidents in the workplace
- Work in a safe manner as designated in workplace procedures
- Identify and record any problems relating to the product, process, quality, environment and WHS system

Facilities Manager Responsibilities:*DUTIES*

- Ensuring SKG Services meets the needs of the client.
- Maintaining the surrounding environment is suitable for SKG Services clients.
- Initiate action to prevent the occurrence of any non-conformance's relating to site processes.
- Identify and record any problems relating to the site and as specified by the customer.
- Initiate and provide solutions. Follow up as necessary to verify the implementation of solutions.
- Test and inspect all facilities in SKG Services to ensure of the safety.
- Accidents and incidents are reported and followed up.
- Responsible for the security, maintenance and services of work facilities to meet the needs of SKG Services.

QUALITY, ENVIRONMENT AND WHS RESPONSIBILITIES:

- Ensure all appropriate actions are taken to implement company Policies, procedures and legislative requirements.
- Monitor regulatory performance within their area of responsibility.
- Visibly show commitment to WHS, environment and quality through participation in discussions, workplace visits and hazard inspections, risk management etc.
- Review all accidents/incidents and participate in preparation of incident /accident reports if appropriate.
- Initiate actions to improve overall performance.
- Ensure all staff has knowledge of company facilities practices.

Communication

- The Risk Management Policy is communicated to all company personnel through the company induction.
- The Risk Management Policy is available to all staff and visitors.

SKG Services maintains a register of relevant Acts and Regulations, which shall be monitored for compliance. This register is reviewed annually to incorporate updates and changes.

The risk management policy, as part of the integrated management system is reviewed annually for continuing suitability.