



Crown Security (WA) Pty Ltd  
1-10 Mercer Lane  
Joondalup  
Western Australia 6027

## **RISK MANAGEMENT POLICY AND PROCEDURE**

### **Purpose**

This procedure describes the process by which Crown Security (WA) Pty Ltd identify and manage risks concerned with quality control and compliance with Standards for the Security industry and other relevant associated statutory requirement.

### **Crown Security (WA) Pty Ltd - Strategic "Safety and Risk" Position**

The **Occupational Safety and Health (OSH)** Management position for Crown Security (WA) Pty Ltd is to reflect the current commercial operational environment, and to reduce the risk of business loss, (due to a failure to supply a safe and secure environment, as a direct result of vulnerability in any of the systems) is to: -

- Maintaining and promotion of, the requirements and culture of the current Crown Security (WA) Pty Ltd OSH and Risk policy.
- Provide a safe working environment for employees, Trainees, Customers, Clients, sub contractors or visitors commensurate with current best practice standards.
- Reduce the risk of business loss due to failure to comply with statutory regulatory requirement.
- Reduce the risk of business loss due to a failure to recognise an identified risk at the earliest reasonable stage
- Ensure Staffs, trainees, visitors, volunteers and contractors OSH awareness and promotion at all levels
- Continuously striving to improve the current levels of General Safety within the Organisations specific obligations of responsibility, installed systems and assets.

## Relevant policies, Legislation, codes of practice and standards

Statutory legislation, regulations and associated standards relevant to Crown Security (WA) Pty Ltd include

- Current applicable standards.
- Occupational Safety and Health Act 1984, Occupational Safety and Health Regulations 1996, Codes of Practice, Guidance notes.
- National Occupational Health and Safety Commission (NOHSC), Codes of Practice
- Australian (AS) Standards - AS/NZS 4360:2004 Risk management
- Local by laws
- Applicable in house rules, other relevant Service Standards.

The preceding legislation and guidance material have specific application to safety issues, whether they have formerly enacted legislation or guidance issued by State, Federal or Commonwealth authorities, and subsequently used as industry best practice guidelines, or accepted codes of practice for reference by courts with legal jurisdiction to determine liability under common law.

Crown Security (WA) Pty Ltd recognises that a pro-active risk management approach used for the analysis of any activity at the earliest stages and then regularly reviewed, provides the basis for minimising manageable losses.

Crown Security (WA) Pty Ltd has an ever increasing awareness that the interpretation of a workplace safety hazard is becoming broader with more frequent litigation being held against businesses for activities which they initially believed, they were either not responsible for, or where they believed they had adequately addressed an issue. A suitable and sufficient OSH Risk Management plan has a dual focus:

- Legislative compliance
- Ensuring appropriate 'Due Diligence' processes are implemented

## Risk Management Benefits

There are many benefits in implementing a Risk Management procedure. These include:

- More effective strategic planning
- Improved cost controls
- Enhancing stakeholder value by minimising losses and maximising opportunity
- Increased knowledge and understanding of OSH and exposure to Risk
- A systematic, well informed, thorough method of decision making
- Increased preparedness for external review and investigation
- Minimised work disruption
- Increased efficiency with the utilisation of resources
- Strengthened work culture for continued improvement
- Creation of a 'best practice' 'Quality' Organisation
- Reduction in incident occurring
- Insurance premium reduction
- Recognition from competitors and peers

**Risk management:** Means the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

## Scope of Policy

This policy and associated procedures applies to Crown Security (WA) Pty Ltd, its Directors and the actions of all staff or contractors, in relation to the organisation's scope of Security services provision.

## Responsible Parties

The Director Crown Security (WA) Pty Ltd is responsible for documenting the risk management approach and risk status of the organisation. The implementation of this policy and its associated procedures may be delegated to others, as competency requires.

## Definitions

**Risk** An action, event or position that causes or may cause Crown Security (WA) Pty Ltd's operations to fall short of the quality benchmarks established for the Security industry best practice standards.

**A Risk factor** is deemed to be present where there is a likelihood that a service or product will be ineffective (does not achieve its purpose), inefficient (results or contributes to poor utilisation or management of resources) or sub-standard (failing to meet or comply with the required quality or standard, as set out by the industry standards. The approach and processes developed by Crown Security (WA) Pty Ltd to minimise risk through the identification of risk factors and preventative and / or corrective actions to ensure process improvement for the minimisation of loss / grievance / substandard performance.

## Sanctions

This policy and its associated procedures, form part of the quality system and must be implemented to ensure compliance with the relevant current Standards. All responsibility in this area rests with the Director. The policies and procedures implemented as part of the organisation's Quality System provide in tandem with applicable Standards for the Security industry providers, the blueprint for performance by all staff / contractors in the business services and its operations.

Where audit and review, grievance or complaint arises showing a failure of compliance, sanctions will be imposed against the staff (as detailed in the individual employment contract and agreement) / contractor involved, based on the merit of each account and in line with the level of risk threatened.

## Policy Statement

This policy statement aligns risk management within a quality framework by acknowledging that:

- Consistent and replicable standards exist that relate to the cost, delivery and quality of each product, service or advice offered by Crown Security (WA) Pty Ltd. These are demonstrated throughout the relevant standards and the organisation's quality planning processes.
- Policies and procedures are in place to ensure consistency and replicability, and these are subject to continuous improvement through auditing, review and stakeholder / customer feedback
- Policies and procedures are in place to identify, assess and address risk factors
- Policies and procedures are in place to either avoid or manage risk in accordance with relevant statutory requirement.

## Procedures

Within this framework, Crown Security (WA) Pty Ltd adopts four critical tools for managing risk as part of its risk management approach:

**Decision Making:** As part of the quality planning process, decisions made with respect to service provision and operations will include consistent internal and external consultative processes to address issues of risk avoidance, risk management and quality control.

**Policy Making:** Policy and Procedural documents are in place, communicated, implemented and evaluated in a consistent manner.

**Business Practice:** Sound business practices are in place throughout the organisation including:

- Strategic and business planning
- Financial controls
- Key performance indicators, measures and assessments
- Risk avoidance / management procedures
- Quality assessment / review and continuous improvement processes

**Quality Assurance:** Total commitment is demanded of all staff to the value of the organisation's quality system, its policies and procedures and the Standards for operations. As such, there is an expectation that all staff will sustain a consistent and replicable approach to the delivery of the product or service, using efficient and effective procedures to avoid and to manage risk.

Successful risk avoidance and risk management will be achieved using a quantitative and qualitative risk assessment:

Crown Security (WA) Pty Ltd procedures for risk management will undertake, on a consistent basis, to:

- (i) Identify the nature, level and extent of a potential risk
- (ii) Assess the source, causal factors as well as the effects of the potential risk
- (iii) Isolate the factors that could possibly contribute to the likelihood of a potential risk
- (iv) Set policies, procedures and work practices in place to avoid or manage such potential risk.

## Underpinning Policies and Procedures

Risk assessment is inclusive of information gathered from a range of stakeholders and customers in relation to the organisation's performance, anticipated service outcomes, participation and completion rates, as well as currency and relevance of service provision to industry and the community.

This commitment is demonstrated through the organisation's policies and procedures for Grievance, Assessment and Self Assessment / Continuous Improvement.

## Risk Management Considerations

- Audit and Review processes identify risks and successfully implement risk avoidance actions
- Client / stakeholder feedback indicates risk factors unidentified through audit and review
- Levels of non-conformance actions at external and internal audit

Managers consistently signal that:

- (a) Risk management is everyone's business;
- (b) Risk management is part of business as usual, not an add on or additional burden; and
- (c) The process for managing risk is logical and systematic and should become a natural practice.

Key messages include:

- (i) There are risks to be managed in all activities.
- (ii) Everyone is responsible and accountable for managing the risks in their activities.
- (iii) People should be encouraged and supported by their leaders to manage risks.
- (iv) AS/NZS 4360:2004 provides a framework or systematic approach for making decisions about how best to manage risks.
- (v) Legislative requirements and the political, social and economic environment need to be considered when managing risks.
- (vi) Action taken to manage risks should be integrated with (not be separate from) existing planning and operational processes at all levels.
- (vii) Effective risk management relies on quality information.

Key questions managers ask include:

- (1) Are the risk management programme objectives aligned with organisational performance objectives and values?
- (2) Are the risk management programme outcomes measurable in these terms?
- (3) Can you determine if the risk management programme has generated value for the organisation?
- (4) Would you make a decision to expand or contract the risk management programme based on this information?
- (5) Does the risk management programme reflect the realities of the environment in which you operate?
- (6) Can you report information concisely and clearly for evaluation by senior management and Board (where appropriate)?

## Associated Documentation

Occupational Safety and Health Policy and Procedures  
Risk Matrix and Risk Management strategy- *TBC*  
Audit Reports – *As available TBC*  
Continuous Improvement Register – *TBC*