



AMBROSE AUSTRALIA

INTERNATIONAL REPATRIATIONS

BUSINESS CONTINUITY PLAN

Ambrose Australia Pty Ltd Business Continuity Plan (BCP) has a range of plans with the goal being to prevent loss of data, reduce property damage and minimise impact on overall business continuity:

- Minimise and support the number of decisions that must be made during a crisis;
- Minimise the dependence on any specific person during the crisis;
- Minimise the need to perform crisis actions by trial-and-error when a crisis occurs;
- Minimise the need to develop new procedures, programs or systems during a crisis so that all components necessary to assist the site during a crisis are documented and stored off-site, ready for use.

The overall objective of the plan is to provide the information and procedures necessary to:

- Rapidly respond to a disaster or emergency situation.
- Notify necessary trained personnel.
- Assemble business recovery teams.
- Rapidly recover services to clients; and
- Rapidly resume normal business functions.

Given a major disaster where the site is destroyed or inaccessible, the Crisis Control Centre will be:

- The outsourced offsite backup environment.
- 2 Metropolitan Rd Enmore NSW 2042

The following areas are examined on a regular ongoing basis:

- Potential fire hazards.
- Health and Safety.
- Insurance cover.
- Susceptibility to computer virus.
- Susceptibility to hackers and computer fraud.
- Back up and restoration of data and software.

- Access security; and
- Availability and configuration complexity of hardware and network components.

QUALITY IMPROVEMENT PROGRAM

Ambrose Australia Pty Ltd and Third-Party suppliers are reviewed on their code of practice and provide guidance for mortuary workers; workers in the funeral industry; the public and families of the deceased and health professionals.

The guidelines plan covers the following repatriation areas:

- cadaver bags
- embalming
- viewing
- exhumation
- wakes
- post-mortems
- mortuary facilities
- repatriation
- communication
- risk management incorporating risk assessment
- responsibility / governance
- protective clothing
- Standard Precautions
- hepatitis B vaccination
- legislation

QUALITY CONTROL FORMS

Once the repatriation is completed, Ambrose Australia's policy is to review all cases as part of our Quality Improvement Program. To fulfill our quality control systems for repatriations we request Third Party suppliers to complete a Quality Control Form.

This form outlines:

- Identification process
- Cause of Death
- Embalming
- Preparation of Deceased
- Documentation

Ambrose Australia International Repatriations is an Australian, family owned and operated company that specialises in global repatriation solutions and is available 24-hours, 7-days-a-week, 365-days-a-year to cater for all global time zones.

Email : repats@ambroseaustralia.com

For urgent matters call Mark Mills on +61 459 300 316.