



SGHG Cleaning LLC

Risk Management Manual (Steam Cleaning Update)

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Purpose & Scope

This manual establishes SGHG Cleaning LLC's framework for identifying, assessing, and mitigating risks. It covers operational, legal, financial, compliance, and reputational risks within janitorial services in South Carolina.

Risk Categories

SGHG recognizes risks in five key areas: (1) Liability – slip and fall, third-party claims; (2) Operational – equipment misuse, improper handling; (3) Financial – insurance claims, contract disputes; (4) Compliance – OSHA, SC law, IRS obligations; (5) Reputational – client dissatisfaction, negative publicity.

Roles & Responsibilities

Management (Jermaine & Simone Whiteside) are responsible for oversight and policy enforcement. Employees are required to follow daily safety checklists and training. Clients are responsible for clarifying contract terms regarding supply responsibilities.

Incident Prevention

SGHG enforces standardized daily checklists, approved supplies (Windex, Pine-Sol), and the use of **steam sanitizing equipment instead of traditional wet mopping**. Steam sanitization eliminates 99.9% of bacteria while reducing slip hazards, ensuring safer operations in client facilities.

Incident Reporting & Response

All incidents and near misses must be documented immediately. Root cause analysis is conducted within 48 hours, with corrective action documented and reviewed by management.

Insurance & Contracts

SGHG maintains liability insurance coverage underwritten by State National Insurance Company (via Next Insurance). Contracts must include disclaimers regarding supplies and the updated steam sanitizing policy. Certificate Holders may be named Additional Insured as required.

Monitoring & Review

Quarterly audits and an annual risk review will be conducted. Metrics include incident frequency, client complaints, and compliance with checklists. Results are shared with management and corrective actions are implemented.

Continuous Improvement

SGHG applies Six Sigma DMAIC methodology to risk reduction. Data from audits and incident logs will feed into ongoing process improvements, with measurable targets (e.g., 30% reduction in incidents in 6 months).

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