ICIS2022Penang

https://fim.uitm.edu.my/index.php/research/conference/342-icis-2022

5th International Conference on Information Science

Royale Chulan, Penang, Malaysia, 19-21 Sep 2022

Organised by Faculty of Information Management, UiTM, Malaysia

Managing Risk of Business Records: Gg Port (Malaysia) Bhd

Siti Nor Hidayah Kamarulzaman[1], E.R.K. Rafedzi[2], Jafalizan Md. Jali[2]

[1] Students, Faculty of Information Management, UiTM, Shah Alam, Malaysia
[2] Senior Lecturer, Faculty of Information Management, UiTM, Shah Alam, Malaysia

ezza464@uitm.edu.my, jafalizan@uitm.edu.my
Tel: +60147367321

Abstract

To reduce any unwanted risk, an organization should manage risk that may occur and to effectively align it with the management procedures on business records in the company. A few problems have been identified in the study: the awareness between the management in the organization still being one of the questions to the researcher, the suitable policies and procedures for the business nature location, and the proper facilities should be placed in business records storage. This study uses qualitative methods involving structured interviews. Population sampling has been chosen to accord with the accuracy and relevance justification of the study.

Keywords: Business Records, Facilities, Records Management, Risk

1.0 Introduction

According to Sadgrove (2016), risk can be found in any management and project that could affect the organization. The risk applies to any management decision that could have a good or bad outcome. Managing risk in a business organization usually involves all the business records created or stored. By managing risk, the organization could avoid litigation issues from the authorities (Sadgrove, 2016). This research takes place at GG (Malaysia) Bhd., located in Port Klang, Malaysia. It is one of the leading companies in the fields of utilities and infrastructure. The business activities are divided into three divisions: port and logistics, energy and utilities, and engineering (GG Malaysia Bhd., 2013). The main reasons that this company was selected because of the business location, nature, and values of business records that are stored and managed.

According to Smith (2016), records are important to the organization in supporting its business operations and services. Managing risk involves a lot of elements that require a lot of effort involving sensitive and valuable information. The suitable records management practice is capable of minimizing and reducing the limit of risk that might happen. The organization needs to be equipped with efficient, right, and sufficient knowledge, understanding, awareness, policies, and procedures that support the organization in managing its business records. Besides, business assets also have the effectiveness and manageable facilities in protecting and supporting organizations in managing business risk. This study aims to explore the level of awareness on managing risk, the suitable policies and procedures, and compare the proper facilities for managing the risk of business records.

Management alertness in managing the risk of business records was one of the first problems on the topic. The risk management cannot fully comply once the management does not fully support the program and activities. Besides, managing risk and prevention steps on business records only can be conducted after the management's awareness level rose and they understand the tangible and intangible

benefits that may impact the company's performance and objective smoothly. Rostami (2015) stated that Small Medium Enterprises (SMEs) still could not implement this practice because there was no detailed explanation of the significant principles. Besides, some proof showed that risk management was unwavering and away from their ability and skills. Therefore, SMEs' awareness of risk management tools and techniques is still challenging, and this issue is also discussed in the SME plan. Cheung (2017) claims that climate change was one trigger factor that led the industries and companies close to the sea may also be affected. It is caused by the rising of the sea level that can result in flooding and harms the business records. Besides, the neglect of responsibilities in managing good record-keeping affects the level of risk on business records (Phiri, 2016).

The major problem that can lead to poor risk management is when an organization does not implement and put the policies and procedures into practice. As proposed by MS ISO 31000:2010, the International Standard of policies and procedures on records management can be followed by all types of business as general standards. The standards are not specific to any business nature or specific to any industry or sector. However, according to ISO 31000 (2009), Companies need to think 'out of the box and customize the existing framework suggested by various advisory bodies such as the Committee of Sponsoring Organizations of the Treadway (COSO). Moreover, Taylor (2000) and Mnjama (2002) suggested that the neglect of records management in the organization was due to a lack of coordination and planning for suitable programs, absence of policies, procedures, and facilities for managing records that are suitable for their business nature and records activities. ARMA International, in 2005, stated that most organizations lack proper and suitable policies and procedures in managing their business records and producing a risk towards their business records (Brumm and Carlisie, 2005; Maseh and Mutula, 2016).

Without suitable and proper record-keeping facilities, the organization will be unable to use the information and records (Osebe et al., 2018). Furthermore, once records are managed poorly and not in a good place or location, it will lead to difficulty during the retrieval, appraisal, storage, filling system, and disposal (UNDP, 2013). Therefore, an organization needs to have proper infrastructure or facilities as it helps to preserve the records that hold much evidence and experience in reports that can be used as guidance whenever unexpected incidents happen or are required to support any information.

2.0 Research Objectives and Question
In this study, the research has focused on the risk and prevention of business records in Malaysia. There are several key performances in assessing the records management practices, including policy and regulation, storage facility, and efficiency and effectiveness of the record-keeping system (Legodi, 2011). There are the research objectives of this study:
a)   To explore the level of awareness in organizations managing the risk of business records.
b)   To explore available policies and procedures for managing the risk of business records.
c)   To compare the available facilities for managing the risk of business records.

To achieve the above objective, the research question for this study is:
a)   How does the level of awareness minimize the risk of business records?
b)   What are the available policies and procedures for managing the risk of business records?
c)   What are the available facilities for managing the risk of business records?

3.0 Literature Review
The discussion covered the sub-topics for risk management, records management practices, and business records that involve several elements, including managing risk in Malaysia, awareness, policy, and procedures. Besides, the facilities have already been established and available to manage the risk of business records.

3.1 The Risk of Business Records-Past Disaster Issues
One of the previous studies was on the risk during the disaster that could harm the business records stored and placed in organizations. The National Archives of Scotland (2010) stated that records management systematically controls an organization's records throughout its life cycle to meet operational business needs, statutory and fiscal requirements, and community expectations. Based on the disaster at Enugu and Owerri, 95.5 and 100 percent of respondents agreed that one of the impacts of the disaster was a lot of vital records destroyed during the events (Wani et al., 2017).

In Malaysia, floods may happen at any time of the year during the rainy season, resulting in huge costs and losses. Based on the flood disaster in Malaysia in 2021 reported that the flood had given a significant impact on some business properties and caused manufacturing loss. It recorded the overall losses from the disaster at RM6.1 billion. However, only RM0.5 billion loss for business properties and RM0.9 billion for business loss, and the remaining losses were recorded for living quarters, vehicles, agriculture, and public assets and infrastructure. The floods affected 11 states of 60 districts in Malaysia, and the top three districts that suffered huge losses were Klang RM1.2 billion, Petaling, RM1.1 billion, and Hulu Langat, RM0.4 billion (Mohd Uzir, 2022, p.2).

3.2 Management Awareness
Management awareness toward managing the risk of business records can increase by planning the training on raising the awareness of management towards managing risk and providing them with well-educated knowledge about the subject topic (Daines, 1991). Further, as stated by McIlwaine and Varlamoff (2006), they highlighted how the organization could increase the awareness of risks from outside

the organization building, such as identifying the organization site, usual or normal climatic that face in the organization area, and geologic environments, and any possibly damaging from human actions such as commercial, or industrial sites, contamination from any pollution, or any potential risks of civil disturbance or terrorist attacks or disaster nature. Afterward, it has been proven that top management from any public or private agency can have the cost reduction (Hase and Galt, 2011; Dikopoulou and Mihiotis, 2012) and the effectiveness of the compliance of record-keeping practices in their organization, only hiring qualified professionals in handling and managing risk (Dikopoulou and Mihiotis, 2012).

3.3 Records Prevention
In managing the risk of business records, some prevention activities can be a plan to minimize and manage the risk. National Archive of Malaysia (2019) organizes the course and workshop on the conservation of records after the disaster happens, and during the workshop, participants also provide information and knowledge on how to deal with it at the first step before it happens. Besides, IFLA (2010) manual also suggests the five stages of the disaster management plan that could be included in managing risk and formulating the risk assessment, the step of prevention, protection of business records, and preparedness action and step in managing risk, and step of reaction during the risk, and last recovery step after the risk or events such as a flood. National Archives of Australia (2010) also supported the recovery action and supporting disaster management in the archives training. Besides, having written procedures on disaster control plans was one way to manage the risk of business records included in the emergency business plan (Eden and Matthews, 1996). Wani et al. (2017) highlighted the need for each planning. It will help the managing risk of business records become more effective and properly planned by doing the risk assessments and consistent risk assessments of buildings and facilities, equipment, the identification and use of trustworthy expert information and guide. It is also important to give advice, staff training programs, and contingency planning for temporary services, accommodation, and storage.

3.4 Audit Compliance
In managing the risk of business records, the organization needs to ensure all the practices comply with related regulations and acts that can be used as evidence during the litigation proceeding. National Archives Act 2003 and General Circular Letter. No. 1/1997, the organization must comply with the suggested rules to ensure the records are maintained properly (National Archives Malaysia, 2019). Impact of audit compliance also can be retrieved from the benefit of records that can be used as sources of decisions to safeguard the organization's rights and business records as an asset to the organization or to support accountability internally or externally, or for the next and future research and national purposes on identifying and manage the corporate memory (Shepherd and Vuuren, 2006).

3.5 Policies and Procedures for Managing Risk
Managing risk of business records also can be controlled based on the suitable practice of good record-keeping or records management practices in the organization. Unegbu and Adenike (2013) stated that record management is the practice that should be practiced and implemented in the organization by following the whole life cycle of records from the stage of creation until the disposal action. The proper and good record-keeping practice will help the organization manage risk on their business records and reduce any possible risk. In comparison, Heriot-Watt University (2017) has defined the term 'records management as one of the disciplines and requires a specific profession in managing and handling records that will meet the organizational needs, business efficiency and legal purpose, and financial accountability.

3.6 Records Management Practice-Policy
Formulating the suitable policies and procedures of records management align with business nature, type of business records (Erima and Wamukoya, 2012), location of the organization, and objective of the organization will help to produce the quality outcome or business records and capable of producing the records as one of the organizations' assets. National archives in the United Kingdom (2010) also agree that records management was one of the processes that function in controlling the business records as fully following the whole organization's policies, procedures, nature, business operation, management process and system, and organization environment. Developing a suitable records management policy and complying with company nature and policy can minimise the level of risk that might occur to the business records, and at the same time, it can make sure the formulation of policy is accurate and reliable to use as a source. It should be up to date and complete because it covers the elementary principles of records value and can be accessed quickly (Hergreaves, 2015).

3.7 Information Governance
Information governance was one of the terms of how well the information is being managed effectively and many benefits from the organization's successfully manageable information and records. Makinen and Henttonen (2011) claimed that some organizations had seen and believed that properly applying the records' management would benefit them. Even though some organizations doubted, it showed that different organizations have different perceptions towards records management. A small company may see records management as less important, but a large company sees records management as an important element to help them organise their information. Records are a commodity that can help them manage and formulate new information that can be used as new knowledge and used as references (Beastall, 1998). Information governance practice is capable of protecting the value of records. Besides that,

Kassab, Abu-Naser, and Al Shobaki (2019) stated that records policies and procedures are now seen as having an active and strategic role in contributing to the success of the records management system in the organization.

3.8 Facilities on Business Records
To manage the risk of business records, the company should alert the facilities used in the storage area of the business records. In managing risk, it is essential to follow the storage requirement in managing business records in the organization. Besides, it will assist the organization in identifying the suitable storage condition for the business location, protecting its security, and using suitable storage facilities.

3.9 Standard Facilities Storage for Business Records
The Department of Malaysia Standard (2011) has proposed six (6) mandatory requirements that the organization should comply with, which follow several requirements on the standards on storage facilities for the records. In Malaysia, an organization can comply with the MS ISO 11799 Information and Documentation – Document Storage Requirements for Archive and Library Materials (Department of Malaysian Standard, 2011).

3.10 Suitable Facilities for Business Records
The location of the building must be considered before the decision to store the records is made. Acker and O'Connell (2017) emphasised that the records' storage building provides a proper environment to preserve records long-term. Therefore, the building structure must be protected from water damage, fire safety, and security so that the physical changes of records can be minimised. (Wilson, 1995). The National Archives of Australia (2014) emphasised that as long as the location of the storage is not near a risky location, it is considered the proper location for document storage, and the building should be approved by a local government body (National Archives of Australia, 2014). The construction of the storage building must have the proper environmental condition and floor loading to support the load capacity of the records and prevent security, and safety hazards (Tong, 1988; Department of Malaysia Standard, 2011; Nyanga, Nengomasha and Beukes-Amiss, 2018), construction of building for records storage becomes part of the document storage compliance and customer's requirements because they will conduct a risk assessment to evaluate the storage location and situation. The building of document storage must be fully equipped with the fire alarm system, intruder alarm system, appropriate illumination, environmental control, equipment, and furniture which is workable, durable, and user-friendly for the preservation of records (Faber, 1997; Department of Malaysia Standard, 2011; Msibi, 2015). Besides that, the internal staff should conduct the facilities or equipment (International Organization for Standard, 2003).

4.0 Methodology
The study collects the data based on managing the risk of business records by using several techniques in collecting data in this study. The population focused on the specific departments in GG from the corporate secretarial and tender, risk and inventory management, and human capital development departments. The three respondents are the staff involved in the organization's risk management and record management practice. Based on that criteria, it produce reliable and validate the result. Besides, the technique used in this study was the qualitative method of interview technique. For the data collection, the researcher use thematic analysis in analysing the data using ATLAS.ti software.

5.0 Results of Findings
The results show that there is a lack of awareness on managing the risk of business records at the GG (Malaysia) Bhd there are also no available policies and procedures for managing the risk of business records and even the available facilities in managing the risk of business records are also not effective and manageable. According to Mohd Rozaily (2019), every company staff is responsible for managing the risk and is equipped with sufficient knowledge. This situation showed that every staff member is aware of managing risk in the company. However, based on Lee and Nurul Farihah (2019), other departments and divisions are unaware of managing the risk of business records.

The findings show low safety and security levels for the business records at GG (Malaysia) Bhd. Next are the available policies and procedures for managing the risk to business records and the company. Generally, it can be concluded that the available policy and procedures used and implemented in GG only cover the general risk issue concerning the company as a whole. Any risk policy and procedures specifically focus on and cover the risk for business records. The finding found that currently, there are no available policies, procedures, and guidelines for records that could manage the risk of business records (Lee and Nurul Farihah, 2019).

Lastly, the storage facilities at the GG are divided into two: the archive unit that stores all departments' records and the storage rooms in each department or division. Currently, the available storage facility that kept all business records of the GG was the "Warehouse" storage. Furthermore, based on Lee (2019), the current archive unit is not effectively managed, it is also full of physical and business records, and their boxes are not manageable and maintained in proper practice. According to Lee (2019), the storage facility was secure and protected.

6.0 Discussion

The study's research was chosen based on the relevant and significant Malaysian scenario and practice on managing the risk specific to the North industries sector located at the sea and areas. GG business industry has been chosen because it is located beside the sea and may become one of the risk factors of business records stored in the organization that is placed beside the sea area. One of the deterioration elements that may affect the value of the records was the water elements which may become one of the risks to business records value. The major topic of this study was discussed on three (3) the main topic, which are the management awareness (awareness on managing risk, prevention, audit compliance), policies and procedures on managing risk (records management practice on policy and procedures, information governance), and facilities on business records (available facilities, standard facilities) in managing the risk of business records at GG.

7.0 Recommendation

Based on the findings of the research, the following recommendation was suggested:

a) Establish a records management unit- hiring qualified staff in managing business records practice and risk and educating and providing training to staff and employees in properly handling and managing the risk of business records (Smith, 2016).

b) Restricted and formulated the suitable policies and procedures for managing the risk of business records that support the business nature and functions by establishing the restricted records management policies and procedures that are suitable with the business location and referring to the MS ISO 2223-1, MS ISO 31000 by the National Archives of Malaysia as a guide (International Organization for Standardisation, 2010).

c) Planning the Effective Storage Facilities that Support for Managing Risk of Business Records considering the changing environmental factors when handling papers and photographs, monitoring and controlling the store items at an appropriate temperature and relative humidity. The environment and light factors to preserve and protect the value of records and documents, and controlling any unwanted elements like water, insects, and rodents towards the records and documents and lastly, make sure the arrangements of records and documents in the Archive Unit being keep securely and manageable and easily by referring to the MS ISO 9001:2015 by National Archives of Malaysia.

d) Increasing the business records management security and custody by implementing the regulatory compliance and minimising the litigation risks, safeguarding the important information about the organization, accessibility of the right information helping better management decision making easily and accurately.

e) They are centralising the storage room for all departments and divisions to store their semi-active records in a single room or department.

8.0 Suggestions for Future Research

Based on the findings, the following are a few suggestions for future research.

a) Increase the number of target audiences in research populations to increase the value of accuracy of the research result.

b) Based on the finding, it is suggested for future research to specifically identify the suitable policies and procedures that can be used by the organization located in the sea areas.

c) Because of the limitation of research sources, it is suggested to increase the number of research studies on the managing risk of business records for the industries or businesses located in the sea areas.

d) Constructing the same research studies but with the new context areas that discuss different locations and business nature. For example, research on managing the risk of business records from the organization located at the centre of commercial areas.

9.0 Conclusion

A good understanding of managing the risk of business records could portray how the business manages and secures its business records as potential assets for achieving business goals and opportunities. Besides, the good policies and procedures for managing the risk can help the business to manage and protect the business records without any concerns; focusing on suitable facilities that use effective standards can control and secure the business records. There is a low level of awareness regarding the importance of managing business risk. It could affect the business operation if there were some internal or external risks such as uncertainty risk like floods disaster. Furthermore, the awareness toward managing the risk of business records should be fully understood and knowledgeable from each management level. Furthermore, there were no available policies and procedures specifically covering managing and controlling the risk of business records. Even though there were existing facilities, managing and maintaining those records properly and securing practice is crucial. In conclusion, business records are assets that can support the business functions, activities, and operations effectively and

quickly. We should not be worrying about any risk once the risk is properly managed. Besides, each entity in an organization, such as the management, should stay together and properly mitigate and manage the risk of business records. They should formulate suitable policies, procedures, and business record storage facilities. In addition, a lot of disaster planning can be followed and implemented based on the business structure in the flood-prone area. Floods and other disasters may happen anytime, so the business must take the past disaster as a lesson to protect and secure their business records and other assets.

Acknowledgement

References

(Lee, Y. Y., personal communication, October 24, 2019)

(Mohd Rozaily Abd Razak, personal communication, October 24, 2019)

(Nurul Farihah Fauzi, personal communication, October 24, 2019)

Acker, E., & O'Connell, P. (2017). Archives and Record Storage Building. Retrieved on April, 2019, from https://www.wbdg.org/building-types/archives-record-storage-building

Beastall, G. (1998). Records management meets knowledge gathering. Records Management Journal, 8(2), 89-94.

Brumm, E. K., & Carlisie, D. K. (2005). Standards: Building blocks for a strong RIM program. Information Management, 39(6), 30.

Cheung, W. H. (2017). Advancing flood risk communication and management through collaboration and public participation (Order No. 10256105). Available from ProQuest Dissertations & Theses global. (1886118810). Retrieved on April, 2019 from http://search.proquest.com.ezaccessaccountid=42518

Daines, G. E. (1991). Planning, training, and exercising. Emergency management: Principles and practice for local government, 161-200.

Department of Malaysian Standard. (2011). Information and Documentation – Document Storage Requirements for Archives and Library Materials. (MS ISO 11799).

Dikopoulou, A., & Mihiotis, A. (2012). The contribution of records management to good governance. The TQM Journal, 24(2), 123-141.

Eden, P., & Matthews, G. (1996). Disaster management in libraries. Library Management, 17(3), 5-12.

Erima, J. A., & Wamukoya, J. (2012). Aligning records management and risk management with business processes: A case study of Moi University in Kenya. Journal of the South African Society of Archivists, 45, 24-38. Retrieved on April 2019, from https://www.ajol.info/index.php/jsasa/article/viewFile/85721/75721.

Faber, M. J. (1997). Selecting an offsite commercial records centre. Records Management Quarterly, 31(1), 28. Retrieved on April 2019, from http://web.b.ebscohost.com.ezaccess.library.uitm.edu.my/ehost/detail/detail?vid=4&sid=3175b0d7-0ba9-41e1-9bb2-c750d9ed9eb7%40sessionmgr104&bdata=JnNpdGU9ZWhvc3QtbGl2ZSZzY29wZT1zaXRl#AN=9702232056&db=aph

Hargreaves, N. (2015). Records management policy. Information Commissioner's Office (ICO). 1-7.

Hase, S., & Galt, J. (2011). Records management myopia: A case study. Records Management Journal, 21(1), 36-45.

Heriot-Watt University (2017). Records Management. Retrieved on April 2019, from https://www.hw.ac.uk/services/information-governance/manage/using-recordscentre.html

IFLA (2010). About the preservation and conservation core activity. Retrieved on April 2019, from www.ifla.org/en/about-pac International Organization for Standardisation (2010). ISO 31000: 2010, Risk Management- Principles and Guideline: ISO 31000:2009, IDT.

International Organization for Standardisation (2010). ISO 31000: 2010, Risk Management- Principles and Guideline: ISO 31000:2009, IDT.

International Organization for Standard. (2003). Information and documentation – Document Storage Requirements for Archives and Library Materials. (ISO 11799)

Kassab, M. K. I., Abu-Naser, S. S., & Al Shobaki, M. J. (2019). The role of policies and procedures for the electronic document management system in the success of the electronic document management system in Palestinian Pension Agency. International Journal of Academic Multidisciplinary Research, 3(1), 43-57.

16

Legodi, K. O. (2011). Assessment of human resource records management practices in the Limpopo Department
of Agriculture. Retrieved April, 2019, from https://scholar.sun.ac.za/bitstream/handle/10019.1/6618/legodi_assess ment_2011.pdf?sequence=2

Maseh, E., & Mutula, S. (2016). Records management readiness for open government in the Kenyan judiciary. Mousaion, 34(3), 146-166.

McIlwaine, J., & Varlamoff, M. T. (2006). IFLA Disaster preparedness and planning: A brief manual. International Preservation Issues, 6, 1-21.

Mnjama, N. (2002). Managing university records. East and Southern African Regional Branch of International Council on Archives (ESARBICA) Journal, 21, I 32-40.

Mohd Uzir Mahidin (2022). Laporan khas impak banjir Malaysia 2021.Jabatan Perdana Menteri Jabatan Perangkaan Malaysia. Retrieved on June, 2022, from https://www.dosm.gov.my/v1/uploads/files/5_Gallery/2_Media/4_Stats%40media/4
Press_Statement/2022/01.%20JANUARI/LAPORAN%20KHAS%20IMPAK%20BANJIR%20MALAYSIA%202021.pdf

Msibi, N. M. (2015). Preservation of Public Records and Archives in Swaziland Government Ministries and the
Department of Swaziland National Archives (SNA). Retrieved on April, 2019, from https://researchspace.ukzn.ac.za/xmlui/bitstream/handle/10413/13134/Msibi_Nqoba_Maxwell_2015.pdf?sequence=1&isAllowed=y

National Archives of Australia. (2014). National Archives of Australia Standard for the storage of archival records. Retrieved on April, 2019, from http://www.naa.gov.au/Images/NAA-standard-for-the-storage-of-archival-records-exc-digital-records_tcm16-88806.pdf

National Archives of Malaysia. (2019). National Archives of Malaysia. Retrieved from http://www.jpm.gov.my

National Archives of United Kingdom (2017). Records management definition. Retrieved on April, 2019, from http://www.nationalarchives.gov.uk/information-management/browse- guidance-standards/?letter=r

National Records of Scotland. (n.d.). Electronic Records Management Systems. Retrieved on April, 2019, from https://www.nrscotland.gov.uk/record-keeping/electronic-records-management/electronic-records-management-systems

GG Malaysia Bhd. (2013). Company profile. Retrieved on April, 2019 from https://www.GG.com.my/npv2/about-us.html

Nyanga, E., Nengomasha, C. T., & Beukes-Amiss, C. M. (2018). Disaster Preparedness and Management at the National Archives and the National Library of Namibia. African Journal of Library, Archives & Information Science, 28(1),
77-91.

Osebe, R., Maina, J. & Kurgat, K. (2018). Records management practice in support of governance in the county governments of Kenya, a case of Nyamira County. Records Management Journal, 28(3), 293-304. Retrieved on April, 2019, from https://doi.org/10.1108/RMJ-06-2018-0017

Phiri, M. J. (2016). Managing university records and documents in the world of governance, audit and risk: Case study from South Africa and Malawi (Doctoral dissertation). University of Glasgow, Scotland, United Kingdom.

Rostami, A. (2015). Risk management in small and medium enterprises in the UK construction industry. (Doctoral dissertation). Glasgow Caledonian University (United Kingdom), Scotland, United States.

Sadgrove, K. (2016). The complete guide to business risk management (3rd ed.). London: Routledge. Retrieved from: https://doi.org/10.4324/9781315614915

Shepherd, J., & Vuuren, K. V. (2014). The Brisbane flood: CALD gatekeepers' risk communication role. Disaster Prevention and Management: An International Journal, 23(4), 469-483. doi:10.1108/dpm-08-2013-0133

Smith, K. (2016). Public sector records management: A practical guide. New York, USA: Routledge.

Taylor, M. (2000). Records management at a tertiary institution in the SCECSAL region at the dawn of the new millennium, in Chisenga, J., Chitambo, A. and Onyango, F. (Eds), Information 2000: A Vision for the SCECSAL Region, 239-245.

Tong, D. (1988). Storage Audits. Facilities, 6(10), 10-12. doi.org/10.1108/eb006462

Unegbu, V. E., & Adenike, O. B. (2013). Challenges of records management practices in the Ministry of Information and

Strategy, Lagos State, Nigeria. Journal of Library and Information Science. Retrieved on April 2019, from http://irjlis.com/wp-content/uploads/2013/07/2_IR101.pdf

United Nations Development Programme (UNDP), Bureau for Crisis Prevention and Recovery (BCPR) (2013). Climate risk management for sustainable crop production in Uganda: Rakai and Hapchorwa Districts. New York, NY: UNDP BCR.

Wani, O. M., Zeng, H., & Priimagi, A. (2017). Alight-driven artificial flytrap. Nature communication, 8, 15546.

Wilson, W. K. (1995). Environmental guidelines for the storage of paper records. United State: NISO Press.