

Risk Management Plan

Version 4.7 | July 2024

1. Introduction

Peter Rowland Group (PRG) is committed to a proactive approach in identifying, assessing, and mitigating risks associated with the supply of catering services. This Risk Management Plan outlines our structured approach to safety, quality, environmental, and sustainability risk management, ensuring compliance with industry standards and regulatory requirements.

2. Objectives

The objectives of this Risk Management Plan are to:

- Identify and assess potential risks that could impact service delivery.
- Implement effective control measures to mitigate risks.
- Ensure operational compliance with:
 - **(Quality Management)**
 - **(Environmental Management)**
 - **(Occupational Health and Safety Management).**
- Promote a culture of continuous improvement in risk management practices.

3. Risk Management Framework

PRG follows a structured **risk management framework** covering the following key areas:

3.1 Risk Identification

- Conducting risk assessments for all operations, including food safety, supply chain vulnerabilities, and service disruptions.
- Evaluating safety risks associated with equipment, hazardous substances, and workplace practices.
- Identifying environmental risks, such as waste generation, water usage, and carbon emissions.

3.2 Risk Analysis and Evaluation

- Assessing the likelihood and potential impact of identified risks using a risk matrix.
- Prioritising risks based on severity and potential business impact.
- Implementing risk control measures using the **Hierarchy of Controls** approach (Elimination, Substitution, Engineering Controls, Administrative Controls, and PPE).

3.3 Risk Mitigation Strategies

- **Food Safety & Quality:** Adherence to HACCP principles and regular audits to ensure compliance with **Food Standards Australia New Zealand (FSANZ)**.
- **Workplace Health & Safety:** Implementation of safety protocols, PPE compliance, and emergency response procedures.
- **Supply Chain Resilience:** Diversification of suppliers and contingency planning to address supply disruptions.
- **Sustainability Practices:** Reduction of waste, carbon footprint tracking, and implementation of sustainable procurement strategies.

3.4 Monitoring and Continuous Improvement

- Regular review of risk control measures and updating policies based on incident reports, near-miss analysis, and audit findings.
- Engagement with employees and stakeholders through training and risk awareness programs.
- Implementation of digital reporting systems to streamline risk assessment and response.

4. Responsibilities & Governance

- **Executive Leadership Team:** Oversees the overall risk management strategy and ensures alignment with company objectives.
- **Risk & Compliance Team:** Conducts audits, ensures adherence to legal and industry standards, and provides training.
- **Operations Team:** Implements risk control measures at operational levels and reports identified risks.
- **Employees & Contractors:** Responsible for following risk management protocols and reporting any identified hazards.

5. Certification & Policies

PRG maintains compliance with the following certifications and policies:

- **HACCP Certification for Food Safety Compliance**
- **Sustainability & Environmental Policy**
- **Workplace Health & Safety Policy**

6. Conclusion

PRG is dedicated to maintaining **best practices in risk management** across all operations, ensuring the safety of employees, customers, and stakeholders while upholding sustainability and quality standards. Our ongoing commitment to risk mitigation and compliance strengthens our ability to deliver safe and high-quality catering services.