

ALLGLASS (ANGLIA) LTD

ISO 9001 : 2015

BUSINESS RISK REGISTER

2019 to 2020

Signed.....

T J Friend.....

Managing Director Allglass (Anglia) Ltd

Date.....*21st Feb 2021*.....

REVISION RECORD			
Issue	Date	By	Change Details
1	June 2018	Mark Branch (QMR)	New issue for ISO 9001 : 2015
2	July 2019	Mark Branch (QMR)	Document updated and improved to include changes required for 2019/2020
3	January 2021	Mark Branch (QMR)	Document updated to include COVID .

KEY TO RISK SCORING

Probability (Likelihood)		Initial Consequence (Impact)							
Certain >90% Chance	Likely 51% - 90% Chance	Moderate 11% - 50% Chance	Unlikely 5% - 10% Chance	Rare <5% Chance	1	2	3	4	5
5	4	3	2	1	Insignificant	Minor	Moderate	Major	Catastrophic
Negligible (5)	Negligible (4)	Negligible (3)	Negligible (2)	Negligible (1)					
Low (10)	Low (8)	Low (6)	Negligible (4)	Negligible (2)					
Substantial (15)	Substantial (12)	Tolerable (9)	Low (6)	Low (3)					
Extreme (20)	Substantial (16)	Substantial (12)	Tolerable (8)	Tolerable (4)					
Extreme (25)	Extreme (20)	Substantial (15)	Substantial (10)	Tolerable (5)					

RISK RATINGS

Risk Rating and Tolerability Level	
Extreme Level of Risk	Not Acceptable - Immediate action required; Likely to threaten the survival of persons and or property. Must be managed by senior management.
Substantial Level of Risk	Generally Not Acceptable - Activities should cease until further control measures to mitigate the risk are introduced. Management attention needed.

ALLGLASS (ANGLIA) LTD ISO 9001 : 2015 BUSINESS RISK REGISTER

Tolerable Level of Risk	Generally Acceptable - Unlikely to cause much damage and/or threaten the person/activity; Manage by specific control measures, monitoring and procedures.
Low Level of Risk	Acceptable - Unlikely to require specific risk management; Manage by routine control measures and procedures; Review periodically.
Negligible Level of Risk	Completely Acceptable - Doesn't require specific risk management.

OPERATIONS

RISK	Initial Likelihood (L)	Initial Consequence (C)	Initial Risk (L x C = R)	CONTROL MEASURES	Residual Likelihood (L)	Residual Consequence (C)	Residual Risk (L x C = R)	MONITORING
Vehicle break down	2	4	8	1. Vehicles are all maintained accordingly and are compliant	2	3	6	MONITORING Vehicle Maintenance records. Vehicle Maintenance Facilitator.
Customer late payments	2	4	8	1. Credit checks on all new customers to identify debtor's days and credit limits to minimise risk via CREDITSAFE/CREDIT FOCUS	2	3	6	CREDITSAFE/CREDIT FOCUS
Loss of key personnel	2	4	8	1. Management meetings are held regularly to ensure all issues are discussed. 2. Top management share roles accordingly and are aware of each other's job roles. Staff are multi trained to cover other positions. 3. Insurances in place to cover loss of key personnel.	2	3	6	Management Meetings
Fuel Shortage	2	4	8	1. Diesel Fuel Tank maintained under lock and key contents maintained by Stores Manager. 2. Also have an account with John Grose Melton to supply fuel	2	3	6	Daily
Loss of key Suppliers	2	5	10	1. We have multiple suppliers using the same fabrication.	2	4	8	Management Team
Loss of key sub-contractors	2	4	8	1. We have multiple suppliers of sub-contractors.	2	2	4	Management Team
Banking Failure	2	5	10	1. Cheques can be issued to Staff. 2. Cheques can be issued to Suppliers in GBP/USD or Euro's to maintain supply chain service levels. 3. Phone contacts available with our Business Relationship Team at Barclays for all/any concerns. 4. Periodic credit checks triggered by operation system to help monitor credit ratings and inform to continue with credit term or reduce/increase.	2	3	6	Accounts Team CREDITSAFE/CREDIT FOCUS Note : We do not operate online banking

ALLGLASS (ANGLIA) LTD ISO 9001 : 2015 BUSINESS RISK REGISTER

				<ol style="list-style-type: none"> 5. Reserve Bank Account kept to insure we have enough funds to manage cash flow. 6. Credit Controllers reporting from account software to help chase dept at regular intervals via emails and telephone prompts. 				
Operative off sick	2	3	6	<ol style="list-style-type: none"> 1. Capabilities of covering normal sickness using other operatives on shift. 	2	2	4	Management Team
Disclosure of Confidential Banking Information	2	5	10	<ol style="list-style-type: none"> 1. Each Bankline User has own unique login details known only to themselves 2. Recovery of lost or forgotten details online platform only with encryption questions. 3. Authorisation of payments limited to Directors and Finance Controller only. 	2	4	8	Directors and Finance Controller
Changes in Legislation	2	5	10	<ol style="list-style-type: none"> 1. Constant monitoring off legislation by Quality, Health and Safety Managers. 2. Independent Health and Safety Consultant tasked to advise of updates on all legislation. 	2	4	8	Quality, Health and Safety Managers
Faulty product supplied / manufactured	2	5	10	<ol style="list-style-type: none"> 1. Non Conformance Procedure/Documentation in place. Improvement Log in place 	2	4	8	Management Team
Loss of Stock (fire, theft, ect)	2	5	10	<ol style="list-style-type: none"> 1. Insured against loss of stock and business interruption. 	2	4	8	Management Team

ALLGLASS (ANGLIA) LTD ISO 9001 : 2015 BUSINESS RISK REGISTER

INFRASTRUCTURE AND RESOURCE

RISK	Initial Likelihood (L)	Initial Consequence (C)	Initial Risk (L x C = R)	CONTROL MEASURES	Residual Likelihood (L)	Residual Consequence (C)	Residual Risk (L x C = R)	MONITORING
Loss of electricity	2	5	10	1. No backup, totally reliant on the National Grid to restore supply.	2	4	8	Management Team
Flooding	1	1	2	1. We are not anywhere near a Flood Plaines	2	1	2	Management Team
Poor or Severe Weather Conditions	2	5	10	1. Reviewed by Management as and when needed 2. Vehicles maintained to ensure ready for winter and are safe and roadworthy.	2	4	8	Management Team Vehicle Maintenance records
Loss of telephone line	2	5	10	1. Key members of staff are issued with company phones which have 4G internet coverage for emails and basic system functions.	2	4	8	Management Team
Loss of IT services	2	5	10	1. 24/7 Phone/Email Support for all System Software and Hardware failure issues . 2. Our backup procedure is now performed entirely in the cloud with Microsoft running Sharepoint snapshots every 12 hours, and we have an additional 3 rd party backup software (Acronis Cloud) which stores a second copy on a completely separate infrastructure, with its own direct and private access if we need to restore. 3. Annual offsite catastrophic failure simulation to confirm data recovery process works. 4. To prevent Cyber Attack all computers have off site storage in two places Microsoft cloud and another 3 rd party storage facility.	2	4	8	Foxguard Cloud and other 3 rd party back up storage facility, and other 4G

ALLGLASS (ANGLIA) LTD ISO 9001 : 2015 BUSINESS RISK REGISTER

				5. Insured against Cyber Attack				
Loss of internet/Wi-fi								
	2	5	10	<ol style="list-style-type: none"> Each office members of staff with company issued phones which have 4G internet coverage for emails and basic system functions. Key Staff are issued with company laptops with 4G to enable remote working facility 	2	4	8	Foxguard Cloud and other 3 rd party back up storage facility, and other 4G
Loss of cloud data								
	2	5	10	<ol style="list-style-type: none"> Our backup procedure is now performed entirely in the cloud with Microsoft running Sharepoint snapshots every 12 hours, and we have an additional 3rd party backup software (Acronis Cloud) which stores a second copy on a completely separate infrastructure, with its own direct and private access if we need to restore. 	2	4	8	Foxguard Cloud and other 3 rd party back up storage facility, and other 4G
Unable to gain access to the office (Fire/Flood etc)	2	5	10	<ol style="list-style-type: none"> Data backed up by Foxguard. Key Staff can work from home/temporary offices 	2	4	8	Foxguard Cloud and other 3 rd party back up storage facility, and other 4G
Fire	2	5	10	<ol style="list-style-type: none"> Fire risk assessment completed. Fire alarm testing completed. 	2	3	6	Management Team
New Employees	2	5	10	<ol style="list-style-type: none"> New employees are inducted and subject to an induction process. Supervised accordingly. Training records are kept up to date. Certificates reviewed 	2	4	8	Induction Records (Training Matrix)

ENVIRONMENTAL

RISK	Initial Likelihood (L)	Initial Consequence (C)	Initial Risk (L x C = R)	CONTROL MEASURES	Residual Likelihood (L)	Residual Consequence (C)	Residual Risk (L x C = R)	MONITORING
Mixed Waste Recyclables. (General Waste Skip)	3	4	12	<ol style="list-style-type: none"> 1. Effective waste disposal sourced; records held. 2. Recycling completed as required. 3. Waste areas held throughout the site. 4. Removed by Stackers for recycling 	3	3	9	Waste Transfer notes
Waste removal	3	4	12	<ol style="list-style-type: none"> 1. Waste carrier license in place; reviewed 3 yearly. 	3	3	9	Management Team
Spillages	3	4	12	<ol style="list-style-type: none"> 1. Spill kits are held in Company locations as required 2. Spill procedures produced by supplier 3. Removed by Stackers for recycling 	3	3	9	Management Team
Quality, Safety and Environment.	3	4	12	<ol style="list-style-type: none"> 1. Quality, Safety and Environment Policy in place 	3	3	9	Management Team
Waste upVVC Recycling	3	4	12	<ol style="list-style-type: none"> 1. Collected and recycled by ECOPLAS 	3	3	9	ECOPLAS Certified

ALLGLASS (ANGLIA) LTD ISO 9001 : 2015 BUSINESS RISK REGISTER

Waste Glass Recycling	3	4	12	1. Collected and recycled by BerryMan	3	3	9	BerryMan Certified
Aluminium Waste	3	4	12	1. Recycled by DJ Spall Ltd Certified Recycling Operators	3	3	9	Management Team

HEALTH & SAFETY

RISK	Initial Likelihood (L)	Initial Consequence (C)	Initial Risk (L x C = R)	CONTROL MEASURES	Residual Likelihood (L)	Residual Consequence (C)	Residual Risk (L x C = R)	MONITORING
Struck by a vehicle or plant	2	5	10	<ol style="list-style-type: none"> Traffic Management plan in place for the site. Speed limits set for the site. 	2	4	8	Management Team
Working with equipment and machinery	2	5	10	<ol style="list-style-type: none"> Risk Assessments completed. Training where necessary, Forklift Trucks and Machinery 	2	4	8	Management Team
Personal Accident	2	5	10	<ol style="list-style-type: none"> Risk Assessments completed for all works including site specific where required Accident reporting procedures in place First aid procedures in place. Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) 	2	4	8	Risk assessments Reviewed annually Accident forms Internal audit
COSHH and use of cleaning products	2	5	10	<ol style="list-style-type: none"> COSHH assessments completed for all products required; MSDS obtained for all products PPE provided for use as required 	2	4	8	COSHH assessments reviewed annually
Storage of gas bottles	2	5	10	<ol style="list-style-type: none"> LPG for Forklifts stored in secured caged area under lock and key 	2	4	8	Management Team
Employees mis using Social Media	2	5	10	<ol style="list-style-type: none"> Social Media policy is in place and is issued to all staff with records kept. No customer details are displayed on any social media 	2	4	8	Management Team

ALLGLASS (ANGLIA) LTD ISO 9001 : 2015 BUSINESS RISK REGISTER

Employees and Sub contractors Induction and Training Records	2	5	10	1. Training Matrix in place	2	4	8	Management Team
Mis-use of Drugs and Alcohol	2	5	10	1. Drug and Alcohol Policy in Place	2	4	8	Management Team
Window and Glass Installation Safety Code of Practice	2	5	10	1. Window and Glass Installation Safety Code of Practice in place	2	4	8	Management Team
GDPR	2	5	10	1. GDPR System Records and Policy in place	2	4	8	Management Team
Working at Height	2	5	10	1. Training and Health and Safety Policy in place	2	4	8	Management Team
Covid-19	3	12	36	<ol style="list-style-type: none"> 1. Construction Leadership Council – GOV.UK Guidelines January 2021 (update/refresher for all works. See Training Matrix) 2. COVID-19 R/A site works V008 3. COVID-19 R/A residential works V004 4. COVID-19 R/A remedial works V004 5. COVID-19 M/S remedial works V003 6. CITB Coronavirus toolbox talk. 7. CITB toolbox talks (legal duties, PPE & M/S – R/A) 8. CLC site operating procedures V006 9. Travel to work policy V003 10. Management of symptoms Policy V003 11. Works/remedial booking in procedure V002 	2	10	20	Health and Safety Manager/Management Team

Coronavirus Legislation			<p>Legislation.gov.uk is where you will find all legislation relating to coronavirus. The principal relevant legislation is:</p> <p>Primary legislation</p> <p>Coronavirus Act 2020 (c. 7) Coronavirus (Scotland) Act 2020 (asp 7) Coronavirus (Scotland) (No.2) Act 2020 (asp 10) Public Health (Control of Disease) Act 1984 (c. 22)</p> <p>Secondary legislation</p> <p>England</p> <p>The Health Protection (Coronavirus, Restrictions) (No. 2) (England) Regulations 2020 (S.I. 2020/684) The Health Protection (Coronavirus, Restrictions) (No. 3) (England) Regulations 2020 (S.I. 2020/750) The Health Protection (Coronavirus, International Travel) (England) Regulations 2020 (S.I. 2020/568) The Health Protection (Coronavirus, Wearing of Face Coverings in a Relevant Place) (England) Regulations 2020 (S.I. 2020/791)</p>				Health and Safety Manager/Management Team
	3	12	36	2	10	20	