



## Risk Chart – IMPACT

Level	Impact on service and reputation
Very low	<ul style="list-style-type: none"> <li>No impact on service</li> <li>No impact on reputation</li> <li>Complaint unlikely</li> <li>Litigation risk remote</li> </ul>
Low	<ul style="list-style-type: none"> <li>Slight impact on service</li> <li>Slight impact on reputation</li> <li>Complaint possible</li> <li>Litigation unlikely</li> </ul>
Medium	<ul style="list-style-type: none"> <li>Some service disruption</li> <li>Potential for adverse publicity – avoidable with careful handling</li> <li>Complaint probably</li> <li>Litigation possible</li> </ul>
High	<ul style="list-style-type: none"> <li>Service disrupted</li> <li>Adverse publicity not avoidable (local or national media)</li> <li>Complaint probable</li> <li>Litigation probable</li> </ul>
Very high	<ul style="list-style-type: none"> <li>Service interrupted for significant time</li> <li>Major adverse publicity not avoidable (international media)</li> <li>Major litigation expected</li> <li>Resignation of senior management or Board</li> <li>Loss of partner or donor confidence</li> </ul>

## Risk Chart – LIKELIHOOD

Level	Example
Very low	May only occur in exceptional circumstances
Low	Expected to occur in a few circumstances
Medium	Expected to occur in some circumstances
High	Expected to occur in many circumstances
Very high	Expected to occur frequently and in most circumstances

## Risk Matrix

		I M P A C T				
		Very Low	Low	Medium	High	Very High
L I K E L I H O O D	Very High					
	High					
	Medium					
	Low					
	Very Low					