

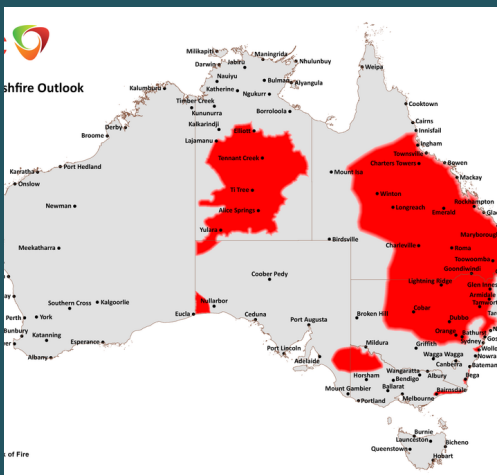
# UBS TRADE PARTNERS

September 2023

## WEATHER ALERT

Australia has just recorded its warmest winter since at least 1910, and this spring will likely be marked by low rainfall and high temperatures. These predictions worsen the outlook for the upcoming bushfire season – with concerns already high as the country is on El Nino alert. The weather system, driven by conditions in the tropical Pacific, usually leads to less rainfall across parts of Australia. The drying effect is typically stronger and more widespread across Australia, compared to either event by themselves. Global sea surface temperatures have been the highest on record in recent month.

The Australasian Fire Authorities Council warns that an earlier start to the high risk fire season is expected, with increased risk in parts of NSW, VIC, QLD & NT



## What is a Make Safe?



**A Make Safe is a Temporary Repair** which is undertaken to protect everyone who could be exposed to a hazard, and to ensure no further loss or damage is caused to property.

A make safe will generally only be the essential work required to make the property safe and allow reasonable access to that property – all additional work would then be considered as part of the building repair. A make safe should be carried out when there has been damage caused to a property by a listed event (such as a storm, flood, bushfire etc) and:

- The cause of the damage or the damage itself, have created a situation which could put personal safety at risk or:
- When there is risk of further damage to our customers property
- When the damage to the property makes the home unliveable – e.g., no electricity, no running water etc and; to provide reasonable safe access to the property

### UBS Expectations:

- Make-Safe arrangements should be made and **attended within 4 hours.**
- **Make safe limit is \$600 + GST.** Any invoice exceeding this amount will require written authorisation from the requesting UBS staff member.
- A make safe does not include any repairs considered non-essential to making the property safe.

## **Examples of when a make safe SHOULD NOT be completed:**

- If the make safe is of significant value and that make safe would finalise repairs
- When there is no risk to personal safety or further damage to the property
- A tree has come down during a storm and landed in the garden with no damage to property. This is not a claim and a make safe should not be completed.
- A tree limb has fallen and has dented a fence. The fence is still intact with minor damage and the tree limb is causing no safety risk to the customer or their property.
- A tree is leaning and at risk of falling onto a home. No make safe should be completed however the customer should be advised of the imminent danger and the need for them to have the issue immediately addressed. Claims should be notified to ensure the risk is managed with the customer.
- A tree limb is caught in foliage and at risk of impacting property or causing injury or death. Customer should be notified of the hazard and their need to remediate. Claims should be notified to ensure the risk is managed with the customer

## **Restoration Make Safe:**

- The Make Safe component of restoration work, should only include the initial site attendance, the installation of any drying equipment and the containment of any mould affected building materials
- All other work beyond this, are to be classified as part of the building repair

## **Make Safe Report:**

- We need a brief Make Safe Report including before and after photos, plus a brief description of what Make Safe work you conducted
- And a separate Make Safe invoice, clearly outlining the labour and material breakdown as per your agreed rates and fees in your Period Trade Contract

**Finally, if you are unsure, we are happy for you to pick up the phone & have a discussion with our Operations Team Members in Victoria or Queensland**

# R U OK? DAY IS THURSDAY, 14 SEPTEMBER 2023

UBS wants to promote to all our contractors that RUOK Day is the perfect opportunity to ask the simple question: "Are you OK?"

Tradies face a range of challenges across their working lives – from job uncertainty to financial pressures, intense physical demands and workplace culture issues. In an industry where stigma is high, these pressures can build up and impact mental and emotional wellbeing for tradies if you don't feel you can talk to others about your struggles.

UBS offers all our contractors free confidential counselling through the IAG Employee Assistance Program. Just call 1800 234 560 and enter the Code IAG4CUST or download the Sonder App from Apple



1



**Ask R U OK?**

How are you travelling?

2



**Listen**

I'm here to listen if you want to talk more.

3



**Encourage action**

Have you spoken to your doctor about this?

4



**Check in**

Just wanted to check in and see how you're doing?