



EARTHCHECK

# Risk Assessment



*Outlined within this document are potential risks in the workplace and mitigation strategies.*



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 Food & Health Safety
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
2024.001	Ryder	September 2024	Review; added Labour Rights, and risk minimisation for Paper

## 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 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

		Consequences				
		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. appropriate and relevant.

<b>EXTREME (X)</b>	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.
<b>HIGH (H)</b>	Act immediately to mitigate the risk. Either eliminate, substitute or implement engineering control measures.  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.	An achievable timeframe must be established to ensure that elimination, substitution or engineering controls are implemented.  <b>NOTE:</b> 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.
<b>MODERATE (M)</b>	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.	<b>Interim measures until permanent solutions can be implemented:</b>
<b>LOW (L)</b>	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.	<ul style="list-style-type: none"> <li>• Develop administrative controls to limit the use of or access to the potential hazard. (See Administrative Controls below.)</li> <li>• Provide supervision and specific training related to the issue of concern.</li> </ul>



## HIERARCHY OF CONTROL

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

<b>Elimination</b>	Eliminate the risk.
<b>Substitution</b>	Provide an alternative that is capable of performing the same task and is safer to use.
<b>Engineering Controls</b>	Provide an alternative that is capable of performing the same task and is safer to use.
<b>Administrative Controls</b>	Develop policies, procedures, practices and guidelines, in consultation with employees, to mitigate the risk. Provide training, instruction and supervision about the risks.
<b>Personal Protective Equipment</b>	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	Rare (<3% chance) Unlikely (3%-10% chance) Moderate (10%-50% chance) Likely (50%-90% chance) Almost Certain (>90% chance)	1. Insignificant 2. Minor 3. Moderate 4. Major 5. Catastrophic	Low Moderate High 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	Major	Extreme	Staff travel is limited and clustered where possible. Similarly, staff will prioritise using transport options such as trains and buses. Programs such as Zoom and Microsoft Teams are employed to conduct client meetings, and where available, partners in the region are used for face-to-face meetings. Likewise, an online portal is used for training. EarthCheck is firmly committed to offsetting the environmental impact of our travel whenever feasible, actively prioritising sustainability in our operations.
Employee commuting	Increased GHG emissions which increase the impacts of climate change.	Moderate	Moderate	Moderate	Staff survey to assess the actual footprint of staff travel to work. Following the survey, an assessment of mechanisms to support public transport or alternative methods is to be conducted. Possible participation in global "ride/walk to work day".



<p>Electrical appliances (i.e. microwaves, sandwich press, coffee machine, Computers, Monitors)</p>	<p>Increased energy consumption thereby increasing GHG emissions.</p>	<p>Almost certain</p>	<p>Insignificant</p>	<p>High</p>	<p>Reducing daily operation consumption by purchasing energy-efficient equipment and promoting energy-efficient practices.</p> <p>Ensure that equipment (such as TVs, coffee machines, microwaves, and computers) is not left on unnecessarily.</p> <p>The turn-off lights policy is in place for meetings, meeting rooms, and individual offices when not in use. Office lights and bathroom lights are on timers, which ensures that lights are switched off overnight and on Sundays.</p>
<p>Waste sent to landfill</p>	<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>Almost certain</p>	<p>Insignificant</p>	<p>High</p>	<p>Education practices around waste separation and reducing waste where possible. 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>
<p>Paper use</p>	<p>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.</p>	<p>Almost certain</p>	<p>Insignificant</p>	<p>High</p>	<p>To mitigate the environmental risks associated with office paper use, EarthCheck has implemented a robust digital-first approach. We prioritise the use of online documents, such as e-kits, and leverage platforms like CRM and SharePoint for document management and collaboration.</p> <p>This shift reduces our reliance on physical paper, streamlining communication and documentation processes while contributing to our sustainability goals.</p> <p>Similarly, our printer settings are optimised to eco-friendly defaults, including black-and-white printing and appropriate paper sizing and layout.</p>

## Energy efficiency, conservation and management

ASPECT	POTENTIAL IMPACT(S)	LIKELIHOOD	SEVERITY & REVERSIBILITY OF IMPACT	RISK EVALUATION	RISK MINIMISATION / MITIGATION STRATEGY
Power outages	Loss of business revenue. Could be caused by electrical faults, weather events or other factors.	Moderate	Minor	Moderate	Ensure electrical equipment is not overloading the system. Ability to work from home if the office building is suffering a power outage for an extended period.
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 lights 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. <b>NOTE:</b> Water is sourced from Brisbane City's water grid. The exact quantity of water consumed is difficult to determine as only the total building consumption is available. Data submitted for benchmarking has been apportioned based on Area Under Roof.	Likely	Minor	High	The 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/most 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 water use, litter/waste being washed down the stormwater drains, food waste going down the sewage system, and climate change will impact waterway health and, in turn, damage the integrity of our catchment.	Rare	Insignificant	Low	<p>Educate staff on what we can do to maintain the health of our waterways and catchment.</p> <p>Educate staff on the local waterway environment to raise awareness about its importance.</p> <p>Remind staff not to litter and to properly dispose of waste to keep our surroundings clean.</p> <p>Encourage practices that prevent excess nutrients and other unwanted substances from entering our waterways.</p> <p>Promote actions to minimise the amount of materials going into the sewage system.</p> <p>Encourage staff to conserve water and use it responsibly.</p>
Bathroom water consumption	<b>NOTE:</b> 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.	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 where flora and fauna may live.	Rare	Insignificant	Low	<p>Educate staff on what we can do to maintain the health of local ecosystems.</p> <p>Encouraging staff to participate in clean-up initiatives to protect and conserve surrounding environments.</p>

## 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 of cultural differences.</p> <p>Events celebrating culture, such as Harmony Day, are actively held throughout the year.</p>
Local employment and contractor services	The social aspect is critical to ensuring the long-term sustainability of the company. Employment opportunities not offered to the local community increase the region's socio-economic vulnerability.	Likely	Insignificant	Moderate	<p>Staff survey to assess the actual footprint of staff travel to work. Following the survey, an assessment of mechanisms to support public transport or alternative methods is to be conducted. Possible participation in global "ride/walk to work day".</p>
Labour Rights	Participating in or benefiting from (e.g. through our supply chain) harassment, discrimination, unreasonable working hours, unsafe workplaces, underpayment of wages, child labour, forced labour or restrictions on collective bargaining. Potentially impacting brand reputation, employee retention and productivity, result in legal action and financial penalties.	Moderate	Major	Extreme	<p>EarthCheck is committed to upholding the highest standards of ethical labour practices, in full compliance with the Fair Work Act and all relevant labour laws. We promote fair wages, maintain a safe and inclusive work environment, and adhere to applicable modern awards.</p> <p>Through regular audits, transparent reporting, supply chain due diligence, and staff training, we actively work to prevent exploitation, discrimination, and unsafe working conditions.</p> <p>Additionally, we foster open communication channels to address employee concerns and continuously improve our practices in alignment with global human rights standards.</p>



## Land use and management

ASPECT	POTENTIAL IMPACT(S)	LIKELIHOOD	SEVERITY & REVERSIBILITY OF IMPACT	RISK EVALUATION	RISK MINIMISATION / MITIGATION STRATEGY
N/A	<b>NOTE:</b> 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.	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	<p>Current office has a balcony that staff have access to. Air conditioning system also helps circulate air throughout the office.</p> <p>Plants have been added to the office space to help purify the air.</p> <p>Systems are also in place for when the air conditioning system is not working, Staff are evacuated from the building due to air quality.</p>
N/A	<b>NOTE:</b> 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.	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><b>NOTE:</b> 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.</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	<p>Rubbish or debris could enter the stormwater system from the balcony area which could impact local waterways.</p>	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 it 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 general waste bins increases 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, regular general waste, paper and cardboard, and comingle streams.</p> <p>Waste audits are 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><b>NOTE:</b> 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.</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 potentially impacting 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. They are 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>

<p>Natural Disasters</p>	<p>Climate change increases the frequency and intensity of weather events (i.e. heavy storms, rainfalls and cyclones etc.) leading to potentially devastating floods.</p> <p>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.</p> <p>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>	<p>Likely</p>	<p>Moderate</p>	<p>High</p>	<p>To minimise the risks associated with floods and other natural disasters, EarthCheck has implemented a comprehensive Disaster Recovery Plan. This plan is designed to reduce the impact of unforeseen events by providing clear guidance on how EarthCheck prepares for, reacts to, and manages such emergencies. The Disaster Recovery Plan outlines specific remediation steps for restoring critical services and Information Technology infrastructure, ensuring business continuity and swift recovery. With these measures in place, EarthCheck mitigates potential disruptions and safeguards operational integrity and employee safety.</p> <p>As EarthCheck is elevated on the fifth floor of the building, direct physical flooding to that floor is highly unlikely. However, impacts on business operations may occur.</p> <p>In the case of a flood, the floor will be evacuated, and employees will be instructed to work from home where possible and safely. Following the 2022 floods, updated Emergency Contacts of all staff were requested in the event that staff safety needs to be determined.</p>
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<p>Food Health and Safety</p>	<p>Events and meetings where catering is supplied by either in-house or external parties expose staff who consume food to risk of contracting a foodborne illness or food poisoning.</p>	<p>Moderate</p>	<p>Moderate</p>	<p>High</p>	<p>Ensuring that all food supplied is cleaned/ appropriately washed before consumption if it is supplied in-house.</p> <p>Using reputable catering supply companies.</p> <p>Appropriately storing leftover food 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>For functions, two food options are supplied by the vendor to ensure redundancy.</p> <p>Office fridges are cleaned monthly to prevent contamination, food spoilage and health risks.</p>
<p>Medical Emergency</p>	<p>Any staff member or visitor on site could experience a medical emergency, including a range of injuries or sudden illnesses.</p>	<p>Rare</p>	<p>Major</p>	<p>High</p>	<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 are identified in the office.</p> <p>The office has minimal requirements to enter during office hours for ease of access by emergency personnel.</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 have 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 &amp; 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 virtual servers are 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	<p>All files are migrated to SharePoint to ensure that a computer server error or outage will not result in the loss of business-related data or information.</p> <p>Backups are done through Nable Cove and are fully encrypted and replicated to an isolated data centre.</p> <p>These are fully disconnected from our network.</p>

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 the population continues to increase and diseases/viruses continue to evolve, staff can be at risk of viral illness, which can impact the well-being of another staff member or the general public.	Moderate	Major	Extreme	<p>EarthCheck has reviewed emergency and crisis management procedures in light of the Coronavirus pandemic. 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.</p> <p><u><a href="#">EarthCheck Head Office Evacuation Procedure</a></u> document was developed. The <u><a href="#">EarthCheck Emergency Event Procedure – Infectious Disease</a></u> document was also developed.</p>
Burglary	All buildings are subject to strangers working in and accessing buildings – due to staff numbers being high and three different companies working on one level, the risk of someone walking in and picking up laptops/bags is high.	Moderate	Major	High	<p>A reception desk is located at the office’s main entry point, ensuring security and preventing unauthorised individuals from accessing and taking laptops or bags.</p> <p>Ensure the office door is locked by the last person at night.</p> <p>Update six-monthly pass register.</p>

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 follows generally recommended standards 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> <p>EarthCheck uses both Azure long-term and short-term backups with a differential frequency of 24 hrs and seven days point-in-time restore (PITR). One backup every week is copied to long-term storage; the first backup of each month is also copied to long-term storage.</p> <p>Envisage server data is backed up daily, with full backups done weekly.</p> <p>Office 365 data is backed up every four hours.</p> <p>The EarthCheck Data Protection Policy outlines the rights of data subjects' principals and requirements for processing personal data; processes for data breach incidents; and the responsibilities, sanctions and training of staff.</p> <p>EarthCheck has begun implementing a managed security operations centre (SOC).</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 cybersecurity 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 include 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). The reverse also 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>A customer satisfaction survey is available and explicitly mentioned to members, which records their feedback. EarthCheck intends to incorporate this process into the CRM at a later stage. Customer Feedback is regularly reviewed and analysed to identify emerging challenges.</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 four 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 six 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, such 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 constraints, EarthCheck will develop an alternative strategy which will include contacting the external party and suggesting 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 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 categorised as UNLIKELY, POSSIBLE, or 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, such as 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 that 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.

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*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.*



Melinda Watt on behalf of Stewart Moore  
CEO & Founder, EarthCheck  
September 2024

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**Sustainability is no longer about doing less harm.  
It's about doing more good.”**

**Jochen Zeitz**

President, CEO & Chairman of the Board - Harley Davidson Inc.





**EARTHCHECK**

We want to hear from you. We work globally from offices in Brisbane, Toronto, Singapore, Bressanone, Riviera Maya and Barcelona.

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 5/189 Grey St,  
South Brisbane QLD 4101

 +61 07 3924 4200  
 [info@earthcheck.org](mailto:info@earthcheck.org)

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