

Organisational Risk

Issue	Interested Party	Source	Risk Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Performance of Competition	Directors & Owners Shareholders	External	Opportunity	Medium	Impacts of Activities of Competition Effectively Managed Poor Competitor Offers Opportunities	Low	Market Awareness Effective Service Provision Effective Customer Management	Monitor
Performance of Competition	Directors & Owners Shareholders	External	Risk	Medium	Impacts of Activities of Competition Effectively Managed	Low	Effective Management of Customer Satisfaction Addition of Quality Certification	Monitor
Effects of Climate Change	Directors & Owners Shareholders	External	Risk	Low	Extreme Weather Conditions - Changing weather patterns may affect transport arrangements.	Low	No Controls Required. Additional storage available if necessary.	Satisfactory
Effects of Climate Change	Regulatory Authorities	External	Risk	Low	Meet the updated requirements of Clauses 4.1 & 4.2 of the ISO Standards	Low	Climate Change deemed not to be a significant issue for the operations of RRIT. No interested parties have been identified with Climate Change as a requirement.	Monitor
Financial Exposure	Directors & Owners Shareholders	Internal	Risk	High	Low exposure to: Financial Loss Reputational Loss	Low	Maintenance of Good Corporate Governance All Appropriate Insurances in Place	Monitor
Damage to Reputation	Directors & Owners Shareholders	Internal	Risk	Medium	Low exposure to: Financial Loss Reputational Loss	Low	Maintenance of Good Corporate Governance All Appropriate Insurances in Place	Monitor
Resource Availability	Directors & Owners Shareholders	Internal	Risk	High	Skills & Equipment Available When Required.	Low	Broad Skill Base With Redundancy Tasks Can Be Outsourced If Required Backup of essential data. Low dependance on equipment.	Monitor

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Reputation in Marketplace	Directors & Owners Shareholders	External	Opportunity	High	On Time Delivery At Agreed Quality Standards Good Performance Offers Opportunities	Low	Effective Operational Processes Diverse Customer Base Effective Management of Customer Satisfaction Effective Corrective Action Process	Satisfactory
Meet Statutory Requirements	Regulatory Authorities	External	Risk	High	Suppliers comply with: Documented operational practices Statutory requirements	Low	Effective Emergency Management Toll Effective Supplier Management Regular Supplier Performance Evaluation Toll	Monitor
Failure of Suppliers to Meet Requirements	Clients, Allied Staff, End Users	External	Risk	High	Suppliers Deliver Expected Outcomes	Medium	Effective Supplier Management Regular Evaluation of Key Suppliers: Toll TT Global	Monitor
Compliance with Legislated Requirements	Regulatory Authorities	External	Risk	Medium	All identified requirements are met.	Low	Legal Compliance Procedure Maintenance of Good Corporate Governance All Appropriate Insurances in Place	Monitor
Accuracy of Information	Clients, Allied Staff, End Users	External	Risk	Medium	Employees have the necessary skills to meet requirements.	Low	Effective Training/Competency Management Low staff turn over	Monitor
New Technologies	Directors & Owners Shareholders	External	Opportunity	Medium	Effect of Changes in Technology Managed	Low	Strategic Awareness of Market/Technology Trends	Satisfactory
Correct Disposal of Recycled Items	Clients, Allied Staff, End Users	External	Risk	High	Disposal suppliers dispose of goods correctly.	Low	Selection of reputable disposal suppliers. Use of Suppliers Disposal Declaration Regular Supplier Performance Review	Monitor

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Staff Safety	Directors & Owners Shareholders	Internal	Risk	Low	Safe Methods of Work	Low	Low Risk Activities	Satisfactory
New Technologies	Directors & Owners Shareholders	External	Risk	Medium	Effect of Changes in Technology Managed	Low	Strategic Awareness of Market/Technology Trends	Monitor
Damage to Reputation	Clients, Allied Staff, End Users	External	Risk	High	On Time Delivery At Agreed Quality Standards	Low	Effective Operational Processes Diverse Customer Base Effective Management of Customer Satisfaction Effective Corrective Action Process	Monitor
Return on Investment	Directors & Owners Shareholders	Internal	Risk	High	Business meets financial expectations.	Low	Effective Operational Processes Effective Customer Management Effective Management System	Monitor
Financial Stability	Staff	Internal	Risk	Medium	Ongoing Employment	Low	Effective Operational Processes Effective Customer Management Effective Management System	Monitor
Staff Availability	Directors & Owners Shareholders	Internal	Risk	High	Business Effectiveness maintained during staff changes.	Medium	Gradual change over of responsibilities. Ongoing Development of Skills Base Effective Training	Monitor
Staff Availability	Directors & Owners Shareholders	Internal	Risk	Medium	Resources available when required.	Low	Ongoing Development of Skills Base New staff hired. Effective Training	Satisfactory
Environmental Incidents	Regulatory Authorities	External	Risk	High	No Environmental Incidents	Low	Selection of suitable transport supplier. Toll Supplier Management. Regular Supplier Performance Evaluation	Satisfactory