

# Risk Assessment Form

## Organisation name: Enliten IT Ltd

The risk assessment is reviewed if there are any significant changes to the hazards in the workplace, such as new equipment or work activities or if there are any accidents or if we think they might no longer be valid.

Workplace hazards	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Slips, trips, cuts	Staff and visitors may be injured if they trip over objects or slip on spillages	Good housekeeping. All areas are well lit including stairs. There are no trailing leads or cables. Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately, office tidied each evening.	First Aid box replenished.	All staff	Ongoing	✓
Electrics	Staff via electrocution	All cables are pat tested. Only work on computers with power off.	Use qualified electricians for major alterations, power off for any replacement parts on computers.	All staff	Ongoing	✓
Fire	Staff and visitors may be injured	Fire alarms installed on all floors	Regular testing of alarms	All staff	Quarterly	31/12/13
Death	Staff and visitors	Have details of emergency services	No	All Staff	Ad-hoc	
Commercial Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Loss of customers	Revenue slump	Ensuring we are overly reliant upon a few clients. Keeping outgoings to a minimum.	Constant evaluation	MD	Weekly	✓
Business Growth	Decline in revenue	Looking for new clients, web-site SEO marketing	Constant evaluation	MD	Weekly	✓
Loss of Contractors	Not able to supply demand	Looking for new contractors nationally for backup. They must be vetted to ensure quality does not dip.	Use referrals, LinkedIn, agencies	MD	Quarterly	✓
Software Upgrades	No major new software releases from vendors stops companies upgrading, thereby affecting revenue.	Using eLearning, targeting tailored solutions, looking at niche 'high revenue' products and consultancy services.	No	MD	Quarterly	✓
Legal Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Contracts	Contractual disagreements leading to long legal dispute that is financially crippling	Have 'water tight' contracts in place; have relevant insurance in place.	No	MD	Quarterly	✓
Legislation	Future changes may affect work practice	Keep up to date with changes that may affect the business	Talk to accountant	MD	Yearly	✓

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Financial Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Cash flow / Budgeting	Not enough money to pay contractors, staff and suppliers.	Monitor cash flow and chase debtors on weekly basis.	No	MD	Weekly	✓
Tax / NI / PAYE	Not enough cash to pay VAT/Corporation tax leading to legal problems/insolvency	Monitor cash flow and put aside cash to pay all tax obligations.	No	MD	Weekly	✓
Environmental Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Natural disasters Flood/fire etc.	Not able to function from current premises	Have agreement in place to work from other offices until any problem is fully rectified. Customers will be notified by phone or email.	No	MD	Ad-hoc	✓
Loss of equipment	Not able to function until hardware/software replaced	All Backups are stored off-site and on external drives. Can be up and running in a matter of hours.	Check backups work	MD	Monthly	✓
Power Failure	Not able to function from current premises	Have agreement in place to work from other offices until any problem is fully rectified.	No	MD	Ad-hoc	✓
Reputation Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Contractor conduct	Bad work leading to loss of client	Monitoring each course/project for customer satisfaction. Dealing with any complaints promptly.	Constant evaluation	MD	Daily	✓
Conduct	Bad conduct or practices leading to bad reputation	Ensure we stick to our 'Core Values' statement in all we do.	Reevaluate should anything unexpected happen.	MD	Ad-hoc	✓
Product failure	Any project work e.g. databases, templates may fail which causes problems to clients, which in turn take time/money to fix.	Get full client sign off on all projects.	Reevaluate should anything unexpected happen.	MD	Ad-hoc	✓
Strategic Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Resourcing	Not sufficient staff to carry out tasks leading to loss of revenue	Planning 2 months ahead for all business	No	MD	Weekly	✓
Growth / Sustainment	Dropping business levels will affect profitability, or in worst case scenario cause bankruptcy.	Constant repeat business, looking for new business, evaluating expenditure, amending pricing.	Constant evaluation	MD	Monthly	✓

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Operational Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Resourcing	Not sufficient staff to carry out tasks leading to loss of revenue	Planning 2 months ahead for all business	No	MD	Weekly	✓
Skills	Not updating skills to take advantage of new software releases	All contractors are fully vetted (vendor exams) to ensure correct skill levels. Update own staff skills via courses/self-education.	No	MD	Ad-hoc	✓
Location	Loss of business due to excessive costs in shipping staff around UK	Constant update of contractors to database based on regions. Strategic partnerships with other companies in NE, NW, Midlands and SW.	Constant evaluation	MD	Monthly	✓
Projects	Projects go wrong leading to loss of revenue/customers/legal problems.	Weekly updates on project timeframes, milestones. Daily updates of any potential problems/issues. Clients kept informed of work on weekly basis.	Constant evaluation	All staff	Ad-hoc	✓
Service delivery Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Quality	Poor performance leading to complaints leading to loss of repeat business	All course delegates fill out evaluation forms. All projects require sign off.	Constant evaluation	All staff	Weekly	✓
After sales support	Poor support levels lead to complaints.	All emails answered within 24 hours. Phone calls answered immediately or if message then within 24 hours.	Constant evaluation	All staff	Monthly	✓
Customer interaction	Poor relationships = no business	Every customer, no matter what size, is treated with equal respect and priority.	Constant evaluation	All staff	Monthly	✓
Security Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Theft	Key equipment loss stops work being carried out	All entrance doors locked and ground floor windows locked. Have spare laptops to use in emergencies. Software can be downloaded from the cloud.	Constant evaluation	All staff	Daily	✓
Intellectual property	Potential business may be 'stolen' from us, or IP may be given away FOC	Get all contractors to sign NDA contracts. All documentation is copyrighted Enliten IT Ltd.	Ad-hoc, if something comes to our attention	All staff	Ad-hoc	✓

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Equipment Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Breakdown / Maintenance	Causes business interruption	Monthly hard disk health checks. Regular data backups. Spare laptops.	No	All staff	Ad-hoc	✓
Technology	Loss of business through not being able to train on latest software releases.	Immediate software upgrade on release. Use beta software to train staff/contractors. Upgrading hardware on regular basis.	No	All staff	Ad-hoc	✓
Stakeholder Risk	How might the business be harmed?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
Internal	Loss of interest	It won't happen, as this is 100% owned by the MD.	No	MD	Ad-hoc	✓
External	Not currently applicable but may be in future if some shares are sold.	N/A	No	MD	Ad-hoc	✓