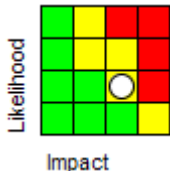
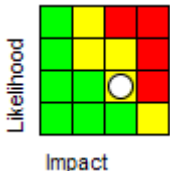
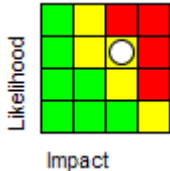
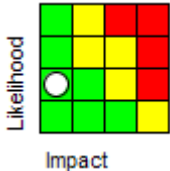
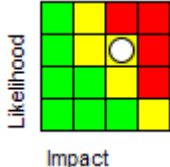
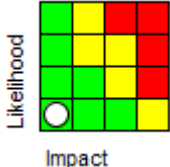
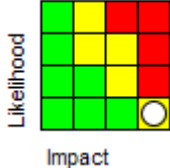
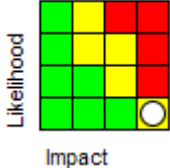


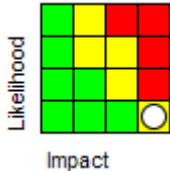
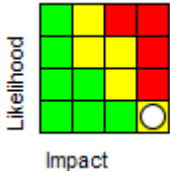
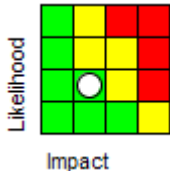
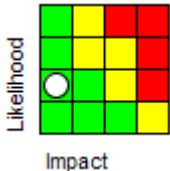
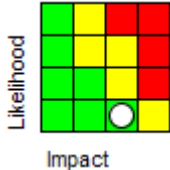
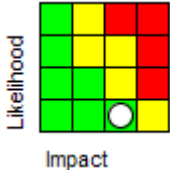
Business Plan Summary Report

Generated on: 28 April 2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
MCP-HA 001	<p>Cause: The car parking area is used by staff and visitors as well as through traffic which includes Heavy Goods Vehicles. The area is also used for unloading by forklift truck.</p> <p>Event: There is a real risk of injury or death of a pedestrian if vehicle movements in this constrained space are not appropriately managed and controlled.</p> <p>Effect: Serious injury or fatality; prosecution, a fine, reputational damage for the City. Adverse impact on the operation and sustainability of the service.</p>	Robert Quest			31-Dec-2015
MCP-HA 002	<p>Cause: The Heathrow Animal Reception Centre has experienced significant delays to maintenance and/or repair of equipment and facilities due to be carried out under the corporate repair and maintenance contract.</p> <p>Event: This has resulted and will</p>	Robert Quest			30-Dec-2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
	<p>result in future operational difficulties, including security risks where security doors are left inoperable.</p> <p>Effect: The risk of closure of the facility by the enforcing authorities leading to reputational damage and financial loss to the City.</p>				
MCP-HA 003	<p>Cause: A lack of robustness of Information Technology systems at the Heathrow Animal Reception Centre.</p> <p>Event: Technical failure of Information Technology systems leading to the loss of computer network facilities and telephones for a period in excess of 24 hours.</p> <p>Effect: Disruption to service, damage to reputation, temporary loss of income. Possible threat to animal welfare where HARC cannot be notified of airside incidents.</p>	Robert Quest			30-Dec-2016
MCP-HA 004	<p>Cause: Arrival of unknown venomous/toxic species through BIP.</p> <p>Event: Envenomation or poisoning of staff or visitor leading to serious illness or death.</p> <p>Effect: Serious injury or fatality; prosecution, a fine, reputational</p>	Robert Quest			30-Dec-2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
	damage for the City. Adverse impact on the operation and sustainability of the service.				
MCP-HA 005	Cause: Downturn in aviation/travel due to economics, environmental factors, terrorism etc. Event: Reduced throughput of consignments at HARC. Effect: Loss of income.	Robert Quest			30-Dec-2016
MCP-HA 006	Cause: Significant increase in throughput at short notice Event: Insufficient facilities to process consignments. Impact: Damage to reputation caused by inability to meet demand of airlines/agents, or slow processing.	Robert Quest			30-Dec-2016
MCP-HA 007	Cause: Loss of IS support for ARC Ledger bespoke database. Event: Loss of data, recording and reporting, and invoicing capability. Impact: Reputational damage due to compromised service delivery. Temporary loss of income.	Robert Quest			30-Dec-2016
MCP-HA 009	Cause: Fire or bomb threat, terrorism. Event: Evacuation of building. Impact: Inability to deliver service short term, reduced control on	Robert Quest			30-Dec-2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
MCP-HA 010	<p>imports leading to risk to human/animal health.</p> <p>Cause: Outbreak of zoonotic disease within Greater London/South East.</p> <p>Event: Restriction of animal movements, possible closure of Border Inspection Post to some species.</p> <p>Impact: Loss of income if BIP closed, cost of resourcing response to zoonoses outbreak, damage to reputation if at fault or poor response.</p>	Robert Quest			30-Dec-2016
MCP-HA 011	<p>Cause: Loss of power or water to building.</p> <p>Event: Compromised service delivery due to inability to operate IS systems, and animal facilities.</p> <p>Impact: Damage to reputation, loss of income.</p>	Robert Quest			30-Dec-2016
MCP-HA 012	<p>Cause: New Live Animal Border Inspection Post opening in UK/Heathrow.</p> <p>Event: Reduced throughput of animal consignments at Heathrow.</p> <p>Impact: Loss of Income.</p>	Robert Quest			30-Dec-2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
MCP-HA 013	<p>Cause: Legislative change on current 100% checks of EU pet movements.</p> <p>Event: Reduced/no requirement to check EU pets entering UK.</p> <p>Impact: Loss of income, increased risk of introduction of rabies.</p>	Robert Quest			30-Dec-2016
MCP-HA 014	<p>Cause: Handling of heavy consignments in the Large Animal Border Inspection Post, handling of large animals, failure of scissor lift safety mechanism.</p> <p>Event: Injury caused by failed safety mechanism on scissor lift, or kicking/trampling by horses and other large animals.</p> <p>Impact: Serious injury of staff, APHA staff or consignment attendant.</p>	Robert Quest			30-Dec-2016
MCP-PP 001	<p>Cause: Incorrect legal process/advice followed for Commercial Environmental Health/Trading Standards.</p> <p>Event: That a major prosecution case fails with costs not being awarded back to the CoLC/Judicial Review/civil claim associated with adverse publicity in the general and professional / technical media.</p> <p>Effect: Reputational and financial</p>	Jon Avern			29-Apr-2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
	loss.				
MCP-PP 002	<p>Cause: Incorrect legal process/advice followed for environmental health (excluding commercial teams) and licensing matters.</p> <p>Event: That a major prosecution case fails with costs not being awarded back to the CoLC/Judicial Review/civil claim associated with adverse publicity in the general and professional / technical media.</p> <p>Effect: Reputational and financial loss.</p>	Steve Blake			29-Apr-2016
MCP-PP 003	<p>Cause: Incorrect legal process/advice followed for licensing matters.</p> <p>Event: Incorrect suspension of Premises Licence resulting in civil claim for loss of business.</p> <p>Effect: Reputational loss.</p>	Jon Avern			29-Apr-2016
MCP-PP 004	<p>Cause: incorrect / poor enforcement decision made by inexperience or untrained officers</p> <p>Event: Incorrect seizure of property/goods e.g. ice cream vans/nut sellers stalls resulting in civil claim for loss of business</p> <p>Effect: Reputational loss</p>	Jon Avern			29-Apr-2016

Code	Description (Cause, Event, Impact)	Risk owner	Current Risk Matrix	Target Risk Matrix	Target Date
MCP-PP 005	<p>Cause: Poor management by the duty holder / responsible person through the action(s) / inaction(s) of their specialist contractor(s)</p> <p>Event: Outbreak of Legionnaires' disease traced to a City-audited (or even owned) cooling tower site and/or failure to adequately investigate the outbreak thus detrimentally affecting the reputation of the City of London as the world's pre-eminent financial centre and investment from international companies reducing as they locate elsewhere – e.g. Frankfurt or New York</p> <p>Effect: Major reputational loss</p>	Jon Avern			29-Apr-2016
MCP-PP 006	<p>Cause: Poor management by the duty holder / responsible person through the action(s) / inaction(s) of their specialist contractor(s)</p> <p>Event: Food poisoning outbreak linked to a State Banquet or other high profile event at the Guildhall or the Mansion House which detrimentally affects the reputation of City of London.</p> <p>Effect: Major reputational loss</p>	Jon Avern			29-Apr-2016

Departmental Health and Safety Management Structure

