



Risk Management Policy

ServiceFM provides high-quality, integrated facility services to a broad range of industry sectors.

Our business model recognises that Everything's Connected, and we provide flexible, transparent, and scalable services to meet the needs of our clients in all regions of Australia.

This policy is intended to provide an overview of the approach by ServiceFM to managing risk. In the management of risk, it is the practice of ServiceFM to take advantage of potential opportunities, while managing adverse effects.

This policy applies to all ServiceFM employees, workplaces, and work activities.

ServiceFM is committed to the integrated, consistent, and efficient management of risk by identifying, assessing, and controlling exposures that may impact on our ability to achieve objectives or the continued effectiveness of our business operations.

To demonstrate our commitment ServiceFM will:

- Create a culture where risk management is a consideration in strategic, project and operational planning, day-to-day management and decision making at all levels in the organisation.
- Promote a workplace where all employees assume responsibility for risk management.
- Provide a practical process to assess and manage risks that is responsive to change.
- Apply approved risk tolerance levels to ensure appropriate management and reporting of risk.
- Seek to fully identify and understand risks that are critical to our operations or impact on our clients and communities.
- Ensure that all employees, particularly those with management, advisory and decision-making responsibilities obtain an adequate understanding of the principles of risk management.
- Continually monitor and improve effectiveness of our management of risk to support the achievement of business objectives and to maximise opportunities.
- Actively monitor the external and internal environment to identify emerging risks.
- Maintain a Management System that incorporates risk management using the intent of the requirements of ISO 31000.

James Pollock
Managing Director

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