










SAFE WORK METHOD STATEMENT – Infection Control: Cleaning Response - Level 3

Activity	INFECTION CONTROL - CLEANING RESPONSE LEVEL 3		
SWMS No	6L3		
Issue Date	28 SEPTEMBER 2020		
Version No	04		
Authorised by	HSEQ MANAGER		
Contract			
Site			<p>DEFINITION</p> <p>A 'level 3' response clean is a 'virus' clean which is responding to a suspected or positive COVID-19 incident or environment. Specifically, full PPE needs to be worn and cleaning carried out using detergent and hospital grade disinfectant (note: 2 in 1 dual-purpose detergent / disinfectant can also be used, instead of 2 separate cleaning agents).</p> 
Regional Manager			
Contract Manager			
Site Supervisor			
Relevant workers consulted in the development approval & communication of this SWMS.			
			<p>All persons involved in this activity must have read and understood this SWMS prior to commencing this work activity.</p> <ol style="list-style-type: none"> 1. Team talks will be undertaken to identify, control and communicate additional site hazards. 2. Work must cease immediately if incident or near miss occurs. SWMS must be reviewed in consultation with relevant persons. 3. SWMS must be made available for inspection or review. SWMS will be kept until job is complete or for 2 years. 4. Where there are other parties working adjacent to Menzies work area, and our work activity could impact their health and safety, they will be consulted to ensure that they are not exposed to the worksite hazards. 5. Control measures for hazards on site are implemented as per The Risk Management Procedure (MMS-PRO-037). 6. Contract Managers, HSEQ Officers and Senior Management will monitor hazard controls and the quality of the work performed by conducting HSEQ Audit and QSIR Inspections as per the Site Inspection, Audit and Testing Procedure (MMS-PRO-038). 7. The effectiveness of hazard controls is reviewed as per the Management Review Procedure (MMS-PRO-022). 8. Control measures are to be implemented with staff by training in this SWMS and through site supervision and consultation. 9. All electrical and petrol powered assets are to be listed on the asset register. The Contract Manager is responsible for ensuring that all equipment is maintained correctly and serviced to the manufacturer's standard. 10. Contract Managers are to ensure that all staff undergo compliance training and re-induction annually. <p>Always check the intranet / GoMenzies (www.gomenzies.com.au) using your employee log in details for copies of current company documentation including the procedures, legislation, manufacturer's manuals and other references listed above.</p>
Name	Signature	Date	
SIDDIQUE FISHER	<i>Siddique Fisher</i>	28-Sep-20	
SAHAN PALIHAKKARA	<i>Sahan Palihakkara</i>	28-Sep-20	
CON ANAGNOSTOU	<i>Con Anagnostou</i>	28-Sep-20	
RUKSHAN KULATUNGA	<i>Rukshan Kulatunga</i>	28-Sep-20	



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Control Responsibilities of staff for this SWMS		Legislative and other references		
<p>Listed beside each safe work instruction / control measure is the person responsible for its implementation. Abbreviations for each staff member are listed below:</p> <ul style="list-style-type: none"> • Menzies Senior Management (Mgr) • Contract Manager (CM) • Site Supervisor (SS) • Cleaner (Cr) 		<p>Work, Health and Safety Act (2011) – NSW, ACT, QLD & NT ONLY Work, Health and Safety Act (2012) – SA & TAS ONLY Occupational Health and Safety Act (2004) – VIC ONLY Occupational Safety and Health Act (1984) – WA ONLY Work Health and Safety Regulation (2011) – QLD, TAS & SA ONLY Occupational Health and Safety Regulations (2017) – VIC ONLY Occupational Health and Safety Regulation (1996) – WA ONLY Work Health and Safety Regulation (2017) – NSW, NT, ONLY Work Health and Safety Regulation (2011) – ACT ONLY National Code of Practice for How to Manage Work, Health and Safety Risks (2011) SWA National Code of Practice for Hazardous Manual Task (2016) SWA National Code of Practice for Managing Risks of Hazardous Chemicals in the workplace (2012) SWA National Code of Practice for Labelling of Work Place Hazardous Chemicals (2015) SWA Slips, Trips and Falls Fact Sheet (2012)</p>		
Licences, Certification or Training	PPE symbols used in this SWMS	Cleaning Tools, Equipment & Consumables	Pre Start Inspection / Checks	Work Permit?
<p>Menzies:</p> <ul style="list-style-type: none"> – Company induction – Chemical safety training – Manual handling training – Infection control training – Client site specific induction <p>Client:</p> <ul style="list-style-type: none"> – Contractor induction – Site specific induction. 	<ul style="list-style-type: none">  Enclosed, non-slip shoes.  Protective disposable gloves  Safety glasses (or face-shield)  Face mask  Protective clothing (i.e. Disposable coveralls)  Hi-vis vest <p>The task specific PPE requirements are listed under each job step.</p> <p>Please also observe site specific PPE Requirements.</p>	<ul style="list-style-type: none"> – Yellow bucket, yellow micro fibre cloth, yellow mops (flat, string) long handle dust pan & broom, vacuum (wet & dry, fitted with HEPA filter), scissor trolley. – APPROVED chemicals (also dependent on client authorisation): <i>Neutral detergent, disinfectant, sanitiser, absorbent granules, measuring cup, Yellow Chux, pump-up pressure spray bottle.</i> – CLEANING IN PROGRESS floor sign. – SUPPLIES: <i>Paper towel, absorbent wipes, sharps kit, biohazard / waste bags.</i> – <i>Note: all applicable tools/equipment (i.e. Buckets, mops, cleaning cloths) must be colour coded yellow.</i> 	<ul style="list-style-type: none"> – Tools & equipment are CLEAN. – Tools & equipment are DEFECT FREE. – ELECTRICAL equipment has been TESTED & TAGGED less than 6 months ago. – CHEMICAL containers are clearly LABELLED and securely capped. – Multiple warning SIGNS are available. – Personal Protective Equipment (PPE) – Residual Current Device (RCD) tested. <p>Any items that DO NOT pass inspection MUST be removed from service, TAGGED OUT, and reported to your Manager.</p>	<p>Nil</p>


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Job Steps / Tasks	Potential Hazards	Inherent Risk	Safe Work Instructions / Controls Measures	By Who	Residual Risk
1 Arranging access to the client site, specific areas to be cleaned, and amenities. PPE for this job step: 	<ul style="list-style-type: none"> – Moving vehicles or mobile plant – Social Isolation – Assault – Seasonal heat, cold, rain, snow or wind – Poor or defective lighting – Slip and trips hazards – Inadequate wash and drinking facilities 	D3 Medium	1.1 All workers to complete site-specific inductions and workplace orientation prior to commencing work for the first time on site.	All	B2 Low
			1.2 Prior to site attendance, speak to the Facility Manager to confirm overall health of facility, nature of the infection, cleaning plan, and infection control procedures to be followed i.e. <i>facility lock down, waste management</i> . Ensure a licenced trade waste carrier (e.g. Initial) has been contacted to collect and dispose of the biohazardous / clinical waste generated from the clean, upon completion of works.	SS	
			1.3 Employees who will be undertaking this nature of cleaning should be deemed fit for work by their Supervisor prior to cleaning to minimise risks associated with possible overheating, fatigue, or respiratory distress. Cleaning crews may need to operate in cycles.	SS	
			1.4 Follow client site specific procedures and safety rules including any traffic management arrangements in place. If required, wear a hi-vis vest to be more visible to operators of vehicles or plant.	All	
			1.5 Park vehicles and use well-lit walkways when on the premises.	All	
			1.6 Do not confront potential trespassers or hostile people, find a safe place, lock the doors & windows, and report to security or police.	All	
			1.7 Maintain social distancing protocols when entering areas where others are or may be present – i.e. Ensure you are keeping a distance of 1.5 metres between yourself and others.	All	
			1.8 Keep cleaning tools, equipment and consumables in designated storerooms on the client site.	All	
			1.9 If possible, create area outside of cleaning zone for employees to access fresh water in order to rehydrate.	SS	
			1.10 Upon entry to site, perform hand hygiene and then fit protective PPE as applicable. When appropriate and time permitting, practice disrobing PPE to prevent exposure by ensuring correct process is followed.	All	
2 Transport & storage of cleaning equipment, tools and consumables required for performing work.	<ul style="list-style-type: none"> – Manual handling – Weather conditions – Slip and trip hazards – Poor or defective lighting 	D3 Medium	2.1 Ensure all equipment is clean prior to use. For example: wipe down mop handles, use clean mop heads and ensure buckets do not have residual dirt (mop buckets are to be rinsed with disinfectant solution before filling).	SS, Clr	B3 Low
			2.2 When preparing chemicals, dilute in accordance with the manufacturer's instructions. Always store & handle chemicals as directed on the label. Refer to the Safety Data Sheet (SDS) if needed.	SS, Clr	

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<p>PPE for this job step:</p> 	<ul style="list-style-type: none"> – Hazardous chemicals – Fire 		2.3 Use trollies to cart your cleaning equipment on sealed surfaces around the work site.	All	
			2.4 Do not expose electrical equipment to moisture or wet weather.	SS, Clr	
			2.5 Avoid working in inclement weather, ensure that your footwear has an appropriate level of grip for the surface you are working on and keep a clear view of your path of travel as you move to avoid trips and falls.	SS, Clr	
			2.6 Use ramps and lifts to move between building levels.	SS, Clr	
			2.7 Store cleaning supplies in functional locations on the client site to minimise the need for carry items up & down stairs.	SS, Clr	
			2.8 If applicable, team lift any heavy items such as carpet cleaning equipment.	SS, Clr	
<p>3 Erect warning signs & barricades, and assess the work area for soiling and potential hazards before commencing cleaning.</p> <p>PPE for this job step:</p> 	<ul style="list-style-type: none"> – Assault – Sharps and infectious substances – Electricity – Slips and trips hazards – Hazardous chemicals 	D3 Medium	3.1 Assess working areas for risks, report any building maintenance concerns, safety issues or hazards immediately to your manager and also make record within the site Communications Book.	SS, Clr	B3 Low
			3.2 Ensure sufficient warnings sign are on display i.e. one for each pedestrian entry point to the work area – either end of a corridor, at top and bottom of a stair well or escalator, goods lift etc.	SS, Clr	
			3.3 Where possible, seal off areas with confirmed cases, before carrying out cleaning and disinfection of the contaminated surfaces. This is to prevent unsuspecting persons from being exposed to those surfaces.	SS, Clr	
			3.4 Where possible / as appropriate, keep windows open for ventilation where workers are using disinfectants or other cleaning agents and if possible, leave doors open for cross ventilation, working from ‘exhaust’ side of room when applying disinfectants (refer to section 8 of Safety Data Sheet (SDS) if unsure regarding exposure controls).	SS, Clr	
			3.5 Immediately flush eyes or mouth clean if there is any exposure to chemicals or debris. If you are injured by sharps or a suspected infectious substance or it enters your blood stream, seek immediate medical care.	SS, Clr	
<p>4 Cleaning a facility that has been exposed to a positive (or suspected) COVID-19 incident.</p> <p>PPE for this job step:</p>	<ul style="list-style-type: none"> – Sharps and infectious substances – Hazardous chemicals – Hazardous manual tasks 	D4 High	4.1 Cleaning to be undertaken section by section and should address cleanest areas first, followed by dirtiest areas (e.g. Toilets). As directed by the customer, all food and paperwork to be disposed of – noting that items which are not used repeatedly or frequently touched (i.e. Within past 24 to 72 hours) and need to be kept can be quarantined by placing in a clear plastic bag and storing for 72 hours – e.g. Paperwork. Remove clutter and discard disposable items / waste. All surfaces	SS, Clr	B3 Low

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	<ul style="list-style-type: none"> – Cross Contamination – Slips and trip hazards – Hazardous substances – Resource Depletion (water) 		<p>where human contact is made and or possibility of contact made (i.e. Frequent touch points, such as: light switches, door knobs, stair rails, lift buttons, phones and computers, counters and desks) to be washed first with detergent, followed by disinfectant <u>OR</u> use of a combined TGA listed hospital grade detergent and disinfectant can occur, whereby surfaces can be cleaned/washed and disinfected with one product.</p> <p>4.2 Disposable gloves and all materials utilised during each area of a clean need to be discarded into yellow waste bags (double-bag and tie with cable tie), as these could be soiled or contaminated. If gloves become soiled or damaged at any time, a new pair should be worn.</p> <p>4.3 Unless a 2-in-1 clean is planned (i.e. Use of dual-purpose detergent/disinfectant) then cleaning will commence using a neutral detergent, followed by sterilisation with a TGA-listed disinfectant with antiviral activity (or a chlorine-based product such as sodium hypochlorite). Allow at least 2 minutes to pass before wiping down surfaces (if using detergent only – otherwise, if using a dual detergent/disinfectant then allow 10 minutes to pass before wiping down). Cleaning is to cover all potentially exposed areas including but not limited to: offices, meeting rooms, reception areas, amenities (toilets, cupboards and switches etc.), locker and change rooms, kitchen areas, breakout areas, lifts, sheds, workshops, lecture rooms, drinking fountains, stairwells, etc.</p> <p>4.4 Post use of detergent (if undertaking 2-step clean) OR if cleaning / disinfecting using a combined detergent/disinfectant, all hard surfaces are to be wiped with hospital grade disinfectant (allow relevant contact time), to be applied to surfaces using disposable cloths. Take care when wiping electrical outlets and ensure cloth is not wet. Wipe all frequently touched areas (e.g. lift buttons, hand rails, doorknobs, arm rests, seat backs, tables, air/ light controls, keyboards, switches, etc.) and toilet surfaces with chemical disinfectants (use according to manufacturer's instructions) and allow to air dry. Wipe down walls of up to 2 metres in height with disinfectant, as well as blinds.</p> <p>4.5 Wash crockery and cutlery in a dishwasher on the hottest setting possible. If a dishwasher is not available, hand wash with hot soapy water and allow to air dry.</p> <p>4.6 Floors are to be mopped with disinfectant (use according to manufacturer's instructions). Mop heads are to be left soaking in the bucket in disinfectant during</p>	<p>All</p> <p>SS, Clr</p> <p>SS, Clr</p> <p>SS, Clr</p>	

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			<p>the clean, then discarded as per step 4.7. All soft surfaces (for example, carpets) are to be cleaned and disinfected in accordance with manufacturer instructions. Soft furnishings or fabric covered items (for example, fabric covered chairs) that cannot be wiped clean or washed in a washing machine should be steam cleaned. Use hot water extraction cleaning equipment (minimum temperature of 70 degrees Celsius under pressure) must be used to ensure appropriate disinfection. Allow to dry thoroughly before re-use.</p>		
			4.7 Following cleaning, discard all used cloths, absorbent materials and gloves within a yellow leak-proof bag (double bagged).	SS, Clr	
			4.8 Remove PPE after cleaning activities are completed and discard of all disposable PPE within yellow waste bags provided. Tie the bag to prevent any spillage or leaks. Safety glasses should be disinfected after each use, according to the manufacturer's instructions.	SS, Clr	
			4.9 Hands should be washed with soap and water immediately after PPE is removed, following completion of cleaning. Hand hygiene procedures (as per section 5) must be strictly adhered to.	All	
			<p>4.10 When preparing clinical waste for collection, follow these steps:</p> <ul style="list-style-type: none"> a. Clearly label the double bagged yellow waste bags as clinical waste (e.g. Use yellow waste bags with biohazardous symbol) b. Double-layered plastic bags should be placed in a suitable container (e.g. wheelie bin or other rigid, leak-proof container). c. Ensure you tie-off the bags with knots facing upwards, and close bin lids. d. Do not compress the waste. e. Disinfect the lids, handles and top of the bins if you open, close and move them. f. After handling clinical waste wash your hands for at least 20 seconds, using soap and water or use a hand sanitiser that contains at least 60 per cent alcohol. <p>The Supervisor is to put on a new pair of gloves and transport the waste bag/s for collection by a licenced trade waste carrier (e.g. Initial) to a designated storage area on site. The area should be clearly signposted / labelled as biohazardous, secure (i.e. Restricted access) and weatherproof.</p>	SS	

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			4.11 Clean all cleaning equipment and return it to the cleaners' room or storage area.	SS, Clr	
5 Hand Hygiene PPE for this job step: 	<ul style="list-style-type: none"> – Germs, microbes and infections material. – Cross contamination 	C2 Low	5.1 Always take time for hand hygiene to prevent the spread of illness and infection. 5.2 Wash your hands thoroughly every time: <ul style="list-style-type: none"> - After going to the bathroom. - Before eating and after eating. - Before fitting and after removing your gloves. - Every time you use sanitiser to disinfect an area. - Before you enter a new are to clean and sanitise. - When you have finished work. 	All All	B2 Low

HOUSEKEEPING & EQUIPMENT CARE

Buckets - Waste water must only be emptied into designated drains. Clean with disinfectant solution after use. Store upside down on drain or sink in your cleaners' room.

Spray bottles - Disinfect in one room, before re-use. If possible, keep separate from other routine equipment. Change cleaning solutions daily. Do NOT use old cleaning solutions, they may contain harmful bacteria.

Cloths, scourers and scrubbing brushes - discard within double bagged yellow bag (tied up), and dispose as clinical waste.

Mops - Mop heads left soaking in the bucket (in disinfectant) during cleaning, then discarded within a double bagged yellow bag (tied up), and dispose as clinical waste.

Safety glasses / eye goggles – should be disinfected after each use, according to the manufacturer's instructions.

Rubbish trolleys – Disinfect and clean out trolleys and place neatly in storage area ready for next use.

Tidy the area – Return all items moved in the cleaning process back to their original positions.

EMERGENCY PREPAREDNESS AND RESPONSE:

STATE EMERGENCY SERVICES – Call 000 (landline) Call 112 (mobile phones)

All workers must complete a site specific Inductions and fully understand the arrangement for responding to foreseeable emergency situations, specifically covering:

- ✓ How to raise the alarm, where to obtain an emergency contacts list, how to notify the emergency services from land lines and mobile phones.
- ✓ Know areas where communication issues are present (i.e. Black spots) which prevent clear access to telephone services / connectivity.
- ✓ Identities of the emergency response personnel (Wardens, First Aid), locations of first aid rooms, first aid supplies, WIP phones, fire-fighting and spill response equipment.
- ✓ Site specific evacuation plan, evacuation routes & assemble areas, evacuation alarms & signals, and re-entry procedures.
- ✓ Location of our chemical register and safety data sheets.

ELECTRIC SHOCK:

- 1) If you suspect you have received an ELECTRIC SHOCK, stop work immediately. Turn off the power to the machine at the power point.
- 2) CALL AN AMBULANCE OR PROCEED DIRECTLY TO YOUR NEAREST EMERGENCY DEPARTMENT IF CLOSE BY.

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NEEDLE STICK:	3) Notify your team leader and manager by phone on route to the hospital.
	1) If you suspect you have received a NEEDLE STICK INJURY, stop work immediately. Wash the affected area with warm soapy water, dry and circle with a pen. 2) If the offending needle stick can be easily identified, place into an empty sharps container using your sharps kit. 3) PROCEED DIRECTLY TO YOUR NEAREST EMERGENCY DEPARTMENT. Notify your team leader and manager by phone on route to the hospital.
CHEMICAL SPLASH:	1) If you have been had CHEMICAL SPLASHED IN EYES, stop work immediately. Flush eyes with an emergency eye wash kit, saline or running water for at least 15 minutes. 2) CALL AN AMBULANCE OR PROCEED DIRECTLY TO YOUR NEAREST EMERGENCY DEPARTMENT IF CLOSE BY, should an emergency response be warranted. 3) Notify your team leader and manager by phone as soon as practicable.
	1) If you suspect asbestos has been disturbed or removed during building maintenance work, stop work, report the hazard following local emergency procedures. 2) If you find asbestos containing material at a facility i.e. <i>Vermiculite (popcorn ceiling)</i> that has fallen onto the floor, stop work, report the hazard following local emergency procedures.
FIRE:	1) If you notice smoke or a fire, remember RESCUE any people in danger. Raise the ALARM by phoning 000. CLOSE doors & windows. EXTINGUISH the fire if safe to do so. 2) If your vacuum catches fire EXTINGUISH with a Dry Chemical extinguisher by PULLING the pin, AIM at the fire, PRESS the trigger, SWEEP the base of the fire. 3) ALWAYS follow the instructions of your FIRE WARDEN, Prepare to EVACUATE, Leave the LIGHTS ON, and proceed to the ASSEMBLY area, and NOTIFY YOUR MANAGER.

SERVICE STANDARDS:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Be honest - With the client, the public, fellow staff and management | <input checked="" type="checkbox"/> Security is important - Always follow site access and security procedures |
| <input checked="" type="checkbox"/> Be polite at all times – Being polite will improve your health and relationships at work. | <input checked="" type="checkbox"/> Confidentiality - Any client information that you see or hear must be kept to yourself |
| <input checked="" type="checkbox"/> Be on time - Our clients depend you starting work on time and finishing on time. | <input checked="" type="checkbox"/> If you are sick – Report to your supervisor before you should start work. |
| <input checked="" type="checkbox"/> Dress right - It is important that you always look clean, tidy and in uniform. | <input checked="" type="checkbox"/> Respect everyone – Treat your co-workers, our client, and the public with respect. |
| <input checked="" type="checkbox"/> Quality service – Take pride in your work and always meet or exceed expectations. | <input checked="" type="checkbox"/> Work safely - Always work in a way that keep you and everyone safe & healthy. |
| <input checked="" type="checkbox"/> Report problems – Property maintenance or damage issues, defective or missing equipment, and injuries immediately. | <input checked="" type="checkbox"/> Be prepared for emergencies – Familiarise yourself with the facilities emergency procedures, alarms & assembly points |

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RISK RATING MATRIX



	CONSEQUENCE				
Safety	Minor injury or first aid treatment	Injury requiring treatment by medical practitioner and/or lost time from workplace	Major injury / hospitalization	Single death and/or multiple major injuries	Multiple deaths
Environment	No environmental damage or only negligible environmental damage, managed within budgets	Minor environmental damage requiring minimal resources to rectify. Rectification occurs from within existing budget (< \$150k)	Short term environmental damage (< 1 year) requiring some resources to rectify. May also involve infringement notice/s issued to the company - i.e. < \$1M to correct	Extensive environmental damage (medium term, 1-5 years) and fines between \$1M - \$5M against the company. Major resources to rectify	Catastrophic environmental damage (long term, 5 years or longer) and fines > \$5M against the company. Significant resources to rectify
Reputation	External reputation not affected - local mention only, quickly forgotten. Freedom to operate unaffected. Self-improvement review required	Minimal impact on external reputation, internal scrutiny to prevent escalation. Short term local media concern, some impact on local level activities	Persistent state and or national concern. Scrutiny required by external agencies. Long term 'brand' impact	Persistent intense national public, political and media scrutiny. Long term 'brand' impact. Major operations severely restricted. Loss of several and or major customers	External reputation irrevocably destroyed or damaged - governmental inquiry or sustained adverse national media. 'Brand' significantly affects organizational abilities
Financial	\$0 - \$0.1M	\$0.1M to \$0.25M	\$0.25M - \$1M	\$1M - \$2.5M	\$2.5M +
Legal/Compliance	Legal: threat or litigation requiring minor compensation. Contractual: No effect on contract performance	Legal: single minor litigation. Contractual: Meeting with customer and or advice of breach	Legal: single moderate litigation or several minor litigations. Contractual: Default notice of contract issued	Legal: single major litigation or several moderate litigations. Contractual: Termination of contract	Legal: numerous major law suits & prohibition of operations Contractual: Termination of contract and associated legal matters to address
Operational	Insignificant impact on quality of services, minimal impact on non-core operations. The impact can be dealt with by routine operations	Some impact on organizational capability in terms of delays, minor impact on the quality of services but able to be dealt with at operational level	Impact on the organization resulting in reduced performance, such as targets that are not met. Organisations existence is not threatened, but could be subject to significant review	Considerable impact on quality of services, breakdown of key activities leading to reduction in performance (e.g. service delays, client dissatisfaction, etc)	Prolonged unavailability of critical skills/people for a period of 4 weeks or more. Critical failure[s] preventing core activities from being performed. Survival of the project/activity/organization is threatened

LIKELIHOOD	Chance		1	2	3	4	5
			Insignificant	Minor	Moderate	Major	Catastrophic
↑	Is expected to occur in most circumstances	E Almost Certain	LOW	MEDIUM	HIGH	VERY HIGH	VERY HIGH
	Will probably occur in most circumstances	D Likely	LOW	LOW	MEDIUM	HIGH	VERY HIGH
	Might occur at some time	C Possible	VERY LOW	LOW	MEDIUM	MEDIUM	HIGH
	Unlikely to occur in most circumstances	B Unlikely	VERY LOW	LOW	LOW	LOW	MEDIUM
↑	May occur only in exceptional circumstances	A Rare	VERY LOW	VERY LOW	VERY LOW	LOW	LOW

Very High (VH)	Immediate action required by Exec Management with detailed planning, allocation of resources and regular monitoring
High (H)	Senior Management attention required (Regional Managers)
Medium (M)	Management responsibility must be specified (Ops Mgrs and or Senior CM's)
Low (L)	Monitor and manage by routine procedures (CM's)
Very Low (VL)	Managed by routine procedures (CM's)