

# IMPACT RATING

IMPACT RATING		Score		RISK CATEGORIES			
				Financial	Operational	Health & Safety	Legal & Regulatory Compliance
<b>Insignificant</b>	<b>1</b>	Direct loss of opportunity cost impact of less than \$5k	Negligible or no impact on delivery of services. Interruption to critical systems / processes for less than 4 days.	First aid treatment only required. Under \$5K damage and minimal productivity disruption.	Low level legal or regulatory issues; minor compliance breach of internal policies and procedures.	Local public relations concern, no effect on operations	Isolated complaints that are minor in nature, with insignificant impacts on revenue or events.
	<b>2</b>	Direct loss of opportunity cost impact of between \$5k and \$10k	Interruption to critical systems / processes for between 5 - 10 days.	Minor medical attention required. \$5K - \$50K damage and/or slight productivity disruption.	Potential legal or regulatory issue or compliance breach requiring line management attention – minor financial or commercial impact.	Attention in the local media, public distrust	Low level of complaints received; limited governing body intervention with minor impacts on revenue or events.

<p><b>Medium</b></p>	<p><b>3</b></p>	<p>Direct loss of opportunity cost impact of between \$10k and \$25k</p>	<p>Moderate interruptions to core services resulting in delays in distribution. Interruption to critical systems / processes for between 10 - 20 days.</p>	<p>Single lost time injury and / or reversible injury requiring hospitalisation for a single person. \$50 - \$100K damage and/or productivity disruption.</p>	<p>Legal or regulatory issue involving line management and external stakeholder involvement, that results in moderate financial impacts or commercial restrictions.</p>	<p>Adverse local media attention, ongoing public attention</p>	<p>Moderate level of customer complaints receiving national body intervention, resulting in moderate impacts on revenue or events.</p>
<p><b>Major</b></p>	<p><b>4</b></p>	<p>Direct loss of opportunity cost impact of between \$25k and \$50k</p>	<p>Core system disruption preventing delivery of one or more services, and / or major interruption to critical systems / processes for between 20 - 30 days.</p>	<p>Multiple lost time injuries and / or significant reversible injuries requiring hospitalisation for multiple people. \$100 - \$500K Damage and/or contingency plan required.</p>	<p>Legal or regulatory issue involving substantial senior management time to resolve, that results in major financial impact or commercial restrictions.</p>	<p>National media attention, operations restricted, brand impacted</p>	<p>Large number of complaints and / or shorter term, adverse governing body intervention, resulting in major impacts on revenue or events.</p>

<p style="text-align: center;"><b>Severe</b></p>	<p style="text-align: center;"><b>5</b></p>	<p>Direct loss of opportunity cost impact of greater than \$50k</p>	<p>Catastrophic impact to operations or product delivery. Core system disruption preventing delivery of multiple services, and / or interruption to critical systems / processes for greater than 30 days.</p>	<p>Single fatality or significant irreversible disability to a single person. More than \$500K damage and/or large reorganisation of premises.</p>	<p>Successful prosecution for breach of legal or regulatory compliance obligations, resulting in severe financial impact or commercial restrictions.</p>	<p>International media attention / international events at risk</p>	<p>Prolonged (&gt; 2months) adverse governing body intervention and / or regulatory attention, resulting in severe impacts on revenue and events.</p>
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