OPENSHORE

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Clients, Allied Staff, End Users	External	1 - Meet Contractural Requirements 2 - Warranty Issues 3 - On Time Delivery	Risk	**High**	Financial Penalties	**High**	1 - Process Monitoring 2 - Service Rrecords 3 - Internal audits and corrective action procedures	**Monitor**
Community	External	Good Corporate Citizens	Opportunity	**Medium**	1 - Improved Reputation 2 - Increased Business	**Medium**	1 - Effective Management Systems 2 - Certified Management Systems	**Satisfactory**
Directors Owners Shareholders	Internal	Maintain Profitability	Risk	**High**	Business Growth & Sustainability	**High**	1 - Effective Management Processes 2 - Ongoing monitoring of financial reports	**Monitor**
Directors Owners Shareholders	External	Meet/Exceed Product Quality Requirements	Risk	**High**	Profitability	**High**	1 - Process Monitoring 2 - Service Rrecords 3 - Internal audits and corrective action procedures	**Monitor**
Directors Owners Shareholders	External	Competitors	Risk	**High**	Changing landscape / loss of business	**Medium**	Ongoing review of market conditions.	**Monitor**
Directors Owners Shareholders	External	Competitors	Opportunity	**Medium**	Increase in business	**High**	Ongoing review of market conditions.	**Monitor**

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Directors Owners Shareholders	External	Meet/Exceed Product Quality Requirements	Opportunity	**High**	Increase in business	**High**	Continual Improvement	**Monitor**
Directors Owners Shareholders	External	Satisfactory Supplier Performance	Risk	**High**	1 - Poor quality of service 2 - Missed deadlines 3 - Defects/warranty claims 4 - Loss of Reputation	**High**	1 - Effective Supplier Management 2 - Approved service providers 3 - SLAs, contracts and agreements 4 - Clear statement fo requirements	**Monitor**
Directors Owners Shareholders	External	Satisfactory Subcontractor Performance	Risk	**High**	1 - Poor quality of service 2 - Missed deadlines 3 - Defects/warranty claims 4 - Loss of Reputation	**High**	1 - Effective Sucontractor Management 2 - Approved service providers 3 - SLAs, contracts and agreements 4 - Clear statement fo requirements	**Monitor**

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Directors Owners Shareholders	Internal	Availability of Critical Skills	Risk	**High**	1 - Poor quality of service 2 - Missed deadlines 3 - Defects/warranty claims 4 - Loss of Key Staff 5 - Staff unable to complete tasks affecting quality and customer requirements	**High**	1 - Sound recruitment practices 2 - Identify training opportunities 3 - Identify key tasks, provide training and assess competency 4 - Adequate planning and allocation of tasks	**Monitor**
Directors Owners Shareholders	Internal	Safe Methods of Work	Risk	**High**	1 - Harm to staff through poor safety 2 - Injuries / lost time 3 - Financial penalties	**High**	1 - Effective WHS Management 2 - Compliance with legislation 3 - Monitor safety perfromance	**Monitor**
Directors Owners Shareholders	Internal	Adequate Security	Risk	**Medium**	1 - Damage to property 2 - Physical break-ins 3 - Theft 4 - Insurance claims	**Medium**	1 - Alarm system 2 - Building security 3 - Security patrols	**Satisfactory**

OPENSHORE

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Directors Owners Shareholders	Internal	Effective IT Systems - Access to Critical Business Information	Risk	**Medium**	1 - Interruption to business 2 - Unauthorized access to data 3 - Loss of data 4 - Virus attack	**Medium**	1 - Regular offsite backups 2 - DRP systems tested. 3 - Password systems, access and security. 4 - Anti-virus software	**Satisfactory**
Directors Owners Shareholders	Internal	Effectis of Technology	Risk	**Medium**	1 - Failure to keep up with technological changes 2 - Loss of business	**Medium**	1 - Capital investment 2 - Review & implement new technology	**Satisfactory**
Directors Owners Shareholders	Internal	Effectis of Technology	Opportunity	**Medium**	Increase market share with new technology or products / services	**Medium**	1 - Capital investment 2 - Review & implement new technology	**Satisfactory**
Directors Owners Shareholders	External	Satisfied Customers	Opportunity	**High**	1 - Improved Reputation 2 - Increased Business	**High**	1 - Monitoring of Customer Satisfaction 2 - Effective Corrective Action Processes	**Monitor**
Directors Owners Shareholders	Internal	Effects of Climate Change - Extreme Weather Conditions	Risk	**High**	Changing weather patterns may affect the ability to work on open air jobs when required.	**Medium**	Large geographical area of operations.	**Monitor**

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Regulatory Authorities	External	Meet Statutory Requirements	Risk	**Medium**	Financial Penalties	**Medium**	Effective Identification of Requirements	**Satisfactory**
Regulatory Authorities	External	Meet Statutory Requirements	Opportunity	**Medium**	Reduced Premiums	**Medium**	1 - Effective Identification of Requirements 2 - Effective Management Processes	**Satisfactory**
Regulatory Authorities	External	Meet the updated requirements of Clauses 4.1 & 4.2 of the ISO Standards	Risk	**Medium**	Nil Impacts	**Low**	1 - With the exception of Adverse Weather, Climate Change deemed not to be an issue for the operations of Openshore. 2 - No interested parties have been identified with Climate Change as a requirement.	**Satisfactory**

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Staff	Internal	Job Satisfaction	Risk	**High**	1 - Poor quality of service 2 - Missed deadlines 3 - Defects/warranty claims 4 - Loss of Key Staff 5 - Staff unable to complete tasks affecting quality and customer requirements	**High**	1 - Sound recruitment practices 2 - Identify training opportunities 3 - Identify key tasks, provide training and assess competency 4 - Adequate planning and allocation of tasks	**Monitor**
Staff	Internal	Safe Methods of Work	Risk	**High**	1 - Harm to staff through poor safety	**High**	1 - Effective WHS Management 2 - Adherance to documented work methods 3 - Effective Training	**Monitor**
Subcontractors	External	Ongoing Regular Business	Risk	**High**	Unavailability of Preferred Subcontractors	**High**	1 - Effective Sucontractor Management 2 - Approved service providers 3 - Clear statement fo requirements	**Monitor**

Organisational Risk

Interested Party	Source	Issues	Risk & Opportunity	Initial Rating	Needs & Expectations	Residual Rating	Exisiting Controls	Action
Subcontractors	External	Ongoing Regular Business	Risk	**High**	Unavailability of Preferred Subcontractors	**High**	1 - Effective Sucontractor Management 2 - Approved service providers 3 - Clear statement fo requirements	**Monitor**