

Managing risk for a healthier business

While we're here to pay claims if the worst happens, we're all about trying to keep you and your property safe in the first place. That's why it's important to keep medical centres well maintained and secure. The drugs and equipment you'll have on site can attract more break ins, or at least attempts. But it's not just about good security – you also have to manage the centre, other risks, and even hazardous substances too.



Keeping structures safe



Your building should be in good condition and kept secure.

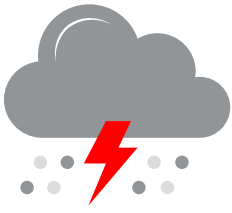
Best practice

- Check fire walls are free from holes and that fire doors can close freely. It's really important to note that if holes or alterations need to be made to the walls, it needs to be done by a qualified person. If your centre is larger, it's best to hold plans of the fire wall locations and make sure everyone knows the importance of them.

Must haves

- ✓ Make sure cladding, access doors, windows and their locks, latches and hinges are in good condition and working order. They should also be firmly secured to the building structures. Make repairs where necessary.
- ✓ A regular maintenance schedule is important.

Weather watch outs



While you can't control wild weather, you can reduce the risks that come with it.

Best practice

- Be aware of what weather or flood events are likely to affect your building or business. This can help you plan what needs to be done.
- Keep trees and shrubbery well-trimmed, and remove diseased or damaged limbs. Ask a professional arborist to assess and strategically remove branches to allow wind to blow through the trees.
- Protect water and other pipes from freezing using insulation, or install heat tape.

- Remove snow and hail from gutters as soon as it's safe to do so. This will reduce the possibility of subsequent rain overflowing gutters.

Must haves

- ✓ Ensure the building is well maintained, that walls and roof are watertight. Make sure doors and windows are close fitting.
- ✓ Make sure gutters and down pipes are not blocked by leaves or rubbish. Check before the winter season, or more frequently if needed.
- ✓ Inspect channel drains, yard storm water outlets and sumps and make sure they are all free-flowing and that curb side gutters are not blocked by leaves and rubbish.

Staying secure



Steps you can take to keep your centre safe.

Must haves

- ✓ Have a monitored intruder alarm with security patrol response. You'll need to make sure these are maintained professionally and checked each year. Make sure sensors aren't blocked.
- ✓ Get CCTV to cover the entry and exit points at the very least, but the more cameras the better – especially to cover areas where drugs and cash are kept.
- ✓ Have regular security patrols.
- ✓ If you're in a larger facility, have a bed-down check done by your security team.
- ✓ Where you can, make sure windows have bars and doors are fitted with anti-jimmy strips. Physical security is your best form of defence.
- ✓ Keep inside and outside well-lit to reduce the risk of burglary, malicious damage and arson. It's worth having bollards across vulnerable entry points to the building too.
- ✓ If you happen to have a chemist facility, make sure it's secured with roller grilles on internal entry points and a certified safe on site to protect control drugs. Till drawers should be left open and empty and all cash held in a cash-rated safe.
- ✓ Have a set lockdown safety procedure, including making sure all unnecessary electrical items are powered off.

Putting out the fire risk



Best practice

- Consider installing a Sprinkler System. They offer the best form of fire protection to a building and its contents. Where installed, make sure you regularly maintain yours and respond to your Biennial Sprinkler Report quickly.
- Consider monitored automatic fire detection (including smoke and heat detectors) if cost is an issue. This should be linked to Fire and Emergency New Zealand or a security monitoring company.

Must haves

- ✓ Fire extinguishers can stop a fire or contain it, so they're an important part of your fire plan. Keep fire equipment near the areas with the most risk, like electrical boards and equipment. Make sure you have several 2.1kg dry powder extinguishers at the very least – but where there are electrical boards and equipment, we recommend a 3.5kg CO2 fire extinguisher.

- ✓ Any fire extinguishers, hoses and fire blankets should be checked and maintained by an FPANZ certified contractor at least once a year. A register can help you keep track. Vero is also here to help if you'd like to know more about what you need.
- ✓ Check and maintain any fire extinguishers, hoses and fire blankets annually.

If there are commercial cooking operations on site, then these areas should always be fitted with a Fire blanket (size 1.2m x1.8m). If there are deep fat fryers on site, then a Wet Chemical fire extinguisher should be located near to, but a safe distance from this cooking area.

Smart housekeeping as standard

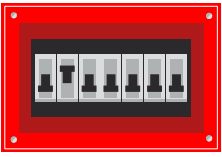


Must haves

- ✓ Make sure any storage is kept away from lighting and ignition sources like electrical boards. Keep your fire exits clear and make sure you don't store anything in passageways.

- ✓ Arsonists can target waste bins, so where you can, keep any bins/skips away from the building. If you can't, make sure they're padlocked, and that cardboard bins have solid sides.

Electrical safety



Must haves

- ✓ Make sure any electrical switchboards are fault-free and enclosed.
- ✓ Have routine electrical checks carried out to electrical boards including periodic verification, or on larger sites, annual or biennial thermographic imaging.
- ✓ Part of good electrical management includes checking fluorescent tubes. Switch them out for LED where you can, since they operate at lower temperatures and currents.
- ✓ Tag and test your portable equipment and avoid multi-plug adapters – they're easily overloaded and can cause fires.

Good maintenance process



Must haves

- ✓ Have a regular maintenance program for your building that checks the roof, systems, fire protection and security equipment.
- ✓ Make sure regular checks are in place for all plant and equipment you use.

Watching out for water damage



With routine checks and a proper plan, the risks can be seriously reduced.

Best practice

- Plumb washing machine and dishwasher outlets into the wastewater pipe, not simply with the waste pipe hooked over a sink.

Must haves

- ✓ Know where the water shut off valve(s) are for the water supply. Where possible, shut off the water supply during extended shutdowns or when not needed e.g. over the summer holidays or in an unoccupied building.
- ✓ Ensure flexi-hoses are checked regularly and replaced if showing signs of damage – or every 10 years otherwise.
- ✓ Check shower enclosures for signs of deterioration, especially to the wall boards/tiling.
- ✓ Inspect plumbing, water pipes and waste lines for leaks, damage or corrosion. Check that all basins, tanks, etc have overflow facilities. Process tanks should be banded.
- ✓ Check and clean the roof regularly. This is important before the winter season and after storms. Pay attention to membrane-style roof coverings as these have a limited life and can be affected by environmental exposures.
- ✓ Check flashings where the walls and roof meet, and also pipes and skylights where they penetrate the roof covering.

Everyday management



Make these checks part of your and your staff's routine.

Must haves

- ✓ Store and handle hazardous substances safely. This means separating non-compatible substances and meeting any licensing requirements. Double check with Worksafe/Ministry of Health to see if any specific precautions need to be taken.
- ✓ If you have a dedicated smoking area, have an appropriate bin for people to get rid of cigarette butts – not in a regular waste bin. Make sure smoke can't blow back into the building.
- ✓ Remember, it's important that refrigerated medication stays at the right temperature. That's why we suggest after hours monitoring of refrigeration which you can link to the intruder alarm – it alerts you immediately so you can save it if there's a power outage or breakdown.
- ✓ Lithium Ion batteries can catch fire or explode if they're not used properly. Keep charging areas clear of combustibles, and batteries should be away from direct sunlight and stored at room temperature. Don't expose them to excessive heat or get them wet and protect them from damage from sharp objects.
- ✓ Have a regular look around all areas to see that everything is as it should be. It's also important to make sure proper procedures are in place if fire systems like the sprinkler system is out of action for more than a few hours.

Don't get disrupted



Must haves

- ✓ Consult with a professional to check if your cyber security measures are good enough, especially if you maintain confidential records.
- ✓ Back up critical data at least weekly and consider using secure Cloud services.
- ✓ Ensure you've got antivirus protection on your computer and regularly update it.

Visit vero.co.nz/risk-profiler to check out our other advice sheets for more tips and in-depth information about managing risk.

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