

**Risk Assessment & Opportunities**

Date: February 9, 2021		Department / Work Area: Sales Department / Office				Task Being Assessed: Clerical and Sales Coordinator Tasks / Facilitation of Orders						
Risk Identification		Analysis & Evaluation of Risks							Opportunities for improvement (new products, new methods/practices, new technologies, new customers etc.)	Action monitored by whom?	Action monitored by when?	
Risk (people, information, physical assets and finances, reputation) (المخاطر (الناس والمعلومات والأصول والأموال المادية والسمعة)	Interested Parties	Existing risk control measures	Current Risk Rating*			Additional risk control if required	Residual Risk Rating*					
			L	C	R=L X C		L	C				R=L X C
Leakage of Confidential Information	All Sales Employees	Proper disposal of unneeded hardcopies.	3	4	12	Purchase Shredding Machine.	2	2	4	Training and Seminar for Additional Awareness	Supervisor	Daily
		Security Policy (As per Article 80, Paragraph 3 & 4 of Saudi Labor Law)				Maintain Compliance with Regulations.						
		Securing hardcopy files in a locked drawer.										
Delivery of wrong material and quantity against the order.	Sales Executives	Proper coordination by email and phone call.	3	4	12	Assigning customers permanently to each Sales Coordinator	2	2	4	Develop a system that will automatically detect the mismatched details of SAP and PO.	Supervisor	Daily
	Sales Operation Team	Proper monitoring of order process.										
		Cross-checking of COC vs PO.										
Delay in Delivery & Delivery in Wrong Location	Sales Operation Team	Application of Sense of Urgency at all times.	3	4	12	Urge the customers to send their location by Google Map	2	2	4		Supervisor	Daily
	Logistics	Providing the details of the exact location and contact number/s.										
Cybersecurity Risks	All Sales Employees	Avoiding to open suspicious email	3	4	12	Stronger Anti-Virus / Malware Software.	2	2	4	More Trainings and Seminars for Cybersecurity Awareness	Supervisor	Daily
		Removing personal data from work laptop / desktop				Regular updates by IT.						
		Avoid downloading any files from internet.										