



# **Risk Management at the Arab Open University Kingdom of Saudi Arabia**

Preparation

Risk Management Committee at the Arab Open University

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## **Risk management at the Arab Open University**

### **Introduction:**

It is important matters that there have been recently appeared considered plans to confront and manage risk in all their aspects, effects and causes. In view of the need for a risk management plan at the Arab Open University in Kingdom of Saudi Arabia, the existence of this plan is a prerequisite for obtaining academic accreditation and an integral part of the practices of quality and local and international accreditation. The University decided to put the plan into operation and to rely on it as a basic reference to confront various aspects of potential risk.

Therefore, a committee of specialists in risk management was formed and this plan was one of the results of this distinguished committee, which was relied on its preparation on the best practices in this field.

### **Definition of risk management:**

Risk management is the science and art of taking advantage lessons from the past in minimizing current and future risk. It also manages individuals and processes during a risk, measure those risk and determine their effects.

### **Department of Risk Management at the Arab Open University:**

The department aims to promote a culture of risk awareness, integrate all concerned into the day-to-day risk management process, and encourage university staff and students to adopt a risk management culture to improve the University's reputation and assets.

### **The role of the Risk Management Department in protecting the university's assets (human-physical-financial):**

- Prevention of adverse incident s by training, learning and monitoring.
- Contracting with insurance companies to secure the university assets.
- Dealing fairly and responsibly with administrative issues and demands.
- Advising senior management on how to provide best protection against future risk and in line with the University's strategic plans.

## **Risk Measurement at the Arab Open University:**

Risk measurement is the task of quantifying those risk and reporting it, and that is necessary process to support risk management. The aim of risk measurement is to find a realistic view of what may happen in the future and specifically answer the question: Will the university gain or lose?

### **Risk measurement objectives:**

1. Detecting the unexpected risk which facing the university.
2. Understanding and detectability of risk and issuing an effective and clear report about risk.
3. Trying to understand and detect unknown and unexpected risk that can be difficult to understand and detect.

### **The University's methodology in risk management:**

- Identifying the most significant risk arising from processes continuously.
- Prioritizing risk in according to their probability of occurrence and potential impact.
- Applying strategies to reduce the risk.
- Monitoring the effectiveness of risk management efforts.

### **Health Risk:**

- Asphyxiation.
- Infection and spread of epidemics.
- Risks of public health and chronic diseases.
- Food poisoning.

### **Document and Information Risks:**

- Viruses.
- Unauthorized access.
- Using non-original versions in software and applications.
- Hacking.
- Unauthorized modification of data and information.
- Hardware and software malfunctions.
- Stealing hardware and accessories.

### **Legal Risk:**

- Lack of awareness among academic staff, employees and students of their rights and duties.
- Filling a case against the university.
- Violating the intellectual rights.
- Losing the documents due to not provide adequate protection to preserve it.
- Cheating phenomenon among students.

### **Reputation Risk:**

- Academic reputation.
- Research reputation.
- The risk related to media.
- Administrative Reputation.

### **Fire Risk:**

- Fire resulting from improper storage of flammable materials.
- Fire resulting from misapplication of safety conditions in the halls and laboratories.
- Risk of lack of firefighting equipment in some university buildings.

### **Financial Risk:**

- Reduction of the university's own financial resources.
- Asset management and financial resources.

### **Human Resources Risks:**

- The risk of lack of knowledge of students about their rights and duties.
- The lack of clarity of human resources policies at the university.
- Employee turnover.

### **Natural Risk:**

- Rain and floods.
- Storms and dust.

### **Structures and Facilities Risks:**

- Electrical connections and installations.
- Building cracks.
- Power outage.

## Health Risk:

### Risk: Asphyxiations

Potential risk	Site data	responsible person
Asphyxiations	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Laboratories</li> <li>- Classrooms</li> <li>- Offices and waiting halls</li> </ul>	Director of Operation and Maintenance Department
Risk description	Risk level	Risk type
Asphyxiations resulting from: <ol style="list-style-type: none"> <li>1. In the event of fire.</li> <li>2. Gases leakage through air conditioning or ventilation pipes.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○ Average</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>✓ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Training the staff in use the fire extinguishers.</li> <li>2. Training the staff in evacuation of buildings.</li> <li>3. Making regular maintenance of air conditioning and ventilation pipes.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>✓ Average</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Health risks - Asphyxiations risks
<b>Risk place:</b>	University buildings - laboratories - classrooms
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Operation and Maintenance Department
<b>means of communication with responsible person:</b>	Ext. 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Operation and Maintenance Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Keeping away from the source of gases.</li> <li>2. Evacuation of buildings immediately.</li> <li>3. Providing airflow for the injured.</li> <li>4. Putting oxygen cylinders to be used in case of asphyxiation.</li> <li>5. Transferring the injured to the hospital immediately.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. In case of asphyxiation due to a fire, shall be controlled of fire immediately.</li> <li>2. In case of asphyxiation due to gas leakage, shall be stopped the leakage immediately and keep quiet.</li> <li>3. Renewing the air in the place of risk directly.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Training the staff in first aid.</li> <li>2. Training the staff in the rapid evacuation of buildings.</li> <li>3. Detection of gas pipes periodically.</li> <li>4. Maintenance of fire alarms periodically.</li> </ol>	



**Risk: Infection from epidemics and spread of diseases**

Potential risk	Site data	responsible person
Infection from epidemics and spread it	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Laboratories</li> <li>- Classrooms</li> <li>- Offices</li> <li>- waiting halls</li> </ul>	Operation and Maintenance Management- Buildings Cleaning Department
Risk description	Risk level	Risk type
1. Do not disposal of waste properly. 2. Lack of knowledge of the seriousness of the epidemics spread.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>✓ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
1. Disposal of waste by the right manner. 2. Health awareness of risks of epidemics and diseases spread.	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

### Risk management procedures as they occur:

<b>Risk type:</b>	Health risks - Infection from epidemics and spread of diseases
<b>Risk place:</b>	University buildings - laboratories – classrooms - offices - waste collection sites
<b>Responsible person (to contact him when the risk occurs):</b>	Director of cleaning Department - Director of Operation and Maintenance Department
<b>means of communication with responsible person:</b>	Ext. 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Director of cleaning Department - Director of Operation and Maintenance Department
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Making periodic reports about infection cases.</li> <li>2. Any infection cases or spread of epidemics shall be reported immediately.</li> <li>3. When any student or staff is injured, shall be reported immediately and transferred the injured person to the nearest hospital for treatment.</li> </ol>	

### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Immediate treatment for cases by first-aid and taking the injured to the nearest hospital.</li> <li>2. Providing a first aid kit.</li> <li>3. Providing a rapid means of communication with ambulance.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Putting awareness guidelines in laboratories, classrooms and corridors.</li> <li>2. Making awareness campaigns for students and staff to take precautions to prevent infection and spread of epidemics.</li> </ol>	

**Risk: The risks of public health and chronic diseases**

Potential risk	Site data	responsible person
Risks of public health and chronic diseases	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Laboratories</li> <li>- Classrooms</li> <li>- Offices</li> <li>- waiting halls</li> </ul>	Operation and Maintenance Management- Building Cleaning and Infection Control Department
Risk description	Risk level	Risk type
<p>Impacting on students or employees by:</p> <p>A. Accidents::</p> <ul style="list-style-type: none"> <li>- Wounds or burns resulting from contact with sharp or breakable surfaces.</li> </ul> <p>B. Occupational Diseases: Diseases caused by the use of some toxic substances.</p>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>✓ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing safety methods and first aid.</li> <li>2. Using hand gloves when handling with glass or sharp surfaces.</li> <li>3. Putting signboards in wet or sharp areas.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

**Risk management procedures as they occur:**

<b>Risk type:</b>	Health risks - Risks of public health and chronic diseases
<b>Risk place:</b>	University buildings - laboratories – classrooms - offices - waiting places
<b>Responsible person (to contact him when the risk occurs):</b>	Director of cleaning and Sterilization Department - Operation and Maintenance Management
<b>means of communication with responsible person:</b>	Ext. 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Director of cleaning Department – Buildings – Sterilization - Operation and Maintenance Management
<b>procedures which takes by the entity for processing the risk:</b>	
<b>Wounds:</b> <ol style="list-style-type: none"> <li>1. Cleaning wounds by water and using first aid kit.</li> <li>2. Contacting the ambulance and transferring the wounded (if needed) to the nearest hospital.</li> </ol> <b>Burns:</b> <ol style="list-style-type: none"> <li>1. Cooling the affected area by using water or cold poultices.</li> <li>2. Do not put ice on the burns because it leads to frostbite, which causes damage to the skin.</li> <li>3. Contacting the ambulance and transferring the injured to the nearest hospital.</li> </ol>	

**Risk management procedures as they occur:**

<b>Finishing the risk and disposal of the damage caused by it.</b>
<b>In the case of glass breakage:</b> <ol style="list-style-type: none"><li>1. Cleaning the area from broken glass.</li><li>2. Putting signboards in wet places where there is a risk of skidding.</li><li>3. Educating students and employees to take precautions and caution.</li></ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"><li>1. Making awareness campaigns to take precautions and caution.</li><li>2. Putting guidance in the corridors, laboratories and waiting places.</li><li>3. Making regular maintenance of buildings and reporting to the Department continuously.</li></ol>

**Risk: The risk of food poisoning**

Potential risk	Site data	responsible person
Risk of food poisoning	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Laboratories</li> <li>- Classrooms</li> <li>- Offices</li> <li>- waiting halls</li> <li>- Restaurants and cafeteria</li> </ul>	Director of Operation and Maintenance Department
Risk description	Risk level	Risk type
Food poisoning due to lack of cleanliness of food or drinks. Presence of bacterial in the food preparation due to poor storage or use of pesticides.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>✓ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing safety methods and first aid.</li> <li>2. Using hand gloves when handling with glass or sharp surfaces.</li> <li>3. Putting signboards in wet or sharp areas.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Health risks - food poisoning
<b>Risk place:</b>	Places providing food such as restaurants and cafeteria
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Operation and Maintenance Department
<b>means of communication with responsible person:</b>	Ext. 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Operation and Maintenance Management - Contracts and Procurement Administration
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Providing first aid for the injured.</li> <li>2. Contacting the ambulance and transferring the injured directly to the nearest hospital.</li> <li>3. It is necessary to take samples from the patient and make sure that the situation is a case of food poisoning.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. Cleaning the place and not allow people to enter the infected places.</li> <li>2. Reserving the foods in the place of poisoning.</li> <li>3. Informing the concerned authorities in the Ministry of Health.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Making periodic inspection campaigns on restaurants and Places providing food such as cafeteria.</li> <li>2. Continuous monitoring the water sources and sterilization of kitchens and cafeterias.</li> <li>3. Insect control continuously.</li> <li>4. Coordinating with the competent authorities in the Ministry of Health when cases of poisoning occur and the causes thereof are known.</li> <li>5. Cleaning the catering areas continuously.</li> <li>6. Educating the employees of food processing the need for personal care.</li> </ol>

## Document and Information Risks:

### Risk: Viruses

Potential risk	Site data	responsible person
Viruses	<ul style="list-style-type: none"> <li>- Devices</li> <li>- Networks</li> <li>- Data retention centers</li> </ul>	Director of IT and Technical Support Department
Risk description	Risk level	Risk type
The risk of viruses infiltrating the devices. Viruses are malicious software that can cause damage to information or loss of data.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing virus detection programs.</li> <li>2. Making periodic maintenance of the devices and ensure that they are free of viruses.</li> <li>3. Do not install any programs until after the examination by the technicians.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	



**Risk management procedures as they occur:**

<b>Risk type:</b>	Technical risks - viruses
<b>Risk place:</b>	Devices and networks - Data Centers
<b>Responsible person (to contact him when the risk occurs):</b>	Director of IT and Technical Support Department
<b>means of communication with responsible person:</b>	Ext. 7879 Mobile: 0551668771
<b>The entity responsible for processing the risk:</b>	IT management and technical support
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Reducing the impact of viruses by isolating the infected device from the network.</li> <li>2. Examining devices by specialists and determine the damage caused by viruses infiltration.</li> <li>3. Sending a report about the problem and the extent of its harm.</li> <li>4. Educating employees of the need to check programs and accessories before using them.</li> </ol>	

**Risk management procedures as they occur:**

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Using protection software.</li> <li>2. Updating protection software.</li> <li>3. Do not run the infected devices.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Educating users of the need to check programs before installing them.</li> <li>2. Do not use the accessories (USB) before making sure they are free of viruses.</li> <li>3. Updating viruses' detection software.</li> </ol>	

**Risk: The risk of unauthorized access**

Potential risk	Site data	responsible person
The risk of unauthorized access	<ul style="list-style-type: none"> <li>- Devices</li> <li>- Networks</li> <li>- Data retention centers</li> </ul>	Director of IT and Technical Support Department
Risk description	Risk level	Risk type
Unauthorized access to systems, software and databases, illegally.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Putting information security procedures and policies.</li> <li>2. Promoting awareness of information security.</li> <li>3. Making periodic tests to check the access by unauthorized manner.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Technical risks - unauthorized access
<b>Risk place:</b>	Devices and networks - Data Centers
<b>Responsible person (to contact him when the risk occurs):</b>	Director of IT and Technical Support Department
<b>means of communication with responsible person:</b>	Ext. 7879 Mobile: 0551668771
<b>The entity responsible for processing the risk:</b>	IT management and technical support
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Reducing the risk effect by stopping the account and verifying the protection of different systems.</li> <li>2. Verifying and checking systems and knowing how illegal access occurs.</li> <li>3. Sending a report about the problem.</li> <li>4. Educating users on the necessary to maintain their access data.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. Stopping the account and change the password.</li> <li>2. Knowing the amount of damage and determine how to get rid of it.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Educating users on the necessary to maintain their access data.</li> <li>2. Determining the appropriate powers for each user.</li> <li>3. Making periodic examination of the systems and follow-up of the access processes of the various systems.</li> </ol>

**Risk: The risk of using non-original versions of software**

Potential risk	Site data	responsible person
Risk of using non-original versions of software	- All computers and IT	Director of IT and Technical Support Department
Risk description	Risk level	Risk type
The use of non- original versions of software may cause such software to stop, loss of information, and the inability to do works to stop programs.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>✓ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing the necessary licenses for the software used.</li> <li>2. Creating an email to report unlicensed software.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

**Risk management procedures as they occur:**

<b>Risk type:</b>	Technical risks - using unlicensed software
<b>Risk place:</b>	All computers and IT
<b>Responsible person (to contact him when the risk occurs):</b>	Director of IT and Technical Support Department
<b>means of communication with responsible person:</b>	Ext. 7879 Mobile: 0551668771
<b>The entity responsible for processing the risk:</b>	IT management and technical support
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Stop using unlicensed software.</li> <li>2. Installing licensed software or use open source software if they meet the need.</li> </ol>	

**Risk management procedures as they occur:**

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Stop using unlicensed software.</li> <li>2. Providing licenses or replacement of software licensed with original software.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Educating users of the necessity to use licensed software.</li> <li>2. Providing licensed software.</li> <li>3. Using open source software if they meet the need.</li> </ol>	

**Risk: The risk of hacking**

Potential risk	Site data	responsible person
The risk of hacking	<ul style="list-style-type: none"> <li>- Devices</li> <li>- Networks</li> <li>- Data retention centers</li> </ul>	Director of IT and Technical Support Department
Risk description	Risk level	Risk type
Unauthorized access to a university's hardware or servers.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Installing anti-hack software (firewall).</li> <li>2. Making regular technical tests.</li> <li>3. Taking periodic backups of data.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Technical risks - risks of hacking
<b>Risk place:</b>	Devices and networks - Data Centers
<b>Responsible person (to contact him when the risk occurs):</b>	Director of IT and Technical Support Department
<b>means of communication with responsible person:</b>	Ext. 7879 Mobile: 0551668771
<b>The entity responsible for processing the risk:</b>	IT management and technical support
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Isolating the hacking devices from the rest of the network sections.</li> <li>2. Determining the type of hacking and evaluate the resulting damage.</li> <li>3. Verifying the protection of non-hacking devices.</li> <li>4. Sending a report about the problem and the extent of its harm.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Isolating the hacking devices and verifying that the hacker does not reach to other network locations.</li> <li>2. Verifying the effectiveness of firewalls.</li> <li>3. Do not connect the hacking devices with the network only after verifying the safety of these devices.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Coordinating with the cybersecurity body and the necessity to take the necessary precautions to stop any hacking.</li> <li>2. Educating users of the necessity to take precaution and do not install programs that help to hack the devices.</li> <li>3. Installing firewall programs and checking the network constantly and verifying that the user is one of the authorized users.</li> <li>4. Taking periodic backups of important data.</li> </ol>	

**Risk: The risk of unauthorized modification of data or information**

Potential risk	Site data	responsible person
unauthorized modification of data	<ul style="list-style-type: none"> <li>- Student information systems</li> <li>- Security Systems</li> <li>- Financial systems and human resources</li> </ul>	Director of Administration who responsible for using the system
Risk description	Risk level	Risk type
Modifying data in an unauthorized manner may lead to take a wrong decision or change the facts	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Putting information security procedures and policies.</li> <li>2. Educating users of the necessity to follow the necessary procedures for data entry or modification.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	



#### Risk management procedures as they occur:

<b>Risk type:</b>	Technical risks - unauthorized modification of data
<b>Risk place:</b>	Student information - Financial Systems - Personnel Systems
<b>Responsible person (to contact him when the risk occurs):</b>	Technical Manager - Director of Beneficiary Administration
<b>means of communication with responsible person:</b>	Ext: Mobile:
<b>The entity responsible for processing the risk:</b>	IT management and technical support
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Verifying the modifications which made to the system.</li> <li>2. Knowing the account used in these modifications.</li> <li>3. Stopping the account and knowing who's responsible.</li> <li>4. Sending a report of the incident, the amount of damage and how to solve the problem.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. Restoring the data to what it was before the unauthorized modification.</li> <li>2. Changing the user password.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Educating users of the necessity to maintain their access information.</li> <li>2. Educating users of the necessity to follow the correct procedures when entering or modifying data.</li> </ol>

**Risk: Hardware and software malfunctions**

Potential risk	Site data	responsible person
Hardware and software malfunctions	<ul style="list-style-type: none"> <li>- Hardware and software in the various sites within the university buildings.</li> <li>- Student information systems</li> </ul>	Director of IT and Technical Support Department
Risk description	Risk level	Risk type
Malfunctioning the hardware and software is a real risk, causing it to stop working and accompanying material losses.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Making regular maintenance of hardware and software.</li> <li>2. Allocating contingency teams, working in case of sudden discontinuation of software and systems.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Technical risks - hardware and software malfunctions
<b>Risk place:</b>	Hardware and software at all sites within the university
<b>Responsible person (to contact him when the risk occurs):</b>	Director of IT and Technical Support Department
<b>means of communication with responsible person:</b>	Ext. 7879 Mobile: 0551668771
<b>The entity responsible for processing the risk:</b>	IT management and technical support
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Equipping a technical team to repair the malfunctions.</li> <li>2. Identifying problems and their impact on workflow.</li> <li>3. Solving problems and verifying that the necessary measures are taken to avoid repeating the malfunctions.</li> <li>4. Sending a report on the problem and the extent of the damage caused by the malfunctions.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. Solving the malfunctions and verifying that it is not repeated.</li> <li>2. Replacing the device if it is not working and the problem is related to the physical parts of the device.</li> <li>3. Contacting with the manufacturer of the device if necessary.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Educating users about the dealing with hardware and software properly.</li> <li>2. Using original software.</li> <li>3. Making regular maintenance of hardware and software.</li> </ol>

**Risk: Stealing hardware and accessories**

Potential risk	Site data	responsible person
Stealing hardware and accessories	<ul style="list-style-type: none"> <li>- All university offices.</li> <li>- Data Center.</li> <li>- University warehouses.</li> </ul>	Director / Security Supervisor
Risk description	Risk level	Risk type
Stealing hardware and accessories leads to significant material losses, especially loss of data.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>✓</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>✓ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing security and safety.</li> <li>2. Monitoring entry and exit via cameras and recording the operations.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of stealing hardware and accessories
<b>Risk place:</b>	All university offices - data center - university warehouses.
<b>Responsible person (to contact him when the risk occurs):</b>	Director / Security Supervisor
<b>means of communication with responsible person:</b>	Ext. 7644 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Security and safety management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Verifying the actor by camera recordings.</li> <li>2. Replacing the stolen device if necessary.</li> <li>3. Contacting the competent authorities and reporting the incident.</li> <li>4. Sending a report about the incident to the department.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Replacing the stolen device.</li> <li>2. Reinstating the work to how it was.</li> <li>3. Reporting about the actor.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Taking necessary procedures to ensure the security and safety of hardware and accessories.</li> <li>2. Continuing follow-up of recordings, analyzing the movements and making periodic reports of entry and exit operations.</li> <li>3. Everyone should be aware of the necessity to carry the work card inside the university buildings.</li> </ol>	

## Legal Risk

**Risk: Lack of awareness among academic staff, employees and students of their rights and duties.**

Potential risk	Site data	responsible person
Lack of awareness among academic staff, employees and students of their rights and duties.	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Director of Human Resources Department. Director of Student Affairs Department.
Risk description	Risk level	Risk type
Lack of knowledge about rights and duties leads to make some activities that are contrary to those rights and duties	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>✓ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
1. Educating academic staff, employees and students of their rights and duties. 2. Holding seminars, courses and workshops to clarify these rights and duties.	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

### Risk management procedures as they occur:

<b>Risk type:</b>	Lack of awareness among academic staff, employees and students of their rights and duties.
<b>Risk place:</b>	Colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Human Resources Department
<b>means of communication with responsible person:</b>	Ext. 7880 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Human Resource Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Providing academic staff, employees and students with the regulations of rights and duties.</li> <li>2. Putting these regulations on the university website.</li> <li>3. Holding workshops, courses and meetings that illustrate the rights and duties of all.</li> </ol>	

### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Binding the academic staff, employees and students to review the rights and duties regulations.</li> <li>2. Taking a pledge to everyone that he was aware of its rights and duties.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Holding an introductory meeting at the beginning of each semester, which clarifying all rights and duties to the students, teachers and employees.</li> <li>2. Making workshops during the semester to discuss various legal aspects.</li> </ol>	

**Risk: Filing a cases against the university.**

Potential risk	Site data	responsible person
Filing a cases against the university	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Director of Legal Affairs
Risk description	Risk level	Risk type
The complexity or neglect from some departments within the university sometimes leads to the file a cases against the university	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>✓ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Educating on laws and regulations.</li> <li>2. Ensuring that the legality of the decisions taken in various cases.</li> <li>3. Presenting the contracts and agreements which held by the university to the legal administration.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	



#### Risk management procedures as they occur:

<b>Risk type:</b>	Filing a cases against the university
<b>Risk place:</b>	Colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Legal Affairs
<b>means of communication with responsible person:</b>	Ext. Mobile:
<b>The entity responsible for processing the risk:</b>	Department of Legal Affairs
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Understanding with the claimant.</li> <li>2. Knowing the case and Following- up with the judicial authorities.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Preparing a plan to plead and respond to the case.</li> <li>2. Following- up with the competent authorities.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Knowing the legal procedures for litigation.</li> <li>2. Holding seminars and workshops to clarify the legal aspects of contracts and agreements.</li> </ol>	

**Risk: The risk of violating the intellectual rights**

Potential risk	Site data	responsible person
The risk of violating the intellectual rights.	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Director of Legal Affairs
Risk description	Risk level	Risk type
Using or quoting intellectual content (printed, written or published online) without reference to the source constitutes a violation of intellectual rights.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>✓ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Verifying the source of the intellectual content.</li> <li>2. In case of violation of Intellectual rights, the violator shall be referred to the disciplinary committee of the University.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Legal risks - violating the intellectual rights
<b>Risk place:</b>	Colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Legal Affairs
<b>means of communication with responsible person:</b>	Ext. Mobile:
<b>The entity responsible for processing the risk:</b>	Department of Legal Affairs
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Verifying the source of the intellectual content.</li> <li>2. Forming a Committee to verify the validity of the violation.</li> <li>3. If the violation is confirmed, it shall be submitted to the University Master and the violator shall be referred to the Disciplinary Committee.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Do not approve the violating intellectual content.</li> <li>2. Referring the violator to the Disciplinary Committee.</li> <li>3. Issuing a written notice from the Scientific Committee and not accepting any scientific content submitted by the violator.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Educating academic staff, employees and students about the danger of violating the intellectual rights.</li> <li>2. Holding seminars and workshops to identify the basics of scientific research and the method of preserving intellectual rights.</li> <li>3. Educating students about the correct quote method during the introductory week, which takes place at the beginning of each semester.</li> </ol>	

**Risk: The risk of losing the documents due to not provide adequate protection to preserve it**

Potential risk	Site data	responsible person
losing the documents due to not provide adequate protection to preserve it	<ul style="list-style-type: none"> <li>- University administration</li> <li>- Branches</li> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	<p>Director of the concerned department</p> <p>Director of Legal Affairs</p>
Risk description	Risk level	Risk type
Neglecting in the preservation and sending the official documents expose it to loss, causing significant material damage.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>✓ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Keeping the official documents in private drawers in each department, which is closed and monitored continuously.</li> <li>2. Saving the electronic copies of those documents for reference when needed.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Losing the documents due to not provide adequate protection to preserve it.
<b>Risk place:</b>	University administration – branches - colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of the concerned department - Director of Legal Affairs
<b>means of communication with responsible person:</b>	Ext. Mobile:
<b>The entity responsible for processing the risk:</b>	Department of Legal Affairs
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Searching for documents and using electronic copies if needed.</li> <li>2. Knowing the responsible for the loss of these documents and notice him in writing.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Using electronic copies if needed.</li> <li>2. Ensuring that the University's regulations regarding the preservation of documents are applied.</li> <li>3. Issuing a written notice to the responsible of losing those documents</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Establishing a center for the preservation of documents.</li> <li>2. Educating the employees and academic staff the necessity to take precautions in the preservation of official documents.</li> </ol>	

**Risk: Cheating phenomenon among students.**

Potential risk	Site data	responsible person
Cheating phenomenon among students.	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Academic Departments</li> </ul>	Dean of the concerned college Head of the concerned department
Risk description	Risk level	Risk type
The cheating phenomenon among students, causing legal consequences for the student and It also reflects undesirable behavior that needs to be addressed.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>✓ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
1. Educating students about university rules and regulations. 2. Students shall be reviewed the disciplinary regulations. 3. The councils and disciplinary committees shall be activated at the university.	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Cheating phenomenon among students		
<b>Risk place:</b>	Colleges - academic departments		
<b>Responsible person (to contact him when the risk occurs):</b>	Dean of the concerned college - Head of the concerned department		
<b>means of communication with responsible person:</b>	<b>Faculty of computing studies:</b>	Ext: 7874	Mobile:
	<b>Faculty of Business Studies:</b>	Ext:	Mobile:
	<b>Faculty of Language Studies:</b>	Ext: 7871	Mobile:
<b>The entity responsible for processing the risk:</b>	Deanship of Student Affairs		
<b>procedures which takes by the entity for processing the risk:</b>			
1. Educating students about university rules and regulations.			
2. Putting these rules and regulations on the university's official website.			
3. Forming disciplinary councils and committees when necessary.			

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Referring male/female student to the disciplinary council.</li> <li>2. Activating the university rules and regulations to reduce the spread of this phenomenon.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Educating students about the Disciplinary Regulation during the introductory meeting which holding at the beginning of each semester.</li> <li>2. The necessity of emphasizing the control of tests.</li> <li>3. Holding workshops, lectures and seminars to discuss the phenomenon and ways to reduce it.</li> </ol>	

## Reputation Risk

### Risk: The risk of academic reputation

Potential risk	Site data	responsible person
The risk of academic reputation	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Dean of Academic Affairs
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>Declining the quality of academic programs and lack of adaptation to the requirements of development and the labor market.</li> <li>Declining the level of job opportunities for university graduates compared to other universities.</li> <li>Academic staff are not trained in modern teaching methods.</li> <li>Declining the quality of learning resources.</li> <li>Failing some academic programs in obtain academic accreditation.</li> <li>Declining the level of student evaluation.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>✓ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>Reviewing the quality of programs to meet the requirements of development and the labor market.</li> <li>Encouraging the deans of the faculties to meet academic quality standards and obtain academic accreditation.</li> <li>Appointing distinguished teaching staff.</li> <li>Providing the required specialties for the labor market.</li> <li>Establishing a partnership with staffing agencies to appoint graduates.</li> <li>Training the academic staff on modern teaching methods.</li> <li>Training the academic staff to choose appropriate methods for assessing students, based on international standards.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	



#### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of academic reputation
<b>Risk place:</b>	Arabic Open University: colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Vice-dean for Academic Affairs
<b>means of communication with responsible person:</b>	Ext: 7802    Mobile: 0558444470
<b>The entity responsible for processing the risk:</b>	Vice-deanship for Academic Affairs
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Reviewing academic programs and their compatibility with the labor market.</li> <li>2. Reviewing the commitment the faculties' deans to apply quality standards and academic accreditation.</li> <li>3. Reviewing and modifying programs that did not receive quality and academic accreditation.</li> <li>4. Stopping admission in academic programs that prove that they do not conform to development plans.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Identifying the material and moral hazards and making corrective plans for potential academic programs at risk.</li> <li>2. Raising the level of student assessment mechanisms by scientific and practical bodies and relying on the electronic test system.</li> <li>3. Announcing the obtaining academic accreditation for academic programs, colleges and universities.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Raising awareness among academic staff about the importance of quality and academic accreditation.</li> <li>2. Giving attention to train academic staff at modern methods of teaching and evaluating.</li> <li>3. Giving attention to the student, the quality of materials, teaching methods and linking them to the requirements of the labor market.</li> <li>4. Seeking to obtain academic accreditation for programs.</li> </ol>	

**Risk: The risk of research reputation**

Potential risk	Site data	responsible person
The risk of research reputation	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Vice-dean for higher studies and scientific research
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>Declining the quality of research and its impact on the reputation of the community and supporters.</li> <li>Lack of research that serves the community.</li> <li>Lack of material support for research.</li> <li>Lack of research published in scientific journals.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>✓ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>Forming a committee to study all researches issued in the name of the university and to ascertain the quality and extent of achieving the goals.</li> <li>Recommending research on topics of community service.</li> <li>Encouraging academic staff to publish in scientific journals and to support them materially and morally.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of research reputation
<b>Risk place:</b>	Arabic Open University: colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Vice-dean for higher studies and scientific research
<b>means of communication with responsible person:</b>	Ext: 7871    Mobile:
<b>The entity responsible for processing the risk:</b>	Vice-deanship for higher studies and scientific research
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Forming a scientific committee with powers to follow up the research reputation at the university.</li> <li>2. Putting standards for the adoption of publishable researches and not fund researches that does not meet for publication and community service.</li> <li>3. Identifying strengths, weaknesses and shortcomings in the field of scientific research at the university.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. Increasing rate of researches published in practical fields.</li> <li>2. Increasing projects that benefit from the results of scientific research.</li> <li>3. Demonstrating researches impact on community service and development in general.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Encouraging academic staff to publish in scientific journals.</li> <li>2. Supporting academic staff to publish research that contributes to the development of knowledge and community service.</li> <li>3. Providing sources of knowledge and accessibility to contribute to the promotion of scientific research at the university.</li> </ol>

### Risk: The risk of media

Potential risk	Site data	responsible person
The risk of media	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Director of public relations
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>1. Affecting the reputation of the university and affecting its image among members of society and the country in general.</li> <li>2. Publishing conflicting information about the university.</li> <li>3. Difficulty dealing with fabricated and conflicting news and there is no mechanism to deal with it.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>✓ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Strengthening the role of public relations management and its communication tools.</li> <li>2. Preparing a public relations plan to contribute to preserve the bright and distinctive image of the university.</li> <li>3. Existence of an official body in the university has the authority to express the opinion of the university and to publish information in the news with its distinctive form.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of media
<b>Risk place:</b>	Arabic Open University: colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of public relations
<b>means of communication with responsible person:</b>	Ext: 7665    Mobile:
<b>The entity responsible for processing the risk:</b>	Public Relations Department
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Identifying the information and news that has influenced the reputation of the university and threatens it, either directly or indirectly.</li> <li>2. Publishing news and information that will illustrate the distinguished image of the University in a way that contradicts the information published and threatens the reputation of the University.</li> <li>3. Identifying a body to prepare proposals to respond to information and news that threaten the university reputation and submitting its report to the University rector.</li> <li>4. Identifying a competent body or an official spokesman of the university to talk about the published information and respond to it.</li> </ol>	

### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. The existence of a body to follow the information material which published by the University.</li> <li>2. Transparency in publish of information and news that influenced the university's reputation and the appropriate response to it.</li> <li>3. Raising the level of community and formal support for the university.</li> <li>4. Informing the relevant bodies at the university of all the procedures that have been followed to deal with the danger and remove it.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Do not allow to publish information and news about the university and its employees through the official spokesman of the university.</li> <li>2. Ensuring that the correct and positive information is published through one side to avoid conflict.</li> <li>3. Supporting and strengthening the role of public relations management and qualified staff.</li> <li>4. Encouraging the employees, and students of the university to show the distinguished and bright image of the university.</li> </ol>

**Risk: The risk of administrative reputation**

Potential risk	Site data	responsible person
The risk of administrative reputation	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Vice-dean for administrative affairs
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>1. The appearance of administrative mistakes and their consequences.</li> <li>2. Declining the level of performance and delayed the transactions.</li> <li>3. Conflicting the tasks and increasing conflicts at work.</li> <li>4. Lack of clarity of administrative structure and procedures.</li> <li>5. Neglecting and indiscipline in work.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>✓ <b>Reputation</b></li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Existence of body to administrative control at the university.</li> <li>2. Clarity of tasks and work of all bodies.</li> <li>3. A clear and appropriate administrative structure.</li> <li>4. Appointing a body to monitor performance and complete the work.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of administrative reputation
<b>Risk place:</b>	Colleges – departments - sections
<b>Responsible person (to contact him when the risk occurs):</b>	Vice-dean for administrative affairs
<b>means of communication with responsible person:</b>	Ext: 7880 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Vice-deanship for administrative affairs
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Evaluating the performance to identify deficiencies and problems and their effects.</li> <li>2. Reviewing the administrative structure, tasks and powers related to administrative risks.</li> <li>3. Following- up the rules and regulations used in handling mistakes and damages.</li> <li>4. Reducing projects that do not comply with predefined standards.</li> <li>5. Fighting corruption and administrative deficiencies and applying the principle of reward and punishment in accordance with rules and regulations.</li> </ol>	

### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Identifying the damages resulting from administrative mistakes and explain their causes objectively.</li> <li>2. Following- up a specific plan and policies to prevent future mistakes.</li> <li>3. The existence of an effective system of administrative control and consideration of complaints and grievances.</li> <li>4. The Department of Legal Affairs shall take the necessary steps to take statutory procedures against administrative mistakes.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Strengthening the administrative control system.</li> <li>2. Strengthening the culture of fighting administrative corruption at the university.</li> <li>3. Clarity of powers and administrative tasks to avoid mistakes and organizational conflicts.</li> <li>4. Comply with rules and regulations governing the work of the University.</li> <li>5. Giving attention to training and development of staff to avoid mistakes and enhance performance.</li> </ol>	

## Fire Risk

### Risk: Fire resulting from improper storage of flammable materials

Potential risk	Site data	responsible person
Fire resulting from improper storage of flammable materials	<ul style="list-style-type: none"> <li>- University warehouses</li> <li>- Buildings</li> <li>- Colleges</li> <li>- Branches</li> </ul>	Director of Operation and Maintenance
Risk description	Risk level	Risk type
improper storage of flammable materials increases the likelihood of fire	<ul style="list-style-type: none"> <li><input type="radio"/> High</li> <li><input checked="" type="radio"/></li> <li><input type="radio"/> Average</li> <li><input type="radio"/></li> <li><input type="radio"/> Low</li> </ul>	<ul style="list-style-type: none"> <li><input type="radio"/> Healthy</li> <li><input type="radio"/> Documents and information</li> <li><input type="radio"/> Legal</li> <li><input type="radio"/> Reputation</li> <li><input checked="" type="radio"/> <b>Fire</b></li> <li><input type="radio"/> Financial</li> <li><input type="radio"/> Natural</li> <li><input type="radio"/> Human resources</li> <li><input type="radio"/> Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Issuing instructions not to store flammable materials in important places and to transfer them to warehouses.</li> <li>2. Applying safety conditions according to civil defense regulations.</li> </ol>	<ul style="list-style-type: none"> <li><input checked="" type="radio"/> High</li> <li><input type="radio"/></li> <li><input type="radio"/> Average</li> <li><input type="radio"/></li> <li><input type="radio"/> Low</li> </ul>	



#### Risk management procedures as they occur:

<b>Risk type:</b>	Fire resulting from improper storage of flammable materials
<b>Risk place:</b>	University warehouses - buildings colleges - branches
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Operation and Maintenance
<b>means of communication with responsible person:</b>	Ext: 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Operation and Maintenance Management - Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. forming a committee of persons concerned (Maintenance Management - Security and Safety Management - Procurement Management) and preparing a detailed report about the stored materials and their storage method and recommendations to improve the existing situation if possible.</li> <li>2. Making a list of procedures to avoid fire.</li> <li>3. Following- up the implementation of the Regulations and Recommendations.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
<ol style="list-style-type: none"> <li>1. Evacuating the affected area.</li> <li>2. Running sirens and contacting with civil defense.</li> <li>3. Using fire extinguishers.</li> <li>4. Avoiding the smoke which may lead to asphyxiation.</li> </ol>
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Educating employees and students about the procedures to be followed in case of fire.</li> <li>2. Avoid storing flammable materials in important places within the university.</li> <li>3. Following- up safety procedures and civil defense regulations.</li> </ol>

**Risk: Risk of lack of firefighting equipment in some university buildings**

Potential risk	Site data	responsible person
Risk of lack of firefighting equipment in some university buildings	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Colleges</li> <li>- Warehouses</li> </ul>	Director of Security and Safety Management Director of Operation and Maintenance
Risk description	Risk level	Risk type
The lack of firefighting equipment or alarm systems may cause substantial material loss	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>✓ <b>Fire</b></li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
Providing the latest systems for fire alarm and protection systems urgently and repairing the malfunction which caused by improper installation.	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Risk of lack of firefighting equipment in some university buildings
<b>Risk place:</b>	University buildings - warehouses - colleges
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7644 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. In the case of a fire, immediately evacuate the area and contact the Civil Defense.</li> <li>2. Listing damages caused by fire.</li> <li>3. Identifying causes and addressing it.</li> <li>4. Following- up the maintenance of equipment and supplies for fire protection.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Evacuating the affected area immediately.</li> <li>2. Contacting with civil defense.</li> <li>3. Using hand portable fire extinguisher.</li> <li>4. Notifying management by writing a detailed report of the incident.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Ensuring the readiness of the alarm systems and fire protection.</li> <li>2. Ensuring the dates and maintenance of fire extinguishers continuously.</li> <li>3. Educating employees and students about the necessity to evacuate the place in case of fire.</li> <li>4. Making courses to explain the method of evacuation of buildings, first aid and the use of fire extinguishers.</li> </ol>	

**Risk: Fire resulting from misapplication of safety conditions in the halls and laboratories**

Potential risk	Site data	responsible person
Fire resulting from misapplication of safety conditions in the halls and laboratories	<ul style="list-style-type: none"> <li>- Classrooms</li> <li>- Laboratories</li> <li>- Labs</li> </ul>	Director of Security and Safety Management
Risk description	Risk level	Risk type
misapplication of safety conditions in halls, laboratories and classrooms may cause fires	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>✓ <b>Fire</b></li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing firefighting equipment and alarms.</li> <li>2. Providing notice boards.</li> <li>3. Applying safety conditions according to civil defense regulations.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Fire resulting from misapplication of safety conditions in the halls and laboratories
<b>Risk place:</b>	Classrooms - Laboratories - Labs
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7644 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Forming a committee from (Operation and Maintenance Management - Security and Safety Management) and preparing a report on the problem.</li> <li>2. Analyzing the situation and taking procedures to prevent a fire.</li> <li>3. Following-up the implementation of the report recommendations on the problem.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Listing damages caused by fire.</li> <li>2. Contacting with civil defense and evacuating the affected area immediately.</li> <li>3. Running fire alarm systems.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Applying safety procedures and conditions in the civil defense regulations.</li> <li>2. Maintenance of fire systems and alarms.</li> <li>3. Educating employees and students about what to do in a case of fire.</li> <li>4. Making periodic inspection of buildings and writing reports explaining the dangers and ways of solving it.</li> </ol>	

## Financial Risk

**Risk: The risk of reduction of the university's own financial resources**

Potential risk	Site data	responsible person
Reduction of the university's own financial resources	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Academic Departments</li> <li>- Management of university investments</li> </ul>	Vice- Dean for Financial and Administrative affairs
Risk description	Risk level	Risk type
The lack of financial support by the private sector may cause a huge decline in the University's financial resources	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	
Policy of ward off the risk	The effect of risk in case of occur	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>✓ <b>Financial</b></li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
<ol style="list-style-type: none"> <li>1. Making a good communication with businessmen and private sector officials.</li> <li>2. Participating in exhibitions, conferences, increasing the marketing activities of the university and urging businessmen to support the university to achieve its educational mission.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Reduction of the university's own financial resources
<b>Risk place:</b>	Colleges - Academic Departments - Management of university investments
<b>Responsible person (to contact him when the risk occurs):</b>	Vice- Dean for Financial and Administrative affairs - financial management
<b>means of communication with responsible person:</b>	Ext: 7638 Mobile:
<b>The entity responsible for processing the risk:</b>	Vice- deanship for Financial and Administrative affairs - financial management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Studying the current situation and determining the necessary procedures to increase financial resources.</li> <li>2. Identifying appropriate alternatives to improve the financial situation.</li> <li>3. Implementing the financial plans and controlling expenses and revenues.</li> <li>4. Searching for supporters of the university projects.</li> <li>5. Visiting businessmen and private sector officials and informing them about the mission, vision and objectives of the university.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
Not available
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Searching for funding sources for university projects.</li> <li>2. Increase spending on marketing campaigns and participation in conferences and educational exhibitions.</li> <li>3. Completion of university buildings projects in Madinah, Jeddah and Dammam.</li> <li>4. Facilitating students' acceptance procedures in a way that does not contrary with the quality of education.</li> <li>5. Attracting outstanding academic staff in the various disciplines offered by the University.</li> </ol>

**Risk: The risk of asset management and financial resources**

Potential risk	Site data	responsible person
The risk of asset management and financial resources	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Academic Departments</li> <li>- Financial management</li> </ul>	Vice- Dean for Financial and Administrative affairs. Director of Financial Management.
Risk description	Risk level	Risk type
Lack of good management of university assets and financial resources may lead to loss of these assets and a decrease in financial resources.	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>✓ <b>Financial</b></li> <li>○ Natural</li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Authorizing the management of the University's assets to those with sufficient experience in the field.</li> <li>2. Diversification of sources of income.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	



#### Risk management procedures as they occur:

<b>Risk type:</b>	Financial risk - risk of asset management and financial resources
<b>Risk place:</b>	Financial management
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Financial Management
<b>means of communication with responsible person:</b>	Ext: 7638 Mobile:
<b>The entity responsible for processing the risk:</b>	Financial management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Analyzing the financial risks which facing the university and putting indicators to measure the level of those risks.</li> <li>2. Providing solutions and suggestions that contribute to increasing income and maximizing the university's assets</li> <li>3. Diversification of sources of income and searching for financiers for university projects.</li> <li>4. Following the best global practices for asset management and financial resources.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
Not available
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Establishing a partnership with the private sector and benefiting from social responsibility programs which provided by private sector companies.</li> <li>2. Developing mechanisms to measure the level of financial risks, knowing the fault and identifying ways to address potential financial risks.</li> <li>3. Setting financial goals, implementing programs and measuring results that increase the University's assets and financial resources.</li> </ol>

## Human Resources Risks

**Risk: The risk of lack of knowledge of students about their rights and duties**

Potential risk	Site data	responsible person
The risk of lack of knowledge of students about their rights and duties	- Colleges	Director of student affairs department
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>1. Lack of knowledge of the student about his rights at the university.</li> <li>2. Lack of knowledge of the student about his duties towards the university.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>✓ <b>Human resources</b></li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Emphasizing the keenness of students to review the university student's guide.</li> <li>2. Holding awareness-raising meetings and programs to recognize students their rights and duties.</li> <li>3. Enhancing the role of the Student Affairs Department in educating and guiding students to know their rights and duties.</li> <li>4. Following the regulations and rules for student affairs at the university.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of lack of knowledge of students about their rights and duties
<b>Risk place:</b>	Student affairs department
<b>Responsible person (to contact him when the risk occurs):</b>	Director of student affairs department
<b>means of communication with responsible person:</b>	Ext: 7883 Mobile:
<b>The entity responsible for processing the risk:</b>	Student affairs department
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Following the rules and regulations for student affairs at the university.</li> <li>2. Holding awareness-raising courses and meetings to recognize students their rights and duties.</li> <li>3. Clarifying the rights and duties of students and publishing it at the university website and related means of communication.</li> <li>4. Spreading the principle of punishment to those who violate the rules and regulations of the university from students.</li> <li>5. Making the motivation and encouragement systems for students who are most distinguished in compliance with rules and regulations</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Making a clear guide for students to clarify all rights and duties.</li> <li>2. Emphasizing on the students that the rights are immunity and that they shall fulfill their duties towards the university.</li> <li>3. Applying the rules and regulations for student affairs, effectively.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Making a guide for university student, containing all rights and duties.</li> <li>2. Making a guidance courses and publications to the rights and duties of students at the university.</li> <li>3. Holding meetings, seminars and events that are concerned with the definition of students' rights and duties.</li> <li>4. Emphasizing on the necessity to abide by regulations and rules for student affairs.</li> </ol>	

**Risk: The risk of lack of clarity of human resources policies at the university**

Potential risk	Site data	responsible person
The risk of lack of clarity of human resources policies at the university	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Director of Human Resources Department
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>1. The powers and responsibilities of the leaders are unclear.</li> <li>2. Interfering tasks and authorities of the deanship and their supporting departments.</li> <li>3. There is no clear salary scale for the academic staff.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>✓ <b>Human resources</b></li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Making a clear job description for the tasks and powers of all departments at the university level.</li> <li>2. Identifying the overlaps in responsibilities and powers to find solutions.</li> <li>3. Preparing a clear and unified policy and regulations for appointing.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

### Risk management procedures as they occur:

<b>Risk type:</b>	The risk of lack of clarity of human resources policies at the university
<b>Risk place:</b>	Colleges - departments- sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Human Resources Department
<b>means of communication with responsible person:</b>	Ext: 7880 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Human resources department
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Reviewing the rules, regulations and policies in accordance with the interest of the university and its members.</li> <li>2. Establishing a clear and fair incentives and reward system for all university departments.</li> <li>3. Reviewing the salary scale and making appropriate adjustments.</li> <li>4. The presence of specialist body, concerned with the description of tasks and authorities for all levels of the university.</li> <li>5. Following the rules and regulations and activating the principle of reward and punishment.</li> </ol>	

### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Explaining the tasks and powers for all departments and employees of the university.</li> <li>2. Establishing a clear and urgent system of incentives, allowances and rewards for all departments and colleges at the university.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Giving attention to the description of tasks and powers at the time of appointment.</li> <li>2. Applying rules and regulations regarding incentives, salaries, rewards and promotions on the university level.</li> <li>3. The presence of a specific body concerned with putting standard for selection and appointment of employees and academic staff.</li> </ol>	

**Risk: Employee turnover.**

Potential risk	Site data	responsible person
Employee turnover risks	<ul style="list-style-type: none"> <li>- Colleges</li> <li>- Departments</li> <li>- Sections</li> </ul>	Director of Human Resources Department
Risk description	Risk level	Risk type
<ol style="list-style-type: none"> <li>1. Quitting the academic staff who are distinguished and effective.</li> <li>2. The retirement of the academic staff and their lack of appreciation financially or morally.</li> <li>3. Desiring to retire and asking to terminate his contract.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>✓ <b>Human resources</b></li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Encouraging academic staff and supporting them financially and morally.</li> <li>2. Clarity of motivation and promotion policies at the University in accordance with standards and regulations.</li> <li>3. The existence of governing laws for the work of academic member at the university.</li> <li>4. Providing enough academic staff and the ready availability of replacements in different disciplines.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	

### Risk management procedures as they occur:

<b>Risk type:</b>	Employee turnover risks
<b>Risk place:</b>	Colleges - departments- sections
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Human Resources Department
<b>means of communication with responsible person:</b>	Ext: 7880 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Human resources department
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Creating solutions to reduce employee turnover.</li> <li>2. Knowing the reasons which leading to employee turnover.</li> <li>3. Meeting with the academic member or employee who wishing to terminate his contract to find out the reasons.</li> <li>4. Providing a suitable alternative to execute the work until ensured the workflow.</li> <li>5. Announcing vacancies and appointing the right person at the right time.</li> </ol>	

### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Knowing the reasons for the quitting through appointing a committee at the university level to determine those reasons.</li> <li>2. Searching for solutions for the employee turnover at the university and submitting to the decision maker.</li> <li>3. Establishing an effective incentives system to encourage academic staff.</li> <li>4. Putting laws and regulations and applying them effectively to reduce the phenomenon of quitting.</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Encouraging and motivating academic staff.</li> <li>2. Creating an appropriate working environment supportive of academic staff and their academic activity.</li> <li>3. Clarifying the rights and duties in accordance with the regulations and rules followed when appointing academic staff.</li> <li>4. Continuing to improve, develop and qualify academic staff at the university.</li> </ol>	

## Natural Risk

### Risk: Rain and floods risk

Potential risk	Site data	responsible person
Rain and floods risk	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Warehouses</li> <li>- Parking</li> </ul>	Director of Security and Safety Management
Risk description	Risk level	Risk type
Rain and floods may cause physical damage to buildings and may result in the detention of staff and students in university buildings.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>✓ <b>Natural</b></li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Making periodic maintenance of the rainwater drainage system and ensuring its readiness.</li> <li>2. Following- up of weather reports and knowing the weather situation.</li> <li>3. Providing evacuation places in the event of heavy rains and floods.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	



**Risk management procedures as they occur:**

<b>Risk type:</b>	Rain and floods
<b>Risk place:</b>	University buildings - warehouses - parking
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7644 Mobile:
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Following - up the weather reports and knowing the rainfall times.</li> <li>2. Warning all employees and students about the necessity of taking caution in the event of heavy rain.</li> <li>3. Inspecting the buildings and ensuring they are ready to face the risks of rain and floods.</li> <li>4. Cleaning drainage system regularly and checking the emergency exits.</li> </ol>	

**Risk management procedures as they occur:**

<b>Finishing the risk and disposal of the damage caused by it.</b>
Not available
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Following- up the weather reports continuously.</li> <li>2. Issuing daily reports on the expected weather conditions.</li> <li>3. Ensuring the readiness of buildings and other facilities to face potential risks.</li> <li>4. Making first aid courses and knowing the correct methods of evacuation of buildings and how to deal with the risks of heavy rains and floods.</li> </ol>

### Risk: Storms and dust

Potential risk	Site data	responsible person
Storms and dust risk	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Warehouses</li> </ul>	Director of Operation and Maintenance Management. Director of Security and Safety Management.
Risk description	Risk level	Risk type
Storms and dust may cause severe asthma attack for some employees and students, and may occur physical damage to buildings and vehicles	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Providing first aid kit.</li> <li>2. Providing protective masks.</li> <li>3. Putting notice boards to deal with the risk of storms and dust.</li> <li>4. Educating employees and students about the necessity to take a cautious in the event of storms.</li> </ol>	<ul style="list-style-type: none"> <li>○ High</li> <li>✓</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>✓ <b>Natural</b></li> <li>○ Human resources</li> <li>○ Structures and Facilities</li> </ul>

#### Risk management procedures as they occur:

<b>Risk type:</b>	Storms and dust risk
<b>Risk place:</b>	University buildings - warehouses
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7644 Mobile: 0500439336
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Following- up the weather conditions and knowing the times of storms and dusts, daily.</li> <li>2. Warning all employees and students about the necessity of taking caution in the event of storms and dusts.</li> <li>3. Inspecting the buildings and ensuring they are ready to face the risks of storms and dusts.</li> <li>4. Cleaning the entrances and exits and checking the emergency exits.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
Not available
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Following- up the weather reports continuously.</li> <li>2. Issuing daily reports on the expected weather conditions.</li> <li>3. Ensuring the readiness of buildings and other facilities to face potential risks.</li> <li>4. Making first aid courses and knowing the correct methods of evacuation of buildings, how to deal with asthma attacks and asphyxiation and providing the necessary materials and equipment for that.</li> </ol>

## Structures and Facilities Risks

### Risk: Electrical connections and installations

Potential risk	Site data	responsible person
The risk of electrical connections and installations	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Warehouses</li> <li>- University branches</li> </ul>	Director of Operation and Maintenance Management.
Risk description	Risk level	Risk type
Damaged electrical connections may cause electric shocks or fire.	<ul style="list-style-type: none"> <li>○ High</li> <li>○ Average</li> <li>○ Low</li> <li>✓ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>✓ <b>Structures and Facilities</b></li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Ensuring the safety of electrical connections and periodic detection on installations.</li> <li>2. Using electrical appliances properly and not use damaged or bad connections.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○ Average</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Electrical connections risk
<b>Risk place:</b>	University buildings and warehouses
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Making periodic maintenance of electrical devices and accessories.</li> <li>2. Installation of grounding system for electrical sockets and power outlets.</li> <li>3. Ensuring that there are electrical shock protection devices.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>
Not available
<b>Procedures that shall be followed to avoid the risk</b>
<ol style="list-style-type: none"> <li>1. Ensuring the quality of electrical connections.</li> <li>2. Ensuring the safety of the electrical devices and not to use bad equipment or high-risk heating devices.</li> <li>3. Ensuring the electric shock protection devices.</li> <li>4. Warning employees and students to take caution in case of electric shocks.</li> </ol>

**Risk: Building cracks**

Potential risk	Site data	responsible person
Building cracks	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Warehouses</li> </ul>	Director of Operation and Maintenance Management.
Risk description	Risk level	Risk type
Building cracks and the appearance of some cracks resulting from ground movement can cause significant material losses.	<ul style="list-style-type: none"> <li>○ High</li> <li>○</li> <li>✓ Average</li> <li>○</li> <li>○ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>✓ <b>Structures and Facilities</b></li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. In the case of existing projects, specialized consulting offices shall be contracted to ascertain the specifications of the building.</li> <li>2. In the case of rented buildings, the specifications of these buildings shall be ascertained.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○</li> <li>○ Average</li> <li>○</li> <li>○ Low</li> </ul>	

#### Risk management procedures as they occur:

<b>Risk type:</b>	Building cracks
<b>Risk place:</b>	University buildings, branches and warehouses
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Putting warning plates around the cracked places.</li> <li>2. Forming a committee to assess the damages, determine the reasons and ways to address it.</li> <li>3. Using specialized companies in this field to address and remove the danger.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Ensuring that the affected area is evacuated in order to save lives and property.</li> <li>2. Evaluating the risk and determining its causes and methods of treatment.</li> <li>3. Authorizing a specialized company in this field to address the cracking.</li> <li>4. Providing a periodic reports on the progress of work to the university administration to prevent the repetition of such risks</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Shall be contracted with well-known consulting engineering companies with expertise in the field.</li> <li>2. Making periodic maintenance of buildings and other university facilities.</li> <li>3. Raising awareness among employees and students of the necessity to take caution in the case of buildings cracks.</li> </ol>	

**Risk: Power outage risk**

Potential risk	Site data	responsible person
Power outage	<ul style="list-style-type: none"> <li>- University buildings</li> <li>- Branches</li> <li>- Colleges</li> <li>- Warehouses</li> </ul>	Director of Operation and Maintenance Management.
Risk description	Risk level	Risk type
The Power outage may cause business disruption and detention of some employees or students in the elevators.	<ul style="list-style-type: none"> <li>○ High</li> <li>○ Average</li> <li>✓ Low</li> </ul>	<ul style="list-style-type: none"> <li>○ Healthy</li> <li>○ Documents and information</li> <li>○ Legal</li> <li>○ Reputation</li> <li>○ Fire</li> <li>○ Financial</li> <li>○ Natural</li> <li>○ Human resources</li> <li>✓ <b>Structures and Facilities</b></li> </ul>
Policy of ward off the risk	The effect of risk in case of occur	
<ol style="list-style-type: none"> <li>1. Putting a comprehensive plan to address power outage.</li> <li>2. Providing standby generators.</li> <li>3. Communicating with electricity emergencies to know the reasons and ways to solve it.</li> </ol>	<ul style="list-style-type: none"> <li>✓ High</li> <li>○ Average</li> <li>○ Low</li> </ul>	



#### Risk management procedures as they occur:

<b>Risk type:</b>	Power outage risk
<b>Risk place:</b>	University buildings, branches, colleges and warehouses
<b>Responsible person (to contact him when the risk occurs):</b>	Director of Security and Safety Management
<b>means of communication with responsible person:</b>	Ext: 7877 Mobile: 0555959849
<b>The entity responsible for processing the risk:</b>	Security and Safety Management
<b>procedures which takes by the entity for processing the risk:</b>	
<ol style="list-style-type: none"> <li>1. Contacting with electricity emergency to know the reasons and submitting an official report about the situation.</li> <li>2. Ensuring the safety of the building and electrical devices.</li> <li>3. Submitting a report about the situation to the university administration.</li> </ol>	

#### Risk management procedures as they occur:

<b>Finishing the risk and disposal of the damage caused by it.</b>	
<ol style="list-style-type: none"> <li>1. Ensuring that there are no detainees in the elevators.</li> <li>2. Ensuring that there are no internal reasons such as electrical fire or electric shocks.</li> <li>3. making first aid to injured people if necessary</li> </ol>	
<b>Procedures that shall be followed to avoid the risk</b>	
<ol style="list-style-type: none"> <li>1. Making periodic maintenance to the electrical grid in buildings.</li> <li>2. Warning employees and students not to use bad electrical devices or directly effect on the electricity supply of buildings.</li> <li>3. Ensuring standby generators and safety and making periodic reports about the state of electricity supply for the buildings and other university facilities.</li> </ol>	