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| **RISK REGISTER** |  |  |  |  |  |  |
| **Description** | **Consequence / benefit of risk occurring** | **Likeli-hood** | **Impact** | **Mitigation Measures** | **Residual Likeli-hood** | **Residual Impact** |
| Post Office makes a loss | Shop sales have to subsidise cost of running the post office | High | High | Run a successful volunteer run community shop with sufficient profit margin to cover the deficit. If necessary reduce opening hours of post office so as to reduce cost of paid staff. | High | Low |
| Shop fails to attract sufficient customers and falls well short of sales targets | Shop is unable to subsidise Post Office, post office hours have to be reduced to reduce the cost of paid staff. | Medium | Medium | Implement competitive pricing and stock a range of products to meet needs of existing customers and to attract new customers. Carry out regular price, product and cost reviews. Maintain and improve profile of shop through effective marketing and communications. | Low | Low |
| Insufficient volunteers | One member of paid staff to be present during opening hours, Shop may not need volunteers during quiet periods. If shortage of volunteers is a problem we may lose volunteers because of pressure on remaining volunteers. | Medium | Medium | Implement a structured volunteer programme and offer training and support. Communicate regularly with volunteers. Advertise volunteering opportunities widely and run volunteer events to create a strong volunteer network. | Low | Low |
| Flooding of shop premises in particular the covered storage and delivery area | Stock is spoilt and has to be disposed of. Trading hours are interrupted | High | Medium | Store all stock and equipment off the ground in covered yard and any other areas identified as liable to flooding. Use sandbags to prevent water ingress. Keep drains and gullies clear of debris | Medium | Low |
| Serious security incident – robbery or internal fraud. | Post office cash holdings can present a risk of criminal attack. We could be held liable if considered negligent. | Medium | High | Ensure security procedures are adhered to, eg setting alarms, limiting cash holdings, ensuring safe is locked when shop is open, and regular balancing with committee member in attendance. | Low | Low |
| Lease not available for renewal after 5 years | Alternative premises have to be found. Shareholders have to be repaid if premises cannot be found. | High | High | Develop a long-term strategy including alternative options | Medium | Medium |
| Business fails | Shop has to close and shareholders cannot be repaid | Low | High | Regular business and financial reviews to identify mitigating measures. | Low | Low |