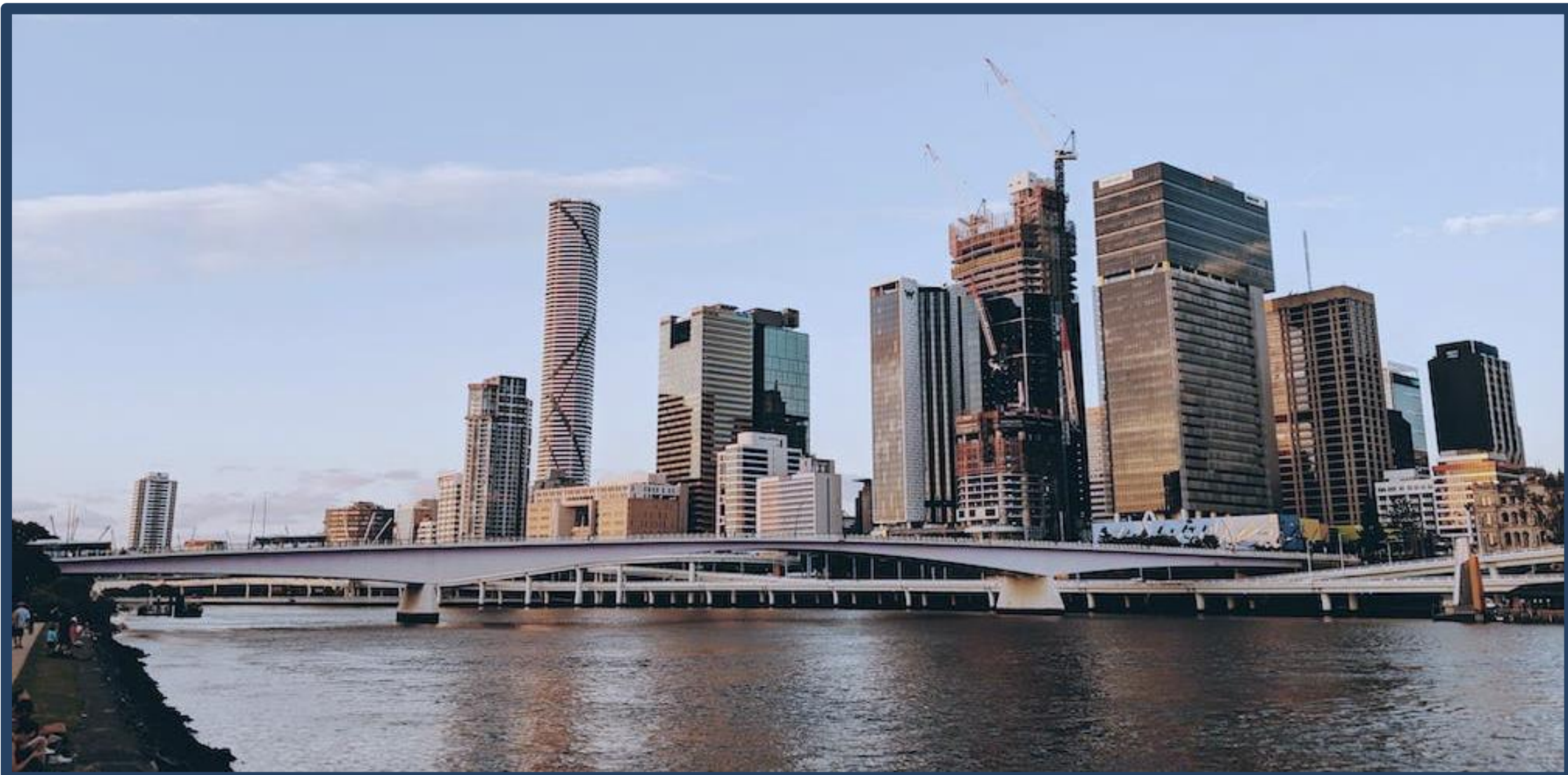




EARTHCHECK

EARTHCHECK'S RISK ASSESSMENT

OUTLINED WITHIN THIS DOCUMENT ARE POTENTIAL RISKS IN THE WORKPLACE AND MITIGATION STRATEGIES



Document Control			
Version Number	Name	Date	Changes
1.0	Emily, Vivian, Megan. F, Bonnie	4 September 2013	Document Creation
2.0	Bonnie, Megan. F	24 January 2014	Review
2.1	Megan. F	20 March 2014	Add in <i>Food & Health Safety</i>
2.2	Megan. F	21 August 2015	Review
2.3	Bonnie	November 2016	Review
2.4	Jasmin	August 2018	Review
2.5	Jasmin	May 2019	Review
2.6	Jasmin	June 2020	Review
2.7	Jasmin	December 2020	Review and add ISO9001 related risks
2021.001	Jasmin	April 2021	Review
2021.002	Debbie	July 2021	Reviewed and added burglary
2022.001	Zoe	March 2022	Review
2023.001	Zoe	March 2023	Review and added employee commuting

Purpose

EarthCheck assesses all actual and/or potential risks (*environmental, social and cultural, as well as business risks*) in relation to the organisation's scope identified in this documented Risk Assessment. EarthCheck will implement and maintain a procedure to identify all aspects of its activities, products and services that have an actual and/or potential impact (environmental, social and cultural) against the following 10 Key Performance Areas.

1. Greenhouse Gas Emissions
2. Energy Efficiency, Conservation and Management
3. Management of Freshwater Resources
4. Ecosystem Conservation and Management
5. Social and Cultural Management
6. Land Use Planning and Management
7. Air Quality Protection

8. Wastewater Management
9. Solid Waste Management
10. Environmentally Harmful Substances

The Risk assessment will be reviewed annually by the EarthCheck Coordinator and the Green Team. EarthCheck will consult with and provide an opportunity for feedback or comment to external stakeholders (including members, sales partners and auditors). Feedback will be incorporated where appropriate and relevant.

Risk Assessment Matrix - Determining the Level of Risk

		<i>Consequences</i>				
		1 - Insignificant (Minor problem easily handled by normal day to day process)	2 - Minor (Some disruption possible)	3 - Moderate (Significant time/resources required)	4 - Major (Operations severely damaged)	5 - Catastrophic (Business survival is at risk)
Likelihood	Almost certain (>90% chance)	High (H)	High (H)	Extreme (X)	Extreme (X)	Extreme (X)
	Likely (50%-90%)	Moderate (M)	High (H)	High (H)	Extreme (X)	Extreme (X)
	Moderate (10%-50% chance)	Low (L)	Moderate (M)	High (H)	Extreme (X)	Extreme (X)
	Unlikely (3%-10% chance)	Low (L)	Low (L)	Moderate (M)	High (H)	Extreme (X)
	Rare (<3% chance)	Low (L)	Low (L)	Moderate (M)	High (H)	High (H)

How to Prioritise the Risk Rating

Once the level of risk has been determined the following table may be of use in determining when to act to institute the control measures.

Extreme (X)	Act immediately to mitigate the risk. Either eliminate, substitute or implement engineering control measures.	Remove the hazard at the source. An identified extreme risk does not allow scope for the use of administrative controls or PPE, even in the short term.
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High (H)	<p>Act immediately to mitigate the risk. Either eliminate, substitute or implement engineering control measures.</p> <p>If these controls are not immediately accessible, set a timeframe for their implementation and establish interim risk reduction strategies for the period of the set timeframe.</p>	<p>An achievable timeframe must be established to ensure that elimination, substitution or engineering controls are implemented.</p> <p>NOTE: Risk (and not cost) must be the primary consideration in determining the timeframe. A timeframe of greater than 6 months would generally not be acceptable for any hazard identified as high risk.</p>
Medium (M)	<p>Take reasonable steps to mitigate the risk. Until elimination, substitution or engineering controls can be implemented, institute administrative or personal protective equipment controls. These “lower level” controls must not be considered permanent solutions. The time for which they are established must be based on risk. At the end of the time, if the risk has not been addressed by elimination, substitution or engineering controls a further risk assessment must be undertaken.</p>	<p>Interim measures until permanent solutions can be implemented:</p> <ul style="list-style-type: none"> • Develop administrative controls to limit the use or access. • Provide supervision and specific training related to the issue of concern. (See Administrative Controls below)
Low (L)	<p>Take reasonable steps to mitigate and monitor the risk. Institute permanent controls in the long term. Permanent controls may be administrative in nature if the hazard has low frequency, rare likelihood and insignificant consequence.</p>	

Hierarchy of Control Controls identified may be a mixture of the hierarchy in order to provide minimum operator exposure.

Elimination	Eliminate the risk.
Substitution	Provide an alternative that is capable of performing the same task and is safer to use.
Engineering Controls	Provide or construct a physical barrier or guard.
Administrative Controls	Develop policies, procedures practices and guidelines, in consultation with employees, to mitigate the risk. Provide training, instruction and supervision about the risks.
Personal Protective Equipment	Personal equipment designed to protect the individual from the risks.

Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Operational Activities	Any changes to the environment as a result of our activities	<ol style="list-style-type: none"> 1. Rare (<3% chance) 2. Unlikely (3%-10% chance) 3. Moderate (10%-50% chance) 4. Likely (50%-90% chance) 5. Almost Certain (>90% chance) 	<ol style="list-style-type: none"> 1. Insignificant 2. Minor 3. Moderate 4. Major 5. Catastrophic 	<ol style="list-style-type: none"> 1. Low 2. Moderate 3. High 4. Extreme 	Strategies

GREENHOUSE GAS EMISSIONS					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Long and short haul business travels (i.e. Travel by air)	Increased GHG emissions which increase the impacts of climate change	Almost certain	Moderate	Extreme	Travel of staff is limited and clustered where possible. Programs such as Skype and Microsoft Teams are employed to conduct client meetings and where available, partners in region are used for face to face meetings. Likewise, for training using an online portal. EarthCheck formally commits to offsetting our travel where possible.
Employee commuting	Increased GHG emissions which increase the impacts of climate change	Moderate	Moderate	Moderate	Staff survey to assess actual footprint of staff travel to work. Following survey, assessment of mechanisms to support public transport or alternative methods to be conducted. Possible participation in global "ride/walk to work day".

Electrical appliances (i.e. microwaves, sandwich press, coffee machine, Computers, Monitors)	Increased energy consumption thereby increasing GHG emissions	Almost certain	Insignificant	High	<p>Reducing daily operation consumption through purchasing energy efficient equipment where possible and promoting energy efficient practices.</p> <p>Ensuring that equipment (such as TV's, coffee machine, microwave and computers) are not left on unnecessarily.</p> <p>Turn off lights policy in place for meetings rooms and for individual offices when not in use. Office lights and bathroom lights are on timers which ensures lights are switched off overnight and on Sundays.</p>
Waste sent to landfill	Increased solid waste sent to landfill which may result in increased GHG emissions and increased burden on landfill capacity as well as extraction of raw materials.	Almost certain	Insignificant	High	<p>Education practices around waste separation and reducing waste where possible.</p> <p>Introduction of waste separation streams to prevent waste being sent to landfill (e.g. coffee cup collection, soft plastics, composting paper towels and food). See Solid Waste Management section for more details.</p>
Paper use	The production of paper requires energy and generates GHG emissions. Offices that use large quantities of paper can indirectly contribute to emissions through their consumption.	Almost certain	TBA	TBA	TBA

ENERGY EFFICIENCY, CONSERVATION AND MANAGEMENT

Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
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Power outages	Loss of business revenue. Could be caused by electrical fault, weather events or other factors.	Moderate	Minor	Moderate	Ensure electrical equipment is not overloading the system. Ability to work from home if office building is suffering a power outage for an extended period of time.
Lighting	Increased energy consumption generating greenhouse gas emissions	Almost certain	Insignificant	High	Lighting is on timers to ensure that lights are not in operation when the office is not being used. Staff are encouraged to switch off any lights that are not on timers when leaving the room.

MANAGEMENT OF FRESHWATER RESOURCES

Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Excessive water consumption	Further stresses on water security given that Australia is a dry and drought prone continent <i>NOTE: Water is sourced from Brisbane City water grid. It is difficult to determine the exact quantity of water consumed as only the total building consumption is available. Data submitted for benchmarking has been apportioned based on Area Under Roof.</i>	Likely	Minor	High	Dishwasher in the staff kitchen is energy and water efficient (Currently, Energy rating = 3 stars, Water rating = 4.5 stars) – Advise staff to use the shortest/more efficient cycle only. Educate staff on efficient dishwashing practices when using the sink (so taps aren't left running). Low flow taps are installed as a standard building practice. Staff are expected to report leaks directly to reception and/or management as soon as noticed.

Catchment integrity	The office is located within the Lower Brisbane Catchment of the Moreton Bay Region, and is only approximately 400m away from the Brisbane River. Excessive use of water, litter/waste being washed down the stormwater drains, food waste going down the sewage system and climate change will impact on waterway health, in turn can cause damages to the integrity of our catchment.	Rare	Insignificant	Low	Educate staff on what we can do to maintain the health of our waterways and catchment. <ol style="list-style-type: none"> 1. Education on local waterway environment 2. Do not litter 3. Keep excess nutrients and other unwanted substances out of our waterways 4. Minimise materials going into the sewage system 5. Conserve water
Bathroom water consumption	<i>NOTE: The bathrooms on our floor are not considered within the scope of our operations as they are managed and maintained by building management, and are utilised by all organisations on the floor.</i>	N/A	N/A	N/A	N/A

ECOSYSTEM CONSERVATION AND MANAGEMENT					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Green space	The office is located in South Bank Parklands, approximately 400m from the Brisbane River. The South Bank Parklands are green spaces nearby where flora and fauna species may be found to be living in the area.	Rare	Insignificant	Low	Educate staff on what we can do to maintain the health of local ecosystems. Encouraging staff to participate in clean up initiatives to protect and conserve surrounding environments.

MANAGEMENT OF SOCIAL AND CULTURAL ISSUES					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Multiculturalism	As our clients and members come from all over the world with many different cultural backgrounds, there is the potential for unintentional misunderstandings in cultural customs.	Almost certain	Moderate	Extreme	<p>Staff training to ensure extra care and understanding be taken into consideration when dealing with clients or members from different cultural backgrounds.</p> <p>A complaint management system (internal and external) is in place to monitor any incidents caused by lack of understanding in cultural differences.</p> <p>Events celebrating culture, such as Harmony Day, are actively held throughout the year.</p>
Local employment and contractor services	Social aspect is a critical element to ensure the long-term sustainability of the company. Employment opportunities not offered to the local community increases the socio-economic vulnerability of the region.	Likely	Insignificant	Moderate	<p>Employment and contract service opportunities are offered to people from the local community wherever possible and practical.</p> <p>Ensure all products are purchased by the company according to the company's purchasing policy.</p>

LAND USE PLANNING AND MANAGEMENT					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
N/A	<i>NOTE: The company has no ownership over the building its office is situated within. However, considerations have been taken into account in relation to the long-term impact of this building and what we can do as a tenant to minimise any risks which may occur.</i>	N/A	N/A	N/A	N/A

AIR QUALITY PROTECTION					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Indoor air quality	Working from inside an office for extended amounts of time without sufficient air circulation could lead to health issues	Likely	Minor	High	Current office has a balcony that staff have access to. Air conditioning system also helps circulate air throughout the office. Plants have been added to the office space to help purify the air. Systems are also in place for when the air conditioning system is not working, staff are evacuated from the building due to air quality.
N/A	<i>NOTE: Please refer to Greenhouse Gas Emissions for air quality. Due to the daily operations of EarthCheck, there are no risks of noise pollution present and emissions are not released within the scope of EarthCheck's daily operations.</i>	N/A	N/A	N/A	N/A

WASTEWATER MANAGEMENT					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Municipal treatment integrity	<p>Use of cleaning products such as dishwashing liquid could impact the health of local waterways through drainage.</p> <p><i>NOTE: The treatment of wastewater is done through the municipal system. This system is shared with other tenancies; however, consideration has been taken to ensure staff are not misusing this system.</i></p>	Unlikely	Insignificant	Low	<p>Educate staff on impacts of cleaning products disposed in our drains on our waterways.</p> <p>Eco products are purchased where possible and applicable.</p> <p>Sink drain catchers are used to ensure larger foreign items are not entering the drain system.</p>
Stormwater	Rubbish or debris could enter the stormwater system from the balcony area which could impact local waterways.	Moderate	Minor	Moderate	<p>Staff limit the possibility of rubbish reaching the stormwater system by keeping tidy and ensuring that food taken outside is on a plate or rubbish is secured.</p> <p>A stormwater system is in place on the balcony that drains water through the tiles and pipes carry this away from the building. The tiles act as a filtration system, limiting medium-large items from entering the system.</p>

SOLID WASTE MANAGEMENT					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Poor waste separation and recycling practices	<p>Increased solid waste sent to landfill which may result in increased GHG emissions and increased burden on landfill capacity as well as extraction of raw materials.</p> <p>Improper disposal of e-waste can result in soil contamination of the landfill.</p> <p>Organic waste disposed of in the general waste bins increasing methane production in landfill sites which exacerbates the impacts of climate change.</p>	Rare	Moderate	Moderate	<p>Please refer to Waste Management Plan.</p> <p>Posters placed above bins with images to educate staff on what to put in which bin.</p> <p>Bathroom paper towels are sent to a composting facility rather than landfill. Food and kitchen paper towels are composted. Additional waste streams introduced such as coffee cup recycling, battery recycling and stationary recycling. Existing waste streams include e-waste and soft plastics in addition to the regular general waste, paper and cardboard, and comingle streams.</p> <p>Waste audits conducted quarterly to calculate waste consumption and observe separation practices.</p>

ENVIRONMENTALLY HARMFUL SUBSTANCES					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Cleaning products	Contamination and pollution of waterways as a result of toxic and hazardous chemicals.	Rare	Insignificant	Low	<p>Purchase of ecolabelled or biodegradable cleaning products.</p> <p>Proper and secure storage of cleaning products.</p> <p>Staff education on disposal and drainage of domestic cleaning products.</p> <p><i>NOTE: This is the responsibility of the cleaners hired by management. EarthCheck only purchases non-hazardous chemicals such as dishwashing liquid and handwash which are eco-products where possible.</i></p>

EMERGENCY					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Fire	Fire produces air pollutants lowering the air quality and can potentially impact on the overall health of the surrounding environment.	Rare	Major	High	<p>Any electrical appliances and equipment need to be regularly monitored and observed by staff, and faults or damage are to be reported to Reception immediately.</p> <p>The office is within a smoke-free building.</p> <p>Smoke detectors have been installed throughout the offices and are regularly tested and checked by a trained or qualified person, organised by building management.</p> <p>Some staff are trained as fire wardens for the office space. Trained by an external company organised by building management.</p> <p>Evacuation plans are visible around the office and in the bathrooms. Drills are held regularly.</p>

Floods	<p>Climate change increases the frequency and intensity of weather events (i.e. heavy storms, rainfalls and cyclones etc.) leading to potentially devastating floods. Flooding can cause a range of environmental and health impacts to the surrounding environment and communities such as contamination of waterways, contaminated drinking water, hazardous material spills, and community disruption and displacement. By utilising the interactive flood awareness maps tool developed by the Brisbane City Council, EarthCheck's office location has a High likelihood (5.0% Annual Chance) of flooding from the nearby waterways (see appendix for Flood Awareness Map)</p>	Likely	Moderate	High	<p>As EarthCheck is elevated on the 5th floor of the building, the chance of experiencing direct physical flooding to the 5th floor is highly unlikely. Impacts to business operations may be experienced.</p> <p>In the case of a flood, the floor will be evacuated, and employees instructed to work from home where possible and safe.</p> <p>Following the 2022 floods, updated Emergency Contacts of all staff were requested in the event where staff safety needs to be determined.</p>
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Food Health and Safety	Events and meetings where catering is supplied by either in-house or external party means that any staff who consumes the food is at risk of contracting a food-borne illness or food poisoning.	Moderate	Moderate	High	<p>Ensuring that all food supplied is cleaned/washed properly before consumption if it is supplied in-house.</p> <p>Using reputable catering supply companies.</p> <p>Storing leftover food in an appropriate manner and keeping leftover food for no longer than a week (or less depending on the type of food).</p> <p>Advise all staff to drink plenty of water and rest if they feel ill due to food consumption.</p> <p>Two food options are supplied by the vendor to ensure redundancy – policy for functions.</p> <p>Office fridges are cleaned once a month to prevent contamination, food spoilage and health risks.</p>
Medical Emergency	A medical emergency could happen to any staff members or visitors on site, including a range of injuries or sudden illnesses.	Rare	Major	High	<p>A first-aid kit is located at the front desk with equipment to treat minor wounds, injuries and illnesses. Annual training is provided to select staff for first-aid, and first-aid officers identified in the office.</p> <p>The office has minimal requirements to enter during office hours for ease of access by emergency personnel.</p> <p>A defibrillator is available on Level 8 within the building.</p>

Work Health and Safety	Hazards, faulty equipment and uncontrollable risks including electrical hazards, manual handling, uneven or slippery surfaces, stress, fire safety and emergency, and ergonomic hazards etc has the potential to put staff health and safety at risk.	Moderate	Major	Extreme	<p>In line with the EarthCheck Workplace Health and Safety Policy statement, the minimum health and safety standard will be in compliance with the Queensland Work Health & Safety Act 2011 and subordinate legislation.</p> <p>The Workplace Health and Safety Policy outlines the responsibilities of management and of employees and contractors in adhering to workplace health and safety procedures.</p> <p>Staff are made aware of workplace health and safety during the induction process.</p> <p>Desks are flexible for staff to adjust, including heightening monitors and moving laptops to fit their needs. Ergonomic office equipment such as chairs and computer equipment (keyboard, mouses, mouse pads etc) are provided. Further office equipment can be requested.</p>
Power Outages	Power outages may impact business operations and could pose a risk to employees as heat builds quickly when air conditioning systems are out.	Moderate	Moderate	High	Ensure the floor is evacuated as the area will heat quickly leading to health issues and loss of comfort.
Computer Server	When the computer server is not working properly, or an error has occurred, this has the potential to impact all business operations and work could be lost, ultimately costing the business.	Likely	Major	Extreme	All files are migrated to Sharepoint to ensure a computer server error or outage will not result in loss of business related data or information.

IT Certificates	IT certificates include those for the Brown site, website, member software and the admin site. If the certificates are not renewed, access is lost.	Moderate	Catastrophic	Extreme	Renewal dates have been added to Timeline for review of renewal application implementation. The Timeline will ensure due diligence of checking renewal occurs in the sequence of order.
Disease or other illness	As population continues to increase and diseases/viruses continue to evolve, staff can be at risk of viral illness which can possibly impact the wellbeing of another staff member or the general public.	Moderate	Major	Extreme	In light of the Coronavirus pandemic, EarthCheck has reviewed emergency and crisis management procedures. Each department held sessions for staff to ask questions on these procedures. Staff were then requested to work from home for one day to ensure if the building was evacuated for a period of time, staff had the ability to work from home. EarthCheck Head Office Evacuation Procedure document was developed. The EarthCheck Emergency Event Procedure – Infectious Disease document was also developed.
Burglary	All buildings are subject to strangers working in and accessing buildings – due to staff numbers being high and 3 different companies work on one level the rate of someone walking in and picking up laptops/bags is high.	Moderate	Major	High	Reception desk to be always manned to ensure strangers cannot walk through and pickup laptops/bags. Ensure office door is locked by last person at night. Update 6 monthly pass register.

Data Security	Data breaches or privacy violations leaking personal or confidential information resulting in damages to company reputation and compliance issues	Moderate	Catastrophic	Extreme	<p>EarthCheck collects personal data such as names, job positions, phone numbers, email addresses, location and IP addresses which is only utilised to communicate with members regarding operational matters applicable to the services and products they have purchased or where they have opted into marketing or newsletter subscriptions. EarthCheck does not collect 'sensitive personal data' as defined by the EU General Data Protection Regulation (GDPR). See the EarthCheck Privacy Policy for more details.</p> <p>EarthCheck follow generally recommended standard to store and protect the personal data we collect, both during transmission and once received and stored, including utilisation of data encryption and physical/procedural safeguards where required.</p> <p>Employees are expected to maintain confidentiality as per the EarthCheck Confidentiality Agreement which is read, acknowledged and signed as part of the induction process.</p>
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Data Security	Data breaches or privacy violations leaking personal or confidential information resulting in damages to company reputation and compliance issues	Moderate	Catastrophic	Extreme	<p>The EarthCheck Data Protection Policy outlines the rights of data subjects, principals and requirements for processing personal data, confidentiality of data processing, outlines the process for data breach incidents, and the responsibilities, sanctions and training of staff.</p> <p>The EarthCheck Business Continuity Plan (BCP) is devised to deal with the impact of an event or disruption occurring to the business. It includes the continuation of business processes and scheduled backups to protected data.</p> <p>Frequent Cyber-attack training and drills are also used to prepare for any Cyber Security breaches and Cyber-attacks.</p>
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ISO 9001 – Quality Management System (QMS)					
Aspect	Potential Impact(s)	Likelihood	Severity & Reversibility of Impact	Risk Evaluation	Risk Minimisation / Mitigation Strategy
Impartiality	Potential conflict of interest or bias during internal audits or other business operations	Unlikely	Major	High	<p>EarthCheck has developed the Quality Manual which includes details on impartiality at EarthCheck.</p> <p>Staff are also required to sign a contract at commencement of their job confirming they have no conflict of interest. Additionally, measures to ensure impartiality includes employees in certification not providing direct consultancy to improve chances of achieving certification (e.g., RMs cannot tell a member to add a specific sentence in their Sustainability Policy to achieve compliance, however, RMs can suggest they review the compliance for the relevant section to ensure all commitments are included). This is also alternately applies for the consulting department.</p> <p>Internal auditors are selected based on impartiality as well as competency.</p> <p>Importance of impartiality is emphasised during auditor training and on-site and off-site evaluation of auditors during their first audit on behalf of EarthCheck. Auditor CVs are reviewed in depth in terms of current affiliations and any potential conflicts of interest.</p> <p>EarthCheck undertakes impartiality meetings 2-4 times per year to review potential conflicts of interest.</p>

Financial	Drop in cashflow from either internal or external circumstances	Likely	Moderate	High	<p>Regular reports from finance and each business unit regarding finances/budgets presented to management.</p> <p>Efficient invoicing process through CRM.</p> <p>Finance team using accountancy software.</p> <p>Sales team efficiently working with potential clients and recording outcomes through CRM.</p>
Customers	Low customer satisfaction or participation leading to revenue loss and reputation damages	Moderate	Moderate	High	<p>Customer satisfaction survey available and explicitly mentioned to members that records their feedback. It is EarthCheck's intention to incorporate this process into the CRM at a later stage.</p> <p>EarthCheck has a Complaints Handling Policy and Procedure that is publicly available on the website and available on request. It is reviewed every 4 years or as needed.</p> <p>Regular consultation with members ensures opportunity for members to provide feedback.</p> <p>The Business Plan – Strategic Direction addresses customer satisfaction as well as the company's strategic direction.</p>
Staff	Shortage of or difficulty in recruiting qualified and skilled staff leading to customer dissatisfaction or damage to company reputation	Unlikely	Minor	Low	<p>Staff position descriptions (PDs) are reviewed, and key performance indicators (KPIs) are included in those descriptions. Staff performance is evaluated against PDs and KPIs every 6 months.</p>

Regulatory compliance	Failure to comply with legislation and changes to Acts or other relevant legislation resulting in the company not being compliant	Unlikely	Major	High	<p>Development of a Legislation Register to determine what laws and regulations are applicable to the company and its operations. It includes the Acts, laws and legislations in detail, how it applies to EarthCheck's operations and who is responsible for ensuring compliance. This is updated at least annually.</p> <p>Development of a Licenses and Permits document which lists all licenses, permits, memberships etc. including renewal dates and fees, and who is responsible to ensure compliance. This document is updated at least annually.</p>
Training	Lack of training leading to contractual issues, customer dissatisfaction and damages to business reputation	Moderate	Moderate	High	<p>Regular training programs for staff.</p> <p>Records of training retained in SharePoint including attendees, date and topic.</p>

All Risk Minimisation and Mitigation strategies are subject to ongoing review within the practicality and financial feasibility of EarthCheck. Some of them may depend on external parties as the lease of the premises, building managers, City Council regulations and other regional regulations. If the case occurs and the strategies may not be possible partly or completely due to the external parties constrains, EarthCheck will develop an alternative strategy which will include contacting with the external party and suggest the required modifications.

GLOSSARY

Aspect: Include activities, events and potential impacts; ensure accidental and emergency situations are considered. The table includes some potential aspects which should be considered, however some aspects may not be relevant and in almost all cases more aspects not included in the example list will need to be included.

Potential Impact: Describe the potential ecological, social, cultural and economic impacts, only where impacts are adverse. Where ecological impact may occur, note this as POTENTIAL ECOLOGICAL IMPACT.

Risk Minimisation/Mitigation Strategies: Describe what can be done to minimise the risk and if it occurs to mitigate the potential impacts. Note, it is vital to consider the ability to know that the event/impact has occurred, for example, if of there is no monitoring of a sewage treatment plant, an impact may be occurring long before it can be mitigated. Put simply, risk minimisation is preventing the event, risk mitigation is preventing harm/fixing the harm if the event occurs.

Likelihood: The likelihood of the risk occurring and the potential impacts occurring after risk minimisation and mitigation should be identified, this should be UNLIKELY, POSSIBLE, LIKELY. To avoid any doubt, this should be considered as likely over a long term (say at least ten years) and must consider accidental and emergency events for which the organisation cannot control the probability of the event.

Severity and Reversibility of Impact: The impact severity should be considered as to the level of effect on the ecology, social, cultural or economic environment. For example:

- **MINOR IMPACT:** An impact which causes local short term discomfort but no long term impact e.g. an infrequent or one-off noise event such as a carnival or party.
- **MODERATE IMPACT:** An impact which causes temporary environmental or social impacts. E.g. a minor release of contaminants that does not affect water quality e.g. untreated sewage to a river during a flood event that is likely to be assimilated within the aquatic ecology.
- **SEVERE IMPACT:** An impact which causes health impacts on local people, or the long term release of contaminants e.g. partially treated sewage which changes a coral reef structure to algae dominated communities.
- **REVERSIBLE:** An impact that is temporary or can be mitigated e.g. a release of contaminated storm water to the municipal sewage treatment system is not severe and can be treated further downstream.
- **IRREVERSIBLE:** An impact that causes permanent changes e.g. an oil spill in an alpine lake.

To avoid any doubt, an impact on any natural ecosystem, protected area or wildlife species of conservation concern should be considered severe. Severity should be described as MINOR IMPACT, MODERATE IMPACT, SEVERE IMPACT and also as REVERSIBLE OR NOT REVERSIBLE

Risk Evaluation: The overall risk evaluation shall be set out as MINOR RISK, MODERATE RISK AND HIGH RISK. Obviously, many factors must be taken into account to determine the overall risk. As a guide, any risk which is possible or likely and has a severe and/or irreversible impact should be considered SIGNIFICANT.

Risk Assessment Considers Strategies to Minimise Risk: To avoid any doubt, the Risk Assessment is undertaken on the basis of risk minimisation/mitigation strategies which are implemented by the organisation.

This Risk Assessment was completed in accordance with the guidelines provided by the EarthCheck Certified program. It requires the monitoring and implementation of some measures which are to be revised on an annual basis.

Stewart Moore
CEO & Founder, EarthCheck
April 2023

SUSTAINABILITY IS NO LONGER
ABOUT DOING LESS HARM. IT'S
ABOUT DOING MORE GOOD.

- JOCHEN ZEITZ PRESIDENT, CEO
AND CHAIRMAN OF THE BOARD,
HARLEY DAVIDSON, INC.



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