

QMS RISKS AND OPPORTUNITIES REGISTER 12/05/2025

#	Internal Issues	Expected Results	Uncertainty	Risk H / M/ L	Opportunities
1	Availability of reliable, qualified & competent staff	Staff are competent	Existing staff not all fully trained	M	Provide regular role specific update training; provide 'soft skills' training e.g. team building; accurate and up to date job descriptions & person specifications
2	Developing our people	Staff are loyal to L Lynch	Staff leaving for better T&Cs / pay	H	Benchmark our competitors T&Cs / pay structure; conduct and analyse exit interviews
3	Organisational culture	Staff are motivated	Unacceptable quality of work	M	Managers to empower staff within role boundaries; no blame culture to be developed
4	Failure to react to customer requirements	Meet the value 'Meeting hire demands'	Insufficient trained staff	M	Review working practices; provide additional training
5	Plant / equipment breakdowns	Fully operational plant / equipment	Breakdowns, costs, reputational damage, corporate manslaughter	H	Preventive maintenance program maintained & monitored
6	Safety culture	Staff work safely in the workplace	Unnecessary risks taken	H	Risk assessments; training; personal responsibility
7	IT	Fully functional systems	Downtime prevents operations	H	Up to date systems; backups adequate server(s); resources
8	Invoicing arrangements	Accurate invoices raised and paid within payment terms	Inaccurate invoices; queries generated; money outstanding	M	Pay on time; role specific training; queries analysed for trends; corrective action taken but preventive measures put in place; supervision; personal responsibility
9	Supply chain	Consistent process; audits of supply chain	Process not agreed and documented; audits don't take place	H	Review working practices; provide additional training; risk assessments
10	GDPR & cyber security	Personal information held securely with no security breaches either cyber or physical	Cyber-attack; staff not compliant; data & physical security periodic checks not carried out; loss of registration & customer confidence; reputational damage.	H	Regular risk assessments; TBTs/info to staff; training; personal responsibility; clear desk policy; ISO 27001 registration; Cyber Essentials registration.

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11	Protecting the environment	Energy efficiency campaign; Engaging with clients and through industry groups on best practice; Robust environmental management system (ISO 14001); Use of technology and alternative methods of transport; Strategies for waste reduction in place; Engagement with waste and recycling businesses	Departmental energy/carbon reduction plans	M	Training and working groups within the business
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#	External Issues	Expected Results	Uncertainty	Risk H / M/ L	Opportunities
12	Legal compliance	Compliant with statutory & regulatory requirements	Are any regulatory requirements changing?	M	Seek consultancy advice if appropriate; purchase updated standards; subscribe to industry specific publications; seminars/training courses
13	Client's working environment	Site safety & security; SLAs; risk assessments	Site break-ins (machine loss); H&S inductions	M	Establish if any site access issues; machine use; check site security
14	Suppliers failing to fulfil commitments	Supplier provides equipment/machinery on time	Equipment/machinery downtime; resources; outstanding debt	L	Confirm status of order with supplier; check PDI if appropriate;
15	Invoices queried & not paid within payment terms	Invoice paid on time – no queries	Companies 'hold on' for as long as possible before payment – mirror Lynch working practice	M	Correct account selected; effective credit control processes; Lynch pay on time
16	Competitors	Enough business for Lynch and competitors	Pricing, reputation	M	Ensure prices remain competitive, enhance reputation e.g. pay on time, stable employment
17	Pandemics	Social distance maintained; office kept clean with appropriate hand washing products made available; one way system in, out & around building; vehicles & plant kept clean; PDAs not exchanged between drivers or fitters; designated exclusion zones.	Unclear how many staff may develop symptoms; duration of Government furlough scheme; visitors to the office; site precautions.	L	As many staff as reasonably practicable to work from home; restrict visitors; better use of IT for remote meetings & audits; continued updates from Senior Management.

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18	GDPR & cyber security	Personal information held securely with no security breaches either cyber or physical	Cyber-attack; IT systems & staff not compliant; data & physical security periodic checks not carried out.	H	Regular risk assessments & pen testing; TBTs/info to staff; training; personal responsibility; clear desk policy; achieve ISO 27001 registration.
19	Climate change	Sustainable alternative renewable fuels; plant & vehicles delivered within timescales; land, sea & air issues prevent or restrict goods being received; weather makes working conditions unacceptable.	Availability of renewable fuel, weather issues e.g. ash cloud, prolonged rainfall, wars, import issues.	M	Collaborative & innovative working with all suppliers/customers; promote alternative fuels in plant & vehicles to reduce emissions.