Managing & Assessing Your Operational Risk

* Although we will be providing legal information during this webinar, we will not be providing legal advice.

Presenters

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Agenda

Introduction

Categories of Institutional Risk

1. People
2. Processes
3. Systems
4. External Events
5. Legal & Compliance

Steps for Addressing Institutional Risk

1. Identify
2. Assess
3. Make Risk Decisions
4. Implement Controls
5. Continuous Monitoring

People

- Staff
- Vendors and Contractors
- Customers
- Community

Processes

Policies

Plans

Training

Periodic Risk Assessment

Systems

- Workplace Security
- Information Security
- Emergency Notification System
- Responsibilities and Leadership

External Events

- Programs and Field Operations
- Travel Logistics and Security
- Special Events

Legal and Compliance

Employment Law

- Employee Handbook
- Contracts and Agreements
- Job Postings and Wage Transparency

Privacy Law

- Personal Information
- US Privacy Laws
- International Privacy Laws

Health/Emergency Orders

- COVID-19 rules

Long-term Changes

- NY Hero Act
- SF Public Health Emergency Leave

Identify

- Determining Operating Risk
- Capacity / Institutional Limits
- Tools and Resources
- Context / Operational Environment

Assess

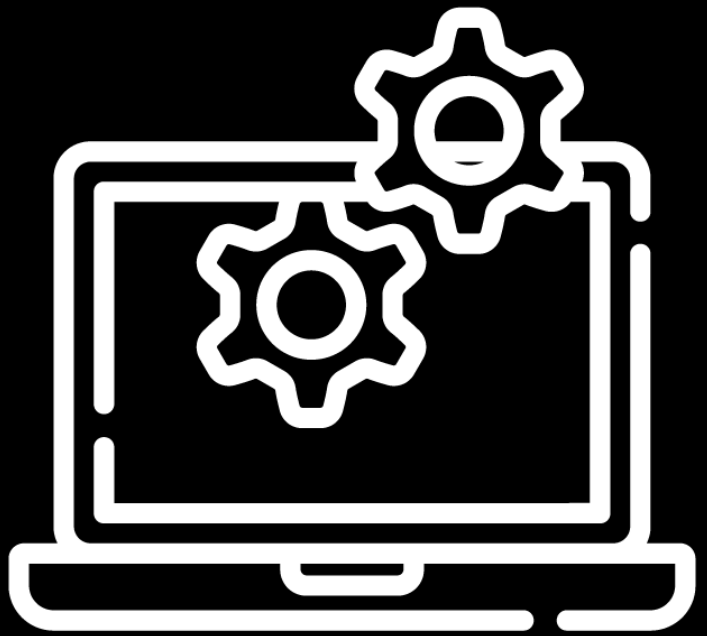
- Roles and Responsibilities
- Scope and Significance of Risks
- Competency
- Assessment and Action Plan

Make Risk Decisions

- Implementing Resources and Processes
- Developing Systems and Tools
- Staffing and Empowering
- Building Decision Framework

Implement Controls

- Training on Policies and Tools
- Training on Scenarios
- Accountability and Enforcement



Continuous Monitoring

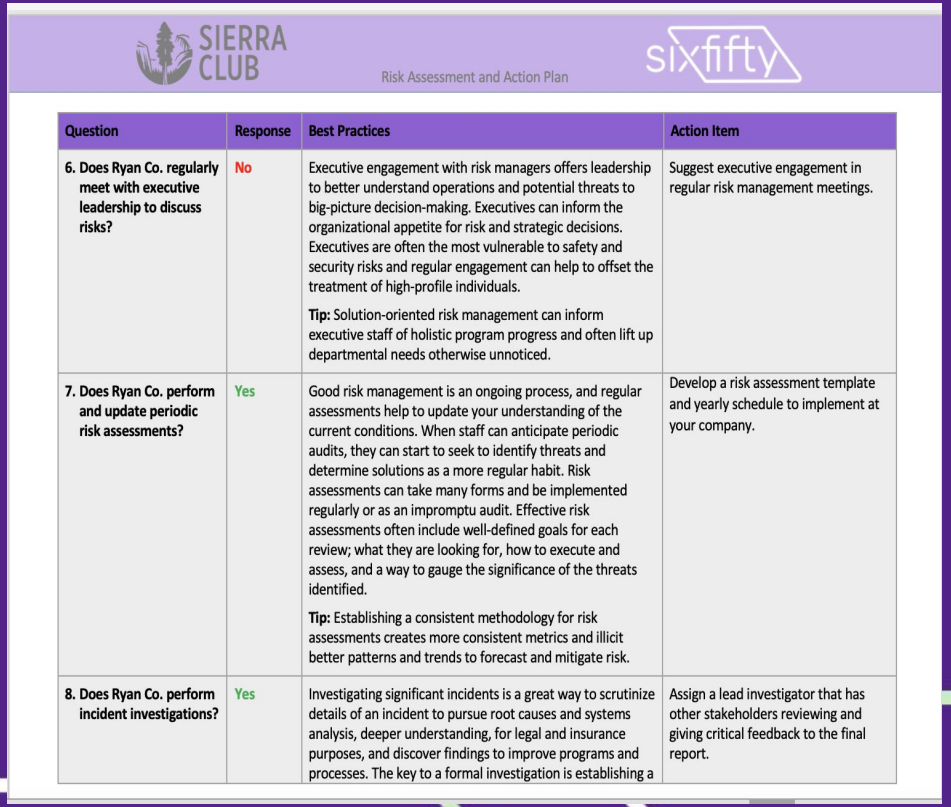
- Incident Reporting and Investigations
- Periodic Review of Policies and Plans
- Periodic Risk Assessment

Risk Management Assessment and Action Plan

- SixFifty's online platform walks you through questions in seven categories:
  - general
  - cyber security
  - workplace security
  - health
  - emergency preparedness
  - meetings, events and hosting activities
  - regulations and public relations

Risk Management Assessment and Action Plan

- After you answer the questions, the system creates an assessment and action plan that includes:
  - A summary of your responses
  - Each question and your answer
  - Information and insights on the issues raised in the questions
  - Practical tips and advice
  - Concrete action items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Risk Assessment and Action Plan

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Question	Response	Best Practices	Action Item
6. Does Ryan Co. regularly meet with executive leadership to discuss risks?	No	Executive engagement with risk managers offers leadership to better understand operations and potential threats to big-picture decision-making. Executives can inform the organizational appetite for risk and strategic decisions. Executives are often the most vulnerable to safety and security risks and regular engagement can help to offset the treatment of high-profile individuals. **Tip:** Solution-oriented risk management can inform executive staff of holistic program progress and often lift up departmental needs otherwise unnoticed.	Suggest executive engagement in regular risk management meetings.
7. Does Ryan Co. perform and update periodic risk assessments?	Yes	Good risk management is an ongoing process, and regular assessments help to update your understanding of the current conditions. When staff can anticipate periodic audits, they can start to seek to identify threats and determine solutions as a more regular habit. Risk assessments can take many forms and be implemented regularly or as an impromptu audit. Effective risk assessments often include well-defined goals for each review; what they are looking for, how to execute and assess, and a way to gauge the significance of the threats identified. **Tip:** Establishing a consistent methodology for risk assessments creates more consistent metrics and illicit better patterns and trends to forecast and mitigate risk.	Develop a risk assessment template and yearly schedule to implement at your company.
8. Does Ryan Co. perform incident investigations?	Yes	Investigating significant incidents is a great way to scrutinize details of an incident to pursue root causes and systems analysis, deeper understanding, for legal and insurance purposes, and discover findings to improve programs and processes. The key to a formal investigation is establishing a	Assign a lead investigator that has other stakeholders reviewing and giving critical feedback to the final report.

Thank you!

https://www.sixfifty.com/document/risk-management-assessment/

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