



Risk Assessment and Management

GLOBAL COURSEWARE

Getting Started

Successfully managing risks will prevent mistakes, which leads to a safer work environment, happier employees, and increased productivity.

Workshop Objectives



- Identify hazards and risks
- Update control measures
- Identify risk management techniques
- Outline a disaster recovery plan
- Communicate to the organization

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To win, you have to risk loss.

Jean-Claude Killy

MODULE TWO

Identifying Hazards and Risks

Determining the difference between a hazard and a risk will increase the effectiveness of the risk management program.



What Is a Hazard?

- Sharp objects
- High temperatures
- Chemicals
- Electricity

What Is a Risk?

A risk is not a hazard. It is the chance of harm coming from a hazard.





Consult with Employees

- Safety inspections
- Purchasing or repairing equipment
- Workflow charts

Likelihood Scale

- 0 – Impossible
- 1 – Low possibility
- 2 – Medium possibility
- 3 – High possibility



Practical Illustration



- What Is a Hazard?
- What Is a Risk?
- Consult with Employees
- Likelihood Scale

Module Two: Review Questions

1. What is Not a potential hazard?

A. Energy sources

B. Substances

C. Practices

D. They are all hazards

Module Two: Review Questions

2. A loss to an employee's property is part of which of the follows?

A. Risk

B. Assessment

C. Hazard

D. Management

Module Two: Review Questions

3. What places an employee's hearing at risk?

A. Noise exposure

B. Chemical exposure

C. Elevated temperature

D. Electrical exposure

Module Two: Review Questions

4. What is necessary to identify first in risk management?

A. Risks

B. Hazards

C. Communities at risk

D. Control measures

Module Two: Review Questions

5. When should you consult employees?

A. About every change to the way
a job is done

B. After implementing change

C. At meetings

D. Whenever you are legally
obligated to consult employees

Module Two: Review Questions

6. What feedback should you pay attention to from employees?

A. Supportive feedback

B. Critical feedback

C. Feedback from middle management

D. All of it

Module Two: Review Questions

7. Which score would you give to an impossible event?

A. 1

B. 0

C. 3

D. 2

Module Two: Review Questions

8. Which score would you give to a risk that has a greater than 25% chance of happening?

A. 1

B. 0

C. 3

D. 4

Module Two: Review Questions

9. _____are/is necessary to protect the company and the employees.

A. Laws

B. Risk management

C. Policies

D. HR

Module Two: Review Questions

10. A risk is not a hazard.

A. True

B. False



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Take calculated risks. This is quite different from being rash.

General George Patton

MODULE THREE

Seeking Out Problems Before They Happen (I)

By paying attention to potential problems, you will improve the overall health and success of your business.



Unique to Your Business

Physical Risks

Location Risks

Human Risks

Technology
Risks

Walk Around

- Different methods used to complete tasks
- Purpose of each tool
- Materials used





Long Term and Short Term

When you are identifying potential problems and issues, always keep in mind the long- and short-term implications.

Common Issues

- Slip and fall areas
- Clutter
- Extension cords



Practical Illustration



- Unique to Your Business
- Walk Around
- Long Term and Short Term
- Common Issues

Module Three: Review Questions

1. A business built on a fault line faces which type of risk?

A. Location

B. Physical

C. Human

D. Technology

Module Three: Review Questions

2. Which of the following is an example of a physical risk?

A. Crime

B. Chemical leak

C. Intoxication

D. Hacking

Module Three: Review Questions

3. Which area of the organization should be walked around?

A. Manufacturing areas

B. Sales area

C. All of it

D. Problem areas

Module Three: Review Questions

4. When should you make a list of potential problems?

A. After the walk around

B. Before the walk around

C. At the end of the day

D. During the walk around

Module Three: Review Questions

5. What is an example of a long-term problem?

A. Loose wiring

B. Hearing loss to noise

C. Chemical leak

D. Broken equipment

Module Three: Review Questions

6. What is an example of a short-term problem?

A. Emphysema from asbestos exposure

B. Hearing loss to noise

C. Repetitive motion injury

D. Broken equipment

Module Three: Review Questions

7. What will help prevent common problems?

A. A clean and neat environment

B. Inspections

C. A trained workforce

D. Nothing

Module Three: Review Questions

8. A slip-and-fall area is an example of which of the following?

A. Unique issue

B. Hazard

C. Common issue

D. Technology risk

Module Three: Review Questions

9. The purpose of a risk assessment is to _____.

A. Find problems before accidents happen

B. Expand the workspace

C. Monitor the electricity

D. None of the above

Module Three: Review Questions

10. Each business will have its unique _____.

A. Risk assessments

B. Goals

C. Problems

D. Employees



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If you do not actively attack risks, they will actively attack you.

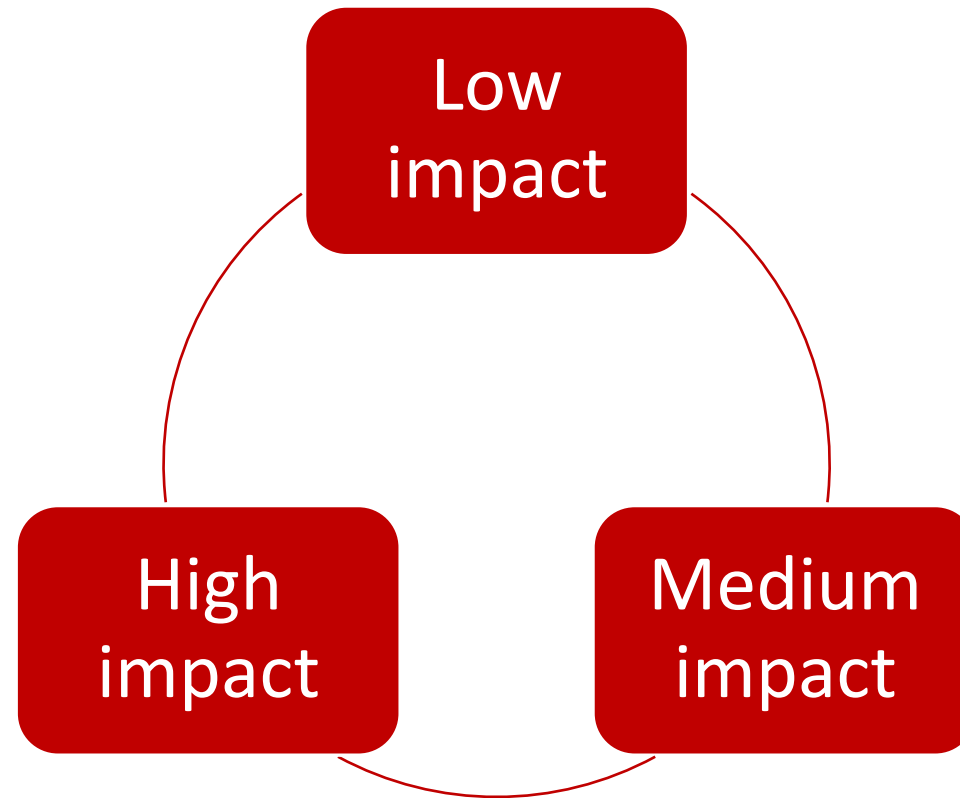
Tom Gib

MODULE FOUR

Seeking Out Problems Before They Happen (II)

Seeking out problems before they occur requires you to ask questions.

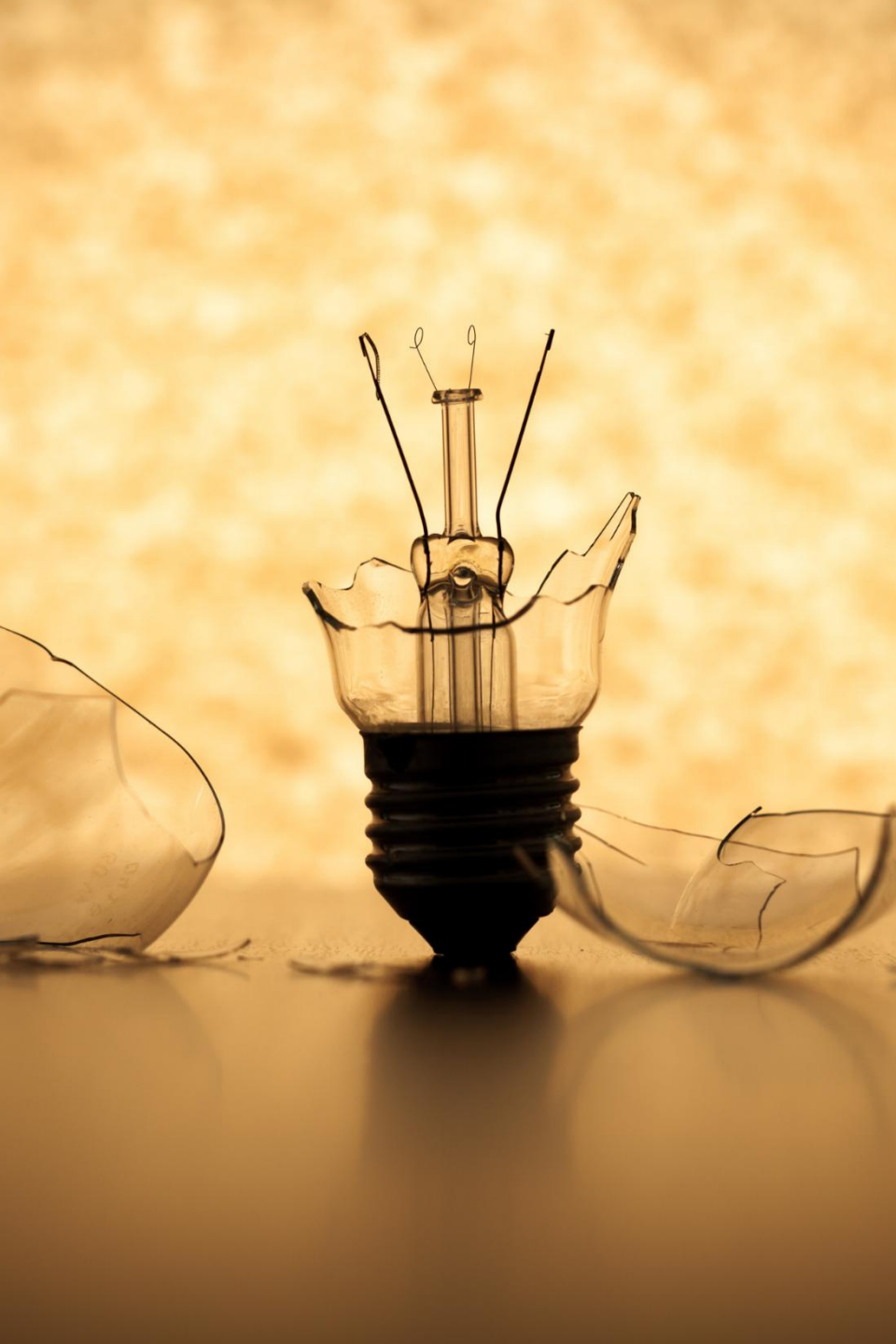
Ask “What Would Happen If...?”



External Events

- Customers
- Visitors
- Traffic
- Parking



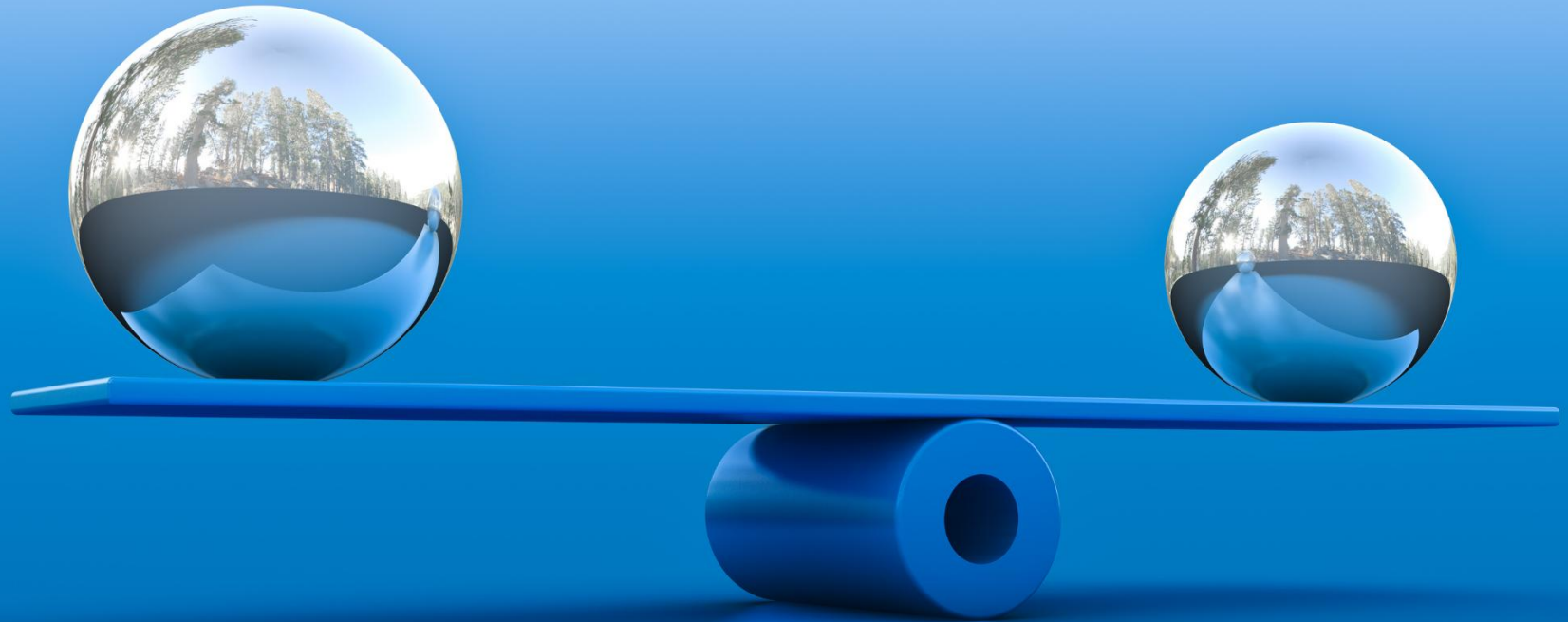


Worst Case Scenarios

Part of risk management is preparing for the worst-case scenario in every situation.

Consequence Scale

- Insignificant
- Minor
- Moderate
- Major
- Catastrophic



Practical Illustration



- Ask “What Would Happen If ...?”
- External Events
- Worst Case Scenarios
- Consequence Scale

Module Four: Review Questions

1. Which level of impact would you place on something that requires more information?

A. High Impact

B. Needs more information

C. Low Impact

D. No Impact

Module Four: Review Questions

2. Which level of impact would you assign to a problem that can be remedied easily?

A. Medium Impact

B. No Impact

C. High Impact

D. Low Impact

Module Four: Review Questions

3. Which type of event is less predictable?

A. External

B. Internal

C. Critical

D. Noncritical

Module Four: Review Questions

4. What is Not an example of an external event?

A. Customers

B. Visitors

C. Workflow

D. Traffic

Module Four: Review Questions

5. What happens when everything goes wrong at once?

A. Worst case scenario

B. External event

C. Crisis

D. Internal crisis

Module Four: Review Questions

6. What determines the worst-case scenario?

A. Timing

B. Business

C. Schedule

D. Question

Module Four: Review Questions

7. What would an event that results in hospitalization be considered?

A. Major

B. Minor

C. Moderate

D. Catastrophic

Module Four: Review Questions

8. What event would result in multiple deaths?

A. Major

B. Minor

C. Moderate

D. Catastrophic

Module Four: Review Questions

9. Seeking out problems before they occur requires you to _____.

A. Plan for the worst-case scenario

B. Ask questions

C. A and B

D. None of the above

Module Four: Review Questions

10. Determining the level of impact will establish _____.

A. What to look at first

B. Worst case scenario

C. Consequences

D. External events



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*You cannot escape the responsibility of tomorrow by evading
it today.*

Abraham Lincoln

MODULE FIVE

Everyone's Responsibility

If everyone works to prevent problems before they begin, everyone will enjoy a safe and smoothly run work environment.



See It, Report It!

Unauthorized
individuals

Smells

Broken locks

Broken
equipment

If It's Not Safe, Don't Do It

Make sure that employees are taught the safety rules and that those rules are consistently followed.



A close-up, high-angle shot of a white, circular smoke detector mounted on a dark, textured ceiling. The detector has a central lens and a small red indicator light. A faint red glow emanates from the device. Below the detector, a thick plume of white smoke rises from the floor, partially obscuring the lower part of the detector. The smoke is illuminated by a soft blue light from below, creating a dramatic contrast with the red glow of the detector.

Take Appropriate Precautions

Safety equipment

Accessible exits

Fire alarms

Safety training

Communicating to the Organization

- Consider the audience
- Create the communication
- Choose communication methods



Practical Illustration



- See It, Report It!
- If It's Not Safe, Don't Do It
- Take Appropriate Precautions
- Communicating to the Organization

Module Five: Review Questions

1. How will employees know what to report?

A. Common sense

B. Employee manual

C. List

D. They will not

Module Five: Review Questions

2. What should be posted in case problems are identified?

A. Rules

B. Emergency contact information

C. Meeting places

D. Nothing

Module Five: Review Questions

3. What message does it send when leaders ignore safety rules?

A. No one

B. The attendees

C. You

D. The rules are not important

Module Five: Review Questions

4. What allows employees to choose if the workplace is safe?

A. Stop work authority

B. OSHA

C. Consequence scale

D. Nothing

Module Five: Review Questions

5. Who determines the appropriate precautions?

A. General risk

B. Company risks

C. Employee handbook

D. Minute taker

Module Five: Review Questions

6. What is Not a common safety precaution?

A. Fire alarm

B. Security

C. Clean room

D. Safety equipment

Module Five: Review Questions

7. What is necessary for communicating risks and precautions?

A. Create a plan

B. Talk with employees

C. Send memos

D. Nothing

Module Five: Review Questions

8. What is necessary when considering the audience?

A. Timing

B. Location

C. Communication

D. Barriers to communication

Module Five: Review Questions

9. Who is responsible for upholding safety standards?

A. Management

B. Everyone

C. Employees

D. Maintenance

Module Five: Review Questions

10. How are safety issues reported and documented?

A. Word of mouth

B. Via email

C. A specific safety reporting
system

D. None of the above



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In God we trust; all others bring data.

W. Edwards Deming

MODULE SIX

Tracking and Updating Control Measures

Updated control measures ensure that the work environment is safe for everyone and that it remains safe as changes occur within the organization.



What Is a Control Measure?

- Eliminate
- Substitute
- Isolate
- Protective equipment

Your Business Procedures

The needs of the business determine how you develop your business procedures and your control measures.





Are They Adequate?

- Surveys and checklists
- Employee interviews
- Changes in the number of incidents

Updating and Maintaining

By creating rituals that are connected with goals, you will not have to schedule certain tasks.



Practical Illustration



- What Is a Control Measure?
- Your Business Procedures
- Are They Adequate?
- Updating and Maintaining

Module Six: Review Questions

1. What is the most desirable control measure?

A. Protective equipment

B. Eliminate

C. Substitute

D. Isolate

Module Six: Review Questions

2. What determines which type of control measure is used?

A. Goals

B. Company objectives

C. Money

D. How easily a risk can be avoided

Module Six: Review Questions

3. What determines the business procedures?

A. Business needs

B. Field of work

C. Personal preference

D. State laws

Module Six: Review Questions

4. What type of organization would require inspections done more frequently?

A. Large one

B. Small one

C. Busy one

D. Slow one

Module Six: Review Questions

5. When is it Not necessary to evaluate control measures and procedures?

A. Every month

B. Each year

C. After new procedures

D. After company changes

Module Six: Review Questions

6. When do control measures change?

A. Each year

B. With the company

C. With evaluations

D. Before evaluations

Module Six: Review Questions

7. What is necessary to determine if key activities are in compliance?

A. Assurance

B. Evaluations

C. Checklist

D. Control measures

Module Six: Review Questions

8. What external change would require an update?

A. Thought

B. Listening

C. Lack of interest

D. Government regulation

Module Six: Review Questions

9. What allows you to track control measure?

A. Equipment

B. Risk assessment

C. Leadership

D. None of the above

Module Six: Review Questions

10. _____ are actions or activities that are in place to limit or prevent risks.

A. Workplace procedures

B. Checklists

C. Injuries

D. Control measures

A black and white photograph of a mountain landscape. In the foreground, a wooden signpost with several blank directional signs stands on the right. The background features a large lake, a small bridge, and distant mountains under a cloudy sky. The overall mood is contemplative and serene.

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It's important to take risks, but it's idiotic to take them blindly.

Terry Levine

Risk Management Techniques

The management technique that you use will vary according to the severity of the risk and the current stability of the organization.



Reduce the Risk

- Retrofit a building to prepare for severe weather
- Sprinkler systems with fire alarms
- Training programs

Transfer the Risk

- Indemnification
- Certificates of insurance
- Additional insurance status





Avoid the Risk

When avoiding risks, however, the purpose is to eliminate the risk or simply not engage it.

Accept the Risk

When accepting a risk, you are accepting full responsibility if something goes wrong.



Practical Illustration



- Reduce the Risk
- Transfer the Risk
- Avoid the Risk
- Accept the Risk

Module Seven: Review Questions

1. What limits the severity of a risk?

A. Reduce the risk

B. Transfer the risk

C. Avoid the risk

D. Accept the risk

Module Seven: Review Questions

2. What should be considered when choosing a way to reduce the risk?

A. Severity of the risk

B. Diminished loss

C. Cost of implementation

D. Reason for reduction

Module Seven: Review Questions

3. What places the legal liability on a specific party?

A. Certificate of insurance

B. Indemnification

C. Additional insurance

D. Nothing

Module Seven: Review Questions

4. What does certificate of insurance offer?

A. Additional coverage

B. Limited liability

C. Removal of liability

D. Proof of coverage

Module Seven: Review Questions

5. What is the purpose of avoiding risk?

A. Examine it

B. Minimize it

C. Eliminate it

D. Transfer it

Module Seven: Review Questions

6. What should be considered before avoiding a risk?

A. Risks

B. Consequences

C. Rewards

D. Risk and reward

Module Seven: Review Questions

7. Which of the following has a plan of action?

A. Active acceptance

B. Passive acceptance

C. Avoidance

D. Acceptance

Module Seven: Review Questions

8. Which of the following is an example of acceptance?

A. Certificate of coverage

B. Refusing insurance

C. Indemnification

D. Additional insurance

Module Seven: Review Questions

9. Generally, how many risk management techniques are there?

A. Endless options

B. Four

C. One in particular

D. A dozen

Module Seven: Review Questions

10. In which situation would risk reduction be used?

A. No possibility of removing the risk

B. When machines are involved

C. A and B

D. Neither A nor B



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Safety doesn't happen by accident.

Anonymous

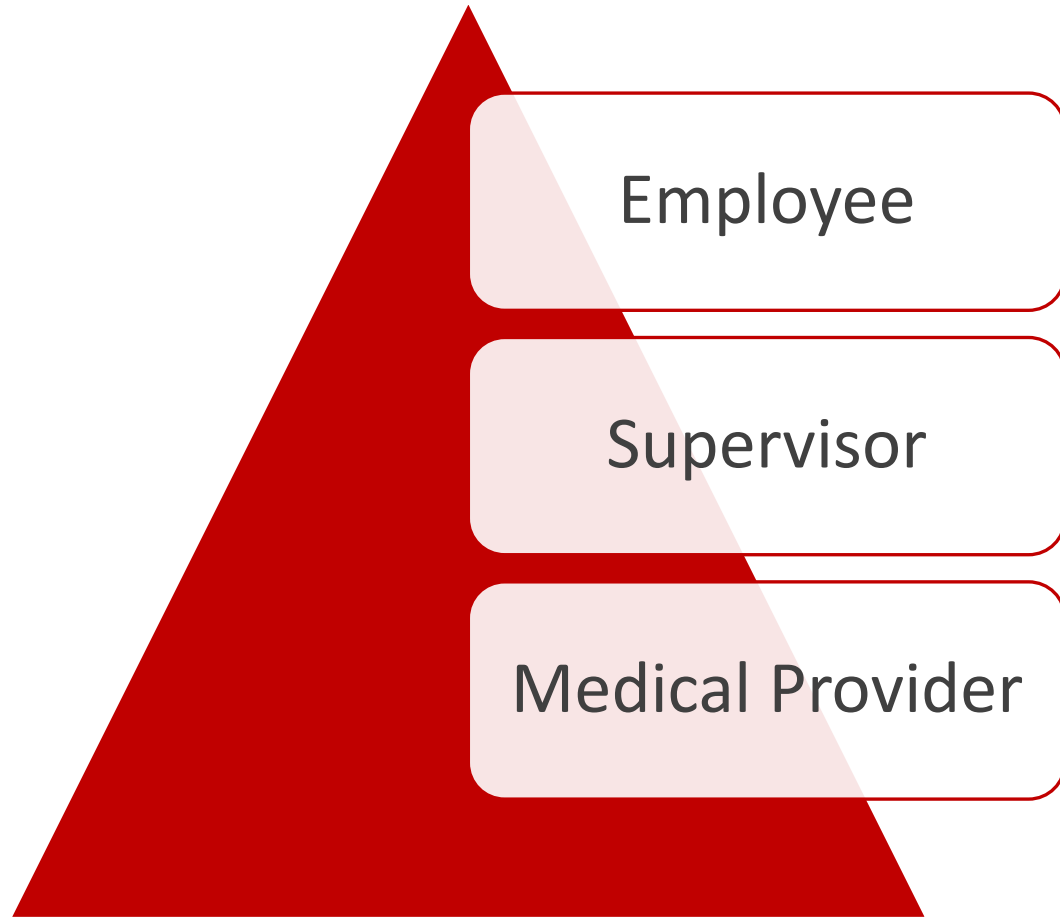
MODULE EIGHT

General Office Safety and Reporting

While it is important to try and prevent accidents in the office, it is equally important to be prepared in the event that accidents occur.

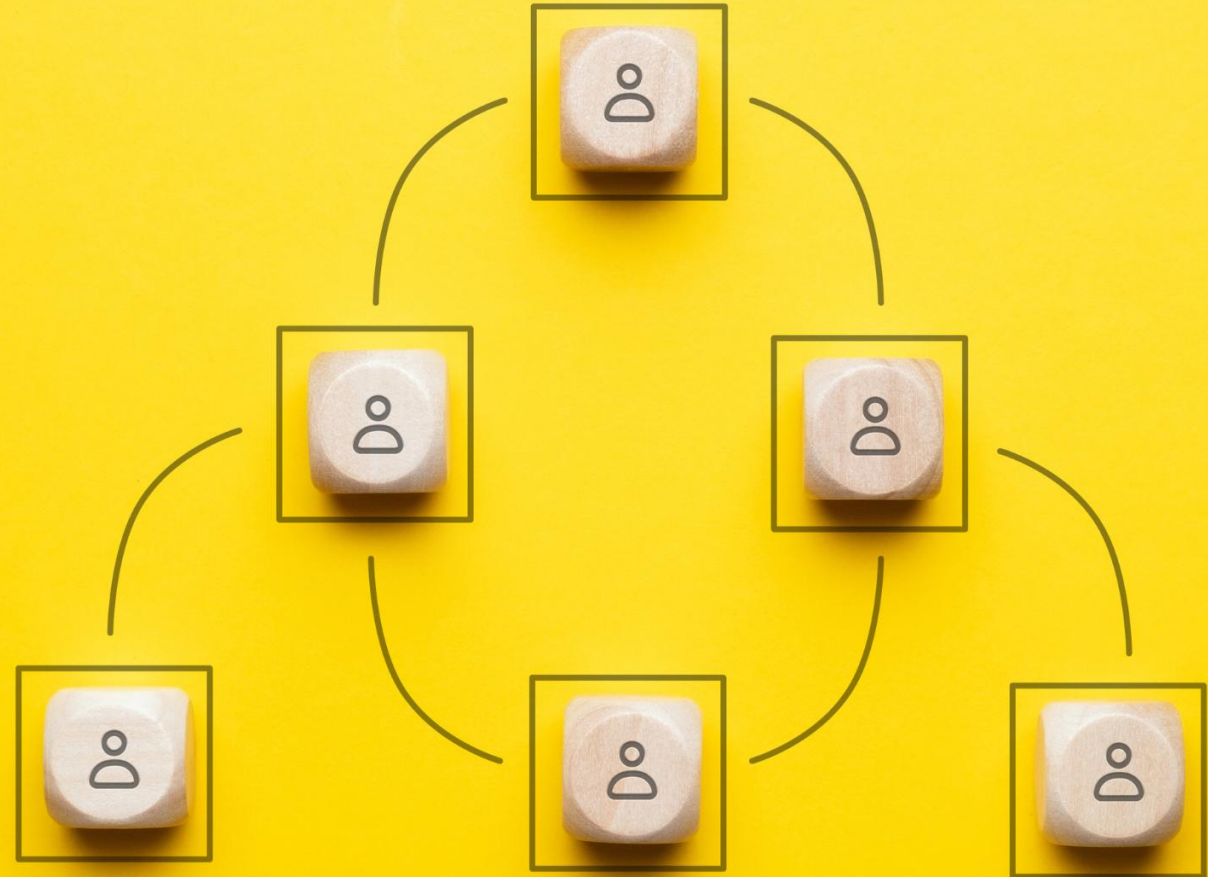


Accident Reports



Accident Response Plans

- Establish the chain of command
- Determine procedures for different level of accidents





Emergency Action Plan

- Procedures to report emergency
- Evacuation procedures
- Critical employee procedures
- Accounting for employees after evacuation

Training and Education

- Electrical safety
- Housekeeping
- Falls
- Awareness



Practical Illustration



- Accident Reports
- Accident Response Plans
- Emergency Action Plan
- Training and Education

Module Eight: Review Questions

1. Which section of the accident report may not be completed?

A. Employee

B. Medical provider

C. Supervisor

D. None

Module Eight: Review Questions

2. What should be provided along with the Medical Provider information?

A. Report

B. Patient history

C. Doctor's note

D. Incident plan

Module Eight: Review Questions

3. What should be done after analyzing evidence?

A. Draft a report

B. Make changes

C. Secure scene

D. Establish chain of command

Module Eight: Review Questions

4. What level of accident requires an accident response plan?

A. Minor accidents

B. Major accidents

C. Catastrophes

D. All of them

Module Eight: Review Questions

5. When may emergency action plans be verbally communicated?

A. With fewer than 10 people

B. With more than 10 people

C. Always

D. Never

Module Eight: Review Questions

6. When should employees first be exposed to the emergency action plan?

A. When roles change

B. When plan changes

C. When hired

D. When risks appear

Module Eight: Review Questions

7. When does safety education begin?

A. With training

B. At hiring

C. After orientation

D. With new information

Module Eight: Review Questions

8. What should be done when new risks are identified?

A. Communicate consequences

B. Avoid them

C. Accept them

D. Create new training programs

Module Eight: Review Questions

9. Accidents need to be reported when?

A. Immediately

B. Within 24 hours

C. A and B

D. Neither A nor B

Module Eight: Review Questions

10. _____ are put in place to help prevent accidents from happening again.

A. Whatever works for you

B. Weekly scheduling

C. Improving your vocabulary

D. None of the above



“

In the last analysis, sound judgment will prevail.

Joseph Cannon

MODULE NINE

Business Impact Analysis

The risk assessment identifies the potential losses that the organization faces, as well as severe risks.



Gather Information

Reports

Research

Interviews

Questionnaires

Conference
calls

Identify Vulnerabilities

The risks identified in the risk assessment will facilitate the identification of threats.





Analyze Information

- How would losing this function affect the business?
- What would losing this function cost?
- Do other systems rely on this function?

Implement Recommendations

- Review recommendations.
- Confirm commitment from participants.
- Schedule the implementation process.



Practical Illustration



- Gather Information
- Identify Vulnerabilities
- Analyze Information
- Implement Recommendations

Module Nine: Review Questions

1. Information gathered needs to be _____.

A. Specific

B. Important

C. Broad

D. New

Module Nine: Review Questions

2. Which method of research is typically used in the business impact analysis?

A. Report

B. Research

C. Interview

D. Conference calls

Module Nine: Review Questions

3. What becomes a potential emergency?

A. Threat

B. Vulnerability

C. Risk

D. Hazard

Module Nine: Review Questions

4. Which threat is likely to cause the vulnerability of a power outage?

A. Hacking

B. Untrained employees

C. Economic change

D. Tornado

Module Nine: Review Questions

5. What is the first step to analyze information?

A. Ask questions

B. Verify

C. Set priorities

D. Gather data

Module Nine: Review Questions

6. What is the best method to verify data?

A. Group interview

B. Questionnaire

C. Face-to-face interview

D. Research

Module Nine: Review Questions

7. What do you need before implementation?

A. Support of superiors

B. Review

C. Schedule

D. Communication

Module Nine: Review Questions

8. What is necessary after implementation?

A. Schedule

B. Communication

C. Review

D. Communication and review

Module Nine: Review Questions

9. The business _____ is used to calculate the consequences of potential disruptions.

A. Model

B. Impact analysis

C. Accountant

D. A and B

Module Nine: Review Questions

10. What do you need to do before you can determine your business' priorities?

A. Gather information

B. Identify any vulnerabilities

C. A and B

D. Neither A nor B



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I always tried to turn every disaster into an opportunity.

John D. Rockefeller

Disaster Recovery Plan

The disaster recovery plan outlines the procedures that need to be followed in the event of a disaster.



Make It Before You Need It

People

Facilities

Technology

Suppliers

Test, Update, and Repeat

- Collect results
- Evaluate results
- Update the plan





Hot, Warm, and Cold Sites

Many, companies choose warm sites because they offer more protection than cold sites, but they are less expensive than hot sites.

Keep Documentation Simple and Clear

- Objective
- Assumptions
- Criteria to invoke the plan



Practical Illustration



- Make It Before You Need It
- Test, Update, and Repeat
- Hot, Warm, and Cold Sites
- Keep Documentation Simple and Clear

Module Ten: Review Questions

1. When should disaster recovery plans be made?

A. Ahead of time

B. When convenient

C. When hazards are identified

D. When a disaster comes

Module Ten: Review Questions

2. What do the necessary factors help with?

A. Provide information

B. Disaster strategies

C. Make the employee read the documents in front of you

D. Inform that manager that the employee has the information

Module Ten: Review Questions

3. What are testing measurements?

A. Purpose

B. Evaluation

C. Objectives

D. Results

Module Ten: Review Questions

4. What should you do after testing the plan?

A. Nothing

B. Change it

C. Record it

D. Evaluate it

Module Ten: Review Questions

5. Which type of site resembles the work site?

A. Warm

B. Hot

C. Cold

D. None

Module Ten: Review Questions

6. Which type of worksite is most popular?

A. They are equally popular

B. Cold

C. Hot

D. Warm

Module Ten: Review Questions

7. Documentation needs to be _____.

A. Simple and clear

B. Efficient

C. Clear

D. Basic

Module Ten: Review Questions

8. What needs to be documented first?

A. Outcome

B. Assumption

C. Objective

D. Resource plan

Module Ten: Review Questions

9. Every organization needs a _____.

A. Hot site

B. Disaster recovery plan

C. Cold site

D. Warm site

Module Ten: Review Questions

10. What percentage of businesses do not recover from disasters?

A. 100%

B. 0%

C. 10%

D. 2%



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If you treat risk management as a part-time job, you might soon find yourself looking for one.

Deloitte

Summary of Risk Assessment

The ability to apply risk assessment techniques in the office will improve safety for employees and the organization.



What are the Hazards?

- Talk to employees
- Walk around the workplace
- Evaluate operations
- Read operation manuals

Who Might Be Harmed?

- Pregnant women
- The elderly
- Children
- People with disabilities





Are Current Control Measures Sufficient?

Control measures are necessary for the risk assessment, and they will depend on the hazard of the organization.

If Not, Change Control Measures

Monitor the measures for their effectiveness and evaluate the results to determine if they are sufficient.



Practical Illustration



- What are the Hazards?
- Who Might Be Harmed?
- Are Current Control Measures Sufficient?
- If Not, Change Control Measures

Module Eleven: Review Questions

1. What should be done while trying to identify hazards?

A. Keep a list

B. Summarize hazards

C. Identify risks

D. Schedule assessment

Module Eleven: Review Questions

2. What should be done after you have established a list of hazards?

A. Summarize the list

B. Review the list

C. Consider hazards

D. Identify risks

Module Eleven: Review Questions

3. Who does Not need to be considered when determining who could be harmed?

A. Customer

B. Employee

C. Everyone is considered

D. Vendor

Module Eleven: Review Questions

4. An employee injured while handling chemicals experiences which kind of harm?

A. Hazard

B. Indirect

C. Risk

D. Direct

Module Eleven: Review Questions

5. What will have its own control measure?

A. Process

B. Hazard

C. Injury

D. Procedure

Module Eleven: Review Questions

6. Control measures need to meet _____.

A. Procedures

B. Processes

C. Government regulations

D. Employee standards

Module Eleven: Review Questions

7. You come up with new control measures. What do you need to do first?

A. Communicate changes

B. Implement changes

C. Monitor them

D. Evaluate them

Module Eleven: Review Questions

8. What would a piece of equipment with a hazard of flying debris require?

A. Separation

B. Administrative controls

C. Isolation

D. PPE

Module Eleven: Review Questions

9. The first step in a risk assessment is identifying _____.

A. Employees

B. Hazards

C. Vendors

D. None of the above

Module Eleven: Review Questions

10. How can you identify risks?

A. Speak to employees

B. Evaluate operations

C. Look at records

D. All of the above

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Risk Assessment and Management is just beginning.



Words From the Wise

Risk is like fire: If controlled it will help you; if uncontrolled it will rise up and destroy you.

- Theodore Roosevelt

When our leaders accept the status quo, we run the risk of disaster.

- Max Bazerman

To make a mistake is only human; to persist in a mistake is idiotic.

- Cicero

Those who cannot remember the past are doomed to repeat it.

- George Santayana