Risk Management Plan

AOU
الجامعة العربية المفتوحة
Arab Open University

Risk Management Plan at Arab Open University

Introduction

One of the important matters that has emerged recently is the existence of well-structured plans to confront and manage risks in their various aspects, impacts, and causes. In view of the need for a risk management plan at Arab Open University, and since the existence of such a plan is a fundamental requirement for obtaining academic accreditation and an integral part of practices related to quality and local and international accreditation, the University has decided to put this plan into implementation and adopt it as a main reference for addressing the various aspects of potential risks.

Definition of Risk Management

Risk management is the science and art of benefiting from lessons learned from the past to reduce expected current and future risks. It is also the management of individuals and processes during the occurrence of risks, as well as measuring those risks and determining their impacts.

Risk Management Department at Arab Open University

The department aims to disseminate a culture of risk awareness, integrate all concerned parties into the daily risk management process, and encourage University employees and students to adopt a risk management culture to enhance the University's reputation and assets.

Role of the Risk Management Department in Protecting the University's Assets (Human – Physical – Financial)

- Preventing adverse incidents through training, education, and monitoring.
- Contracting with insurance companies to insure the University's assets.
- Dealing fairly and responsibly with administrative cases and claims.
- Providing advice to senior management on how to provide the best protection from future risks in alignment with the University's strategic plans.

Risk Measurement at Arab Open University

Risk measurement is the task of determining the magnitude of those risks and reporting them. It is a necessary process to support risk management. The objective of risk measurement is to provide a realistic view of what may happen in the future—specifically answering the question: Will the University profit or lose?

Objectives of Risk Measurement

1. Detecting unexpected risks that face the University.
2. Understanding risks, facilitating their detection, and issuing an effective and clear risk report.
3. Attempting to understand and uncover unknown and unexpected risks that may be difficult to understand and detect.

The University's Methodology in Risk Management

- Continuously identifying the most significant major risks arising from operations.
- Prioritizing risks based on the likelihood of occurrence and potential impact.
- Applying risk mitigation strategies.
- Monitoring the effectiveness of risk management efforts.

Risk Categories

Health Risks

- Respiratory suffocation.
- Infection from epidemics and their spread.
- Public health risks and chronic diseases.
- Food poisoning.

Document and Information Risks

- Hacking/Intrusion.
- Viruses.
- Unauthorized access.
- Use of non-original copies in software and applications.
- Unauthorized modification of data and information.
- Hardware and software failures.
- Theft of devices and accessories.

Legal Risks

- Lack of awareness among faculty members, employees, and students of their rights and duties.

- Filing lawsuits against the University.
- Violation of intellectual rights.
- Loss of documents due to not providing adequate protection to preserve them.
- The phenomenon of cheating among students.

Reputation Risks

- Academic reputation.
- Research reputation.
- Media-related risk.
- Administrative reputation.

Fire Risks

- Fire resulting from improper storage of flammable materials.
- Fire resulting from improper implementation of safety conditions in classrooms and laboratories.
- Risk of lack of fire protection devices in some University buildings.

Financial Risks

- Decline in the University's self-financial resources.
- Asset and financial resource management.
- Financial and administrative operational risks.
- Poor cash liquidity management at the University.

Natural Risks

- Storms and dust.
- Rainfall and floods.

Human Resources Risks

- Job turnover/attrition.
- Lack of clarity of human resources policies at the University.
- Lack of knowledge of rights and duties.

Facilities and Infrastructure Risks

- Electrical connections and extensions.

- Building cracks.
- Power outages.

Health Risks

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Respiratory suffocation</td><td>- University buildings
- Laboratories
- Classrooms
- Offices and waiting areas</td><td colspan="2">Director of Operations and Maintenance Department</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Suffocation resulting from:
1. Occurrence of a fire (God forbid).
2. Gas leakage through air-conditioning or ventilation ducts/pipes.</td><td>o High
✓ Medium
o Low</td><td rowspan="3">✓ Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Risk Mitigation Policy</th><th>Impact of the Risk If It Occurs</th></tr>
<tr><td colspan="2">1. Training staff on the use of fire extinguishers.
2. Training staff on building evacuation.
3. Conducting periodic maintenance of air-conditioning and ventilation ducts/pipes.</td><td>o High
✓
o Medium
o
o Low</td></tr>
</table>

Risk: Respiratory Suffocation

Procedures for Handling the Risk When It Occurs

Risk Type	Health Risks – Respiratory Suffocation Risk
Risk Location	University buildings – Laboratories – Classrooms
Responsible Person (to contact when the risk occurs)	Director of Operations and Maintenance Department
Contact Methods for Responsible Person	Extension: 7877
Entity Responsible for Addressing the Risk	Operations and Maintenance Department
Actions taken by the entity to address the risk	
1. Move away from the source of gases. 2. Evacuate buildings immediately. 3. Ensure airflow for affected persons. 4. Provide oxygen cylinders for use in case of suffocation (God forbid). 5. Transfer affected persons immediately to the hospital.	

Procedures When the Risk Occurs

Ending the risk and eliminating the damage it caused
1. If suffocation occurs because of a fire, the fire must be controlled immediately. 2. If suffocation occurs because of a gas leak, the leak must be stopped immediately, and calm must be maintained. 3. Ventilate/renew the air at the risk location immediately.
Required action to prevent the risk from occurring
1. Train staff on first aid. 2. Train staff on rapid evacuation of buildings. 3. Periodically inspect gas pipes. 4. Periodically maintain fire alarm devices.

Risk: Infection from Epidemics and Spread of Diseases

Potential Risk	**Location Details**	**Responsible Person**
Infection from epidemics and their spread	- University buildings - Laboratories - Classrooms - Offices - Waiting areas	Operations & Maintenance Department – Building Cleaning Department
Risk Description	**Risk Level**	**Risk Type**
1. Improper disposal of waste. 2. Insufficient awareness of the dangers of epidemic spread.	o High ✓ Medium o Low	✓ Health o Documents & Information o Legal o Reputation o Fire o Financial o Natural o Human Resources o Facilities & Infrastructure
Risk Mitigation Policy	**Impact of the Risk If It Occurs**	
1. Proper disposal of waste. 2. Health awareness regarding epidemic and disease spread risks.	o High ✓ o Medium o o Low	

Procedures for Handling the Risk When It Occurs

Risk Type	Health Risks – Infection from Epidemics and Spread of Diseases
Risk Location	University buildings – laboratories – classrooms – offices – waste gathering areas
Responsible Person	Cleaning Department Manager – Director of Operations & Maintenance
Contact Method	Extension: 7877
Responsible Entity	Cleaning Department Manager – Operations & Maintenance Department
Actions taken by the entity to address the risk:	
1. Prepare periodic reports on infection cases. 2. Immediately report any infection or epidemic spread. 3. If a student or employee is infected, report immediately and transfer the patient to the nearest hospital for treatment.	

Ending the Risk

Ending the Risk and Eliminating Its Damage
1. Immediate first aid treatment and transfer to nearest hospital. 2. Provide first aid kit. 3. Provide rapid communication with ambulance services. 4. Control infection source through sterilization and disinfection methods.
Preventive Actions
1. Place awareness instructions in laboratories, classrooms, and corridors. 2. Conduct awareness campaigns for students and employees about infection prevention precautions.

Risk: Public Health Risks and Chronic Diseases

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Public health risks and chronic diseases</td><td>- University buildings
- Laboratories
- Classrooms
- Offices
- Waiting areas</td><td colspan="2">Operations & Maintenance – Cleaning & Infection Control Department</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Impact on students or staff through:
A. Accidents: cuts or burns from sharp/breakable surfaces.
B. Occupational diseases from toxic materials exposure.</td><td>o High
✓ Medium
o Low</td><td rowspan="3">✓ Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Risk Mitigation Policy</th><th>Impact If occurs</th></tr>
<tr><td colspan="2">1. Provide safety and first aid means.
2. Use gloves when handling glass or sharp surfaces.
3. Warning signs in wet or hazardous areas.</td><td>o High
✓ Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Health Risks – Public Health and Chronic Diseases
Risk Location	University buildings – laboratories – classrooms – offices – waiting areas
Responsible Person	Cleaning & Sterilization Manager – Operations & Maintenance
Contact	Extension: 7877
Responsible Entity	Cleaning – Buildings – Sterilization – Operations & Maintenance
Actions taken by the entity to address the risk:	
Cuts 1. Clean wound with water and use first aid kit. 2. Call ambulance if necessary **Burns** 1. Cool area using water or cold compress. 2. Do not apply ice directly. 3. Transfer to hospital	

Ending the Risk

Ending the Risk
In case of glass breakage: 1. Clean broken glass 2. Warning signs in slippery areas 3. Raise awareness among staff and students
Preventive Actions
1. Awareness campaigns 2. Instructions in corridors and labs 3. Periodic building maintenance

Risk: Food Poisoning

Potential Risk	Location Details	Responsible Person
Food poisoning risk	- University buildings - Laboratories - Classrooms - Offices - Waiting areas - Restaurants & Cafeteria	Director of Operations & Maintenance
Risk Description	**Risk Level**	**Risk Type**
Food poisoning due to contaminated food/drinks or bacterial growth from poor storage or pesticides use	o High ✓ Medium o Low	✓ Health o Documents & Information o Legal o Reputation o Fire o Financial o Natural o Human Resources o Facilities & Infrastructure
Policy	**Impact**	
1. Providing safety equipment and first aid supplies. 2. Wearing protective gloves when handling glass or sharp surfaces. 3. Placing warning signs in wet or sharp areas.	o High ✓ Medium o Low	

Procedures When Risk Occurs

Risk Type	Health Risks – Food Poisoning
Location	Food service areas (restaurants & cafeteria)
Responsible Person	Director of Operations & Maintenance
Contact	Extension: 7877 – 7881
Responsible Entity	Operations & Maintenance – Contracts & Procurement
Actions taken by the entity to address the risk:	
1. Provide first aid. 2. Transfer patient to hospital 3. Take medical samples to confirm food poisoning	

Ending the Risk

Ending the Risk
1. Clean contaminated location 2. Preserve food samples. 3. Notify Ministry of Health
Preventive Actions
1. Periodic inspection of restaurants & cafeteria 2. Monitor water sources. 3. Continuous pest control 4. Coordinate with Ministry of Health 5. Continuous hygiene 6. Train food handlers on personal hygiene

Document & Information Risks

Risk: Viruses

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th>Responsible Person</th></tr>
<tr><td>Viruses</td><td>- Devices
- Networks
- Data centers</td><td>Director of Information Technology & Technical Support</td></tr>
<tr><th>Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td>Virus infiltration into devices. Viruses are malicious software that may cause destruction of information or loss of data.</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
✓ Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th>Risk Mitigation Policy</th><th>Impact If occurs</th></tr>
<tr><td>1. Provide antivirus programs.
2. Periodic maintenance and virus scanning.
3. Do not install software before inspection by technicians.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Technical Risks – Viruses
Risk Location	Devices & networks – data centers
Responsible Person	Director of Information Technology & Technical Support
Contact	Extension: 7879
Responsible Entity	Information Technology & Technical Support
Actions taken by the entity to address the risk:	
1. Isolate infected device from network 2. Examine devices and assess damage. 3. Send incident report. 4. Educate employees about verifying software before use.	

Ending the Risk

Ending the Risk
1. Use protection software. 2. Update antivirus programs 3. Do not operate infected devices
Preventive Actions
1. Verify software before installation. 2. Do not use USB devices before scanning. 3. Update antivirus systems

Risk: Unauthorized Access

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Unauthorized access</td><td>- Devices
- Networks
- Data centers</td><td colspan="2">Director of Information Technology & Technical Support</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Unauthorized entry into systems, applications, and databases illegally</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
✓ Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Risk Mitigation Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Implement information security policies.
2. Enhance security awareness.
3. Conduct periodic penetration tests.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Technical Risks – Unauthorized Access
Location	Devices & networks – data centers
Responsible Person	Director of Information Technology & Technical Support
Contact	Extension: 7879
Responsible Entity	Information Technology & Technical Support
Actions taken by the entity to address the risk	
1. Disable account and secure systems 2. Audit systems and determine breach method 3. Send report 4. Educate users about protecting login credentials	

Ending the Risk

Ending the Risk
1. Disable account and change password 2. Assess damage and fix it
Preventive Actions
1. Protect login credentials 2. Assign appropriate permissions 3. Periodic monitoring of system access

Risk: Use of Non-Original Software Copies

Potential Risk	Location Details	Responsible Person
Use of non-original software	All computer and IT devices	Director of Information Technology & Technical Support
Risk Description	**Risk Level**	**Risk Type**
Using unlicensed software may cause system failure, data loss, and work disruption	o High o Medium ✓ Low	o Health ✓ Documents & Information o Legal o Reputation o Fire o Financial o Natural o Human Resources o Facilities & Infrastructure
Policy	**Impact**	
1. Provide proper software licenses. 2. Email reporting channel for unlicensed software.	o High ✓ Medium o Low	

Procedures When Risk Occurs

Risk Type	Technical Risks – Unlicensed Software
Location	All IT devices
Responsible Person	Director of Information Technology & Technical Support
Contact	Extension: 7879
Responsible Entity	Information Technology & Technical Support
Actions taken by the entity to address the risk:	
1. Stop using unlicensed software 2. Install licensed or open-source alternatives	

Ending the Risk

Ending the Risk
1. Stop using unlicensed software 2. Replace with licensed software
Preventive Actions
1. Educate users 2. Provide licensed software 3. Use open-source alternatives when suitable

Risk: Hacking / Intrusion

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Hacking</td><td>- Devices
- Networks
- Data centers</td><td colspan="2">Director of Information Technology & Technical Support</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Unauthorized access to a university device or server</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
✓ Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Installing firewall (anti-intrusion) software.
2. Conducting regular technical tests.
3. Taking periodic data backups.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Document & Information Risks – Hacking
Location	Devices – networks – data centers
Responsible Person	Director of Information Technology & Technical Support
Contact	Extension: 7879
Responsible Entity	Information Technology & Technical Support
Actions taken by the entity to address the risk:	
1. Isolate compromised devices 2. Determine type of breach 3. Secure other devices 4. Send detailed report	

Ending the Risk

Ending the Risk
1. Isolating compromised devices and ensuring that the intruder cannot access other areas of the network. 2. Verifying the effectiveness of firewalls. 3. Reconnecting compromised devices to the network only after confirming their integrity and security.
Preventive Actions
1. Coordinating with the Cybersecurity Authority and taking the necessary precautions to prevent any breach. 2. Raising user awareness about the importance of exercising caution and avoiding the installation of software that may compromise devices. 3. Installing firewall programs, continuously monitoring the network, and ensuring that access is restricted to authorized users only. 4. Taking regular backups of critical data.

Risk: Unauthorized Modification of Data or Information

<table>
<tr><td>Potential Risk</td><td>Location Details</td><td colspan="2">Responsible Person</td></tr>
<tr><td>Unauthorized data modification</td><td>- Student Information Systems
- Security Systems
- Financial & HR Systems</td><td colspan="2">System Responsible Department Manager</td></tr>
<tr><td colspan="2">Risk Description</td><td>Risk Level</td><td>Risk Type</td></tr>
<tr><td colspan="2">Unauthorized modification of data may lead to incorrect decisions or alteration of facts</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
✓ Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><td colspan="2">Policy</td><td>Impact</td></tr>
<tr><td colspan="2">1. Implement information security procedures and policies
2. Train users on proper data entry and modification procedures</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Technical Risks – Unauthorized Data Modification
Location	Student systems – financial systems – HR systems
Responsible Person	Technical Manager – Beneficiary Department Manager
Contact	Extension: 7879
Responsible Entity	Information Technology & Technical Support
Actions taken by the entity to address the risk:	
1. Audit performed changes in the system 2. Identify user account used 3. Disable account and identify responsible person 4. Send incident report including damage and solution	

Ending the Risk

Ending the Risk
1. Restore data to previous state 2. Change user password
Preventive Actions
1. Raising user awareness about the importance of safeguarding their login credentials. 2. Raising user awareness about following proper procedures when entering or modifying data.

Risk: Hardware and Software Failures

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th>Responsible Person</th></tr>
<tr><td>Hardware & software failures</td><td>- Devices and software across university buildings
- Student information systems</td><td>Director of Information Technology & Technical Support</td></tr>
<tr><th>Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td>Device or software malfunction may stop operations and cause financial losses</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
✓ Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th>Policy</th><th>Impact</th></tr>
<tr><td>1. Conducting periodic maintenance for devices and software.
2. Assigning emergency response teams to operate in the event of sudden system or software outages.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Technical Risks – Hardware & Software Failures
Location	All university devices and systems
Responsible Person	Director of Information Technology & Technical Support
Contact	Extension: 7879
Responsible Entity	Information Technology & Technical Support
Actions taken by the entity to address the risk:	
1. Prepare technical repair team 2. Identify problems and impact 3. Solve issue and prevent recurrence 4. Send damage report	

Ending the Risk

Ending the Risk
1. Fix malfunction and prevent recurrence 2. Replace device if hardware failure 3. Contact manufacturer if needed
Preventive Actions
1. Proper device use awareness 2. Use original software 3. Periodic maintenance

Risk: Theft of Devices and Accessories

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th>Responsible Person</th></tr>
<tr><td>Theft of devices and accessories</td><td>- University offices
- Data center
- University warehouses</td><td>Security Supervisor / Manager</td></tr>
<tr><th>Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td>Theft causes financial losses and possible data loss</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
✓ Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th>Policy</th><th>Impact</th></tr>
<tr><td>1. Ensuring the availability of safety and security measures.
2. Monitoring entry and exit through surveillance cameras and recording activities.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Device Theft Risk
Location	Offices – data center – warehouses
Responsible Person	Security Supervisor / Manager
Contact	Extension: 7880 – 7641
Responsible Entity	Safety & Security Department
Actions taken by the entity to address the risk:	
1. Identify offender using camera recordings 2. Provide replacement if necessary 3. Report incident to authorities 4. Submit official report to administration	

Ending the Risk

Ending the Risk
1. Replace stolen device 2. Restore operations 3. Report offender
Preventive Actions
1. Taking the necessary measures to ensure the security and safety of devices and equipment. 2. Continuously monitoring recordings, analyzing movements, and preparing periodic reports on entry and exit activities. 3. Ensuring that all individuals are reminded of the requirement to carry their work ID within university buildings.

Legal Risks

Risk: Lack of Awareness Among Faculty, Staff, and Students of Their Rights and Duties

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Lack of awareness of rights and duties</td><td>- Colleges
- Departments
- Administrative units</td><td colspan="2">Director of Human Resources
Director of Student Affairs</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Insufficient knowledge of rights and duties may lead to activities conflicting with regulations</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
✓ Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Awareness of rights and duties
2. Workshops and seminars explaining regulations</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Lack of awareness of rights and duties
Location	Colleges – departments – units
Responsible Person	Director of Human Resources
Contact	Extension: 7646
Responsible Entity	Human Resources Department
Actions taken by the entity to address the risk:	
1. Provide regulations to faculty, staff, and students 2. Publish regulations on university website 3. Conduct workshops and meetings explaining rights and duties	

Ending the Risk

Ending the Risk
1. Require all individuals to review regulations 2. Obtain acknowledgment of awareness
Preventive Actions
1. Conducting an orientation session at the beginning of each academic term to clarify all rights and responsibilities for students, faculty members, and staff. 2. Holding workshops during the academic term to discuss various legal aspects.

Risk: Filing Lawsuits Against the University

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Lawsuits against the university</td><td>- Colleges
- Departments
- Administrative units</td><td colspan="2">Director of Legal Affairs</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Administrative complications or negligence may lead to legal cases against the university</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
✓ Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Raising awareness of regulations and laws.
2. Ensuring the legality of decisions taken in various cases.
3. Submitting contracts and agreements concluded by the university to the Legal Department for review.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Lawsuits against the university
Location	Colleges – departments – units
Responsible Person	Director of Legal Affairs
Contact	Extension: 7880
Responsible Entity	Legal Affairs Department
Actions taken by the entity to address the risk:	
1. Negotiate with claimant 2. Follow up case with judicial authorities	

Ending the Risk

Ending the Risk
1. Prepare legal defense plan 2. Follow with competent authorities
Preventive Actions
1. Understand litigation procedures 2. Legal workshops on contracts and agreements

Risk: Intellectual Property Rights Violation

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Intellectual property violation</td><td>- Colleges
- Departments
- Administrative units</td><td colspan="2">Director of Legal Affairs</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Using or quoting intellectual content without citing source constitutes violation</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
✓ Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Verifying the source of intellectual content.
2. In the event of intellectual property infringement, the violator shall be referred to the University Disciplinary Committee.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Legal Risks – Intellectual Property Violation
Location	Colleges – departments – units
Responsible Person	Director of Legal Affairs
Contact	Extension: 7880
Responsible Entity	Legal Affairs Department
Actions taken by the entity to address the risk:	
1. Verify source of intellectual content 2. Form investigation committee 3. Submit case to university president and disciplinary committee if confirmed	

Ending the Risk

Ending the Risk
1. Rejecting any intellectual content that violates intellectual property rights. 2. Referring the violator to the Disciplinary Committee. 3. Issuing a written warning by the Scientific Committee and refusing to accept any future academic content submitted by the violator.
Preventive Actions
1. Raising awareness among faculty members, staff, and students about the seriousness of intellectual property infringement. 2. Organizing seminars and workshops to introduce the fundamentals of scientific research and methods of protecting intellectual property rights. 3. Educating students on proper citation methods during the orientation week held at the beginning of each academic term.

Risk: Loss of Documents Due to Lack of Protection

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Loss of documents</td><td>- University administration
- Branches
- Colleges
- Departments</td><td colspan="2">Department Manager
Director of Legal Affairs</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Negligence in preserving official documents may cause financial losses</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
✓ Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Storing official documents in designated drawers within each department, ensuring they are securely locked and regularly monitored.
2. Maintaining electronic copies of these documents for reference when needed.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Document Loss
Location	University administration – branches – colleges – departments
Responsible Person	Department Manager – Legal Affairs Director
Contact	Extension: 7880
Responsible Entity	Legal Affairs Department
Actions taken by the entity to address the risk:	
1. Search documents and use electronic copies 2. Identify responsible person and issue written warning	

Ending the Risk

Ending the Risk
1. Use electronic copies 2. Apply document preservation regulations 3. Written warning to responsible person
Preventive Actions
1. Establishing a dedicated center for document archiving. 2. Raising awareness among staff and faculty members about the importance of exercising caution in handling and storing official documents.

Risk: Student Cheating Phenomenon

<table>
<tr><th>Potential Risk</th><th colspan="2">Location Details</th><th>Responsible Person</th></tr>
<tr><td>Student cheating</td><td colspan="2">- Colleges
- Academic departments</td><td>College Dean
Department Head</td></tr>
<tr><th>Risk Description</th><th colspan="2">Risk Level</th><th>Risk Type</th></tr>
<tr><td>Cheating leads to legal consequences and unacceptable behavior</td><td colspan="2">o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
✓ Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Raising students' awareness of university regulations and bylaws.
2. Ensuring that students review the Disciplinary Regulations.
3. Ensuring the activation of disciplinary councils and committees within the university.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Student Cheating	
Location	Colleges – academic departments	
Responsible Entity	**Dean of the College of Computer Studies:** 7875	
	College of Business Administration Studies: 7872	
	College of Language Studies: 7511	
Actions taken by the entity to address the risk:		

1. Raising students' awareness of university regulations and bylaws.
2. Publishing these regulations and bylaws on the university's official website.
3. Forming disciplinary councils and committees when necessary.

Ending the Risk

Ending the Risk
1. Referring the student to the Disciplinary Council. 2. Activating university regulations and bylaws to limit the spread of this phenomenon.
Preventive Actions
1. Raising students' awareness of the Disciplinary Regulations during the orientation session held at the beginning of each academic term. 2. Ensuring strict invigilation of examinations. 3. Organizing workshops, lectures, and seminars to discuss the phenomenon and ways to reduce it.

Reputation Risks

Risk: Academic Reputation Risks

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Academic reputation risks</td><td>- Colleges
- Departments
- Administrative units</td><td colspan="2">Vice President for Academic Affairs</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">1. Low quality academic programs not aligned with labor market needs.
2. Low employment opportunities for graduates compared to other universities.
3. Faculty members not trained in modern teaching methods.
4. Low quality learning resources.
5. Failure of some programs to obtain accreditation.
6. Weak student assessment methods.</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
✓ Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Review program quality to match labor market needs.
2. Ensure colleges comply with quality and accreditation standards.
3. Recruit distinguished faculty members.
4. Provide needed specializations.
5. Establish partnerships with employers.
6. Train faculty in modern teaching methods.
7. Train faculty on appropriate assessment methods based on international standards.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Academic Reputation Risks
Location	Colleges – departments – administrative units
Responsible Person	Vice President for Academic Affairs
Contact	Extension: 7801
Responsible Entity	Academic Affairs Vice Presidency
Actions taken by the entity to address the risk:	
1. Review academic programs and labor market alignment 2. Review colleges' compliance with accreditation standards 3. Modify non-accredited programs 4. Suspend admission in programs not aligned with development plans	

Ending the Risk

Ending the Risk
1. Identify material and moral risks and corrective plans 2. Improve student assessment mechanisms and use e-testing 3. Announce accreditation achievements
Preventive Actions
1. Raise faculty awareness of accreditation importance 2. Continuous faculty training 3. Link education to labor market 4. Seek accreditation for programs

Risk: Research Reputation Risks

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Research reputation risks</td><td>- Colleges
- Departments
- Administrative units</td><td colspan="2">Vice President for Graduate Studies & Scientific Research</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">1. Low research quality affecting community reputation.
2. Few community-serving studies.
3. Lack of financial support.
4. Few publications in peer-reviewed journals.</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
✓ Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Forming a committee to review all research published under the University's name and to ensure its quality and alignment with the intended objectives.
2. Recommending research topics that contribute to serving the community.
3. Encouraging faculty members to publish in peer-reviewed scientific journals and providing both financial and moral support.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Research Reputation Risks
Location	Colleges – departments – administrative units
Responsible Person	Vice President for Graduate Studies & Scientific Research
Contact	Extension: 7517
Responsible Entity	Graduate Studies & Scientific Research Vice Presidency
Actions taken by the entity to address the risk:	
1. Form scientific committee to monitor research reputation 2. Set publication acceptance standards 3. Identify strengths and weaknesses	

Ending the Risk

Ending the Risk
1. Increase number of peer-reviewed publications 2. Increase projects benefiting from research outcomes 3. Highlight community impact
Preventive Actions
1. Encourage faculty publishing 2. Support research contributing to knowledge 3. Provide knowledge resources

Risk: Media Risks

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th>Responsible Person</th></tr>
<tr><td>Media risks</td><td>- Colleges
- Departments
- Administrative units</td><td>Public Relations Director</td></tr>
<tr><th>Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td>1. Damage to university reputation.
2. Conflicting information published.
3. Difficulty addressing fake news.</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
✓ Reputation
o Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th>Policy</th><th>Impact</th></tr>
<tr><td>1. Enhancing the role of the Public Relations Department and strengthening its communication tools.
2. Developing a public relations plan that contributes to maintaining the University's distinguished and reputable image.
3. Establishing a clearly designated official authority within the University, vested with the authority to represent the University's position and disseminate information in the media in a distinguished and professional manner.</td><td>o High
✓ Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Media Risks
Location	University
Responsible Person	Public Relations Director
Contact	Extension: 7803
Responsible Entity	Public Relations Department
Actions taken by the entity to address the risk:	
1. Identify harmful media content 2. Publish corrective information 3. Prepare official response proposals 4. Assign official spokesperson	

Ending the Risk

Ending the Risk
1. Establishing a designated entity responsible for monitoring the media content published by the University. 2. Ensuring transparency in publishing information and news related to the University's reputation, and providing appropriate responses as appropriate. 3. Enhancing the level of community and official support for the University. 4. Informing the relevant entities within the University of all procedures undertaken to address and eliminate the risk.
Preventive Actions
1. Not allowing the publication of information and news about the University and its affiliates except through the University's official spokesperson. 2. Ensuring the dissemination of accurate and positive information through a single official channel to avoid contradictions. 3. Supporting and strengthening the role of the Public Relations Department and equipping it with qualified personnel. 4. Encouraging University staff and students to reflect and promote the University's distinguished and positive image.

Risk: Administrative Reputation Risks

Potential Risk	Location Details	Responsible Person	
Administrative reputation risks	- Colleges - Departments - Administrative units	Vice President for Administrative Affairs	
Risk Description		**Risk Level**	**Risk Type**
1. The emergence of administrative errors and their resulting consequences. 2. Decline in performance levels and delays in processing transactions. 3. Overlapping responsibilities and an increase in workplace disputes. 4. Lack of clarity in the organizational structure and the procedures followed. 5. Negligence and lack of discipline in the workplace.		o High ✓ Medium o Low	o Health o Documents & Information o Legal ✓ Reputation o Fire o Financial o Natural o Human Resources o Facilities & Infrastructure
Policy		**Impact**	
1. Establishing an administrative oversight body within the University. 2. Clearly defining roles and authorities for all entities. 3. Ensuring a clear and appropriate organizational structure. 4. Appointing a designated entity to monitor performance and oversee the completion of tasks.		o High ✓ Medium o Low	

Procedures When Risk Occurs

Risk Type	Administrative Reputation Risks
Location	Colleges – departments – administrative units
Responsible Person	Vice President for Administrative Affairs
Contact	Extension: 7872
Responsible Entity	Administrative Affairs Vice Presidency

Actions taken by the entity to address the risk:

1. Evaluating performance to identify shortcomings, problems, and their impacts.
2. Reviewing the organizational structure, roles, and authorities related to administrative risks.
3. Following the established systems and regulations in addressing errors and damages.
4. Limiting projects that do not comply with the predefined standards.
5. Combating administrative corruption and deficiencies, and applying the principle of reward and accountability in accordance with regulations and policies.

Ending the Risk

Ending the Risk
1. Identify damages and causes 2. Prevent recurrence plans 3. Effective complaint system 4. Legal follow-up
Preventive Actions
1. Strengthen administrative oversight 2. Promote anti-corruption culture 3. Clarify responsibilities 4. Follow regulations 5. Staff training and development

Fire Risks

Risk: Fire Resulting from Improper Storage of Flammable Materials

Potential Risk	**Location Details**	**Responsible Person**
Fire caused by improper storage of flammable materials	- University warehouses - Buildings - Colleges - Branches	Director of Operations & Maintenance
Risk Description	**Risk Level**	**Risk Type**
Improper storage of flammable materials increases the likelihood of fire occurrence	✓ High o Medium o Low	o Health o Documents & Information o Legal o Reputation ✓ Fire o Financial o Natural o Human Resources o Facilities & Infrastructure
Policy	**Impact**	
1. Issue instructions prohibiting storage of flammable materials in important locations and move them to warehouses. 2. Apply civil defense safety regulations.	✓ High o Medium o Low	

Procedures When Risk Occurs

Risk Type	Fire caused by improper storage of flammable materials
Location	Warehouses – buildings – colleges – branches
Responsible Person	Director of Operations & Maintenance
Contact	Extension: 7877 – 7880
Responsible Entity	Operations & Maintenance – Safety & Security Department
Actions taken by the entity to address the risk:	
1. Form committee (Maintenance – Safety – Procurement) and prepare detailed report on stored materials and storage methods 2. Prepare procedures manual to prevent fire 3. Follow up implementation of recommendations	

Ending the Risk

Ending the Risk
1. Evacuate affected area 2. Activate alarms and contact civil defense 3. Use fire extinguishers 4. Avoid inhaling smoke
Preventive Actions
1. Awareness of fire procedures 2. Avoid storing flammable materials in critical areas 3. Follow safety regulations

Risk: Lack of Fire Protection Devices in Some University Buildings

Risk Summary Table

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Absence of fire protection systems</td><td>- University buildings
- Colleges
- Warehouses</td><td colspan="2">Safety & Security Director
Operations & Maintenance Director</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Lack of fire alarms or protection systems may cause major financial loss</td><td>✓ High
o Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
✓ Fire
o Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">Provide modern fire protection systems and repair installation defects</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Lack of fire protection systems
Location	University buildings – colleges – warehouses
Responsible Person	Safety & Security Director
Contact	Extension: 7880
Responsible Entity	Safety & Security Department
Actions taken by the entity to address the risk:	
1. Immediate evacuation and contact civil defense 2. Assess damages 3. Determine causes and treat them 4. Follow maintenance of fire protection equipment	

Ending the Risk

Ending the Risk
1. Evacuate immediately 2. Contact civil defense 3. Use portable extinguishers 4. Submit incident report
Preventive Actions
1. Ensure readiness of fire alarm systems 2. Inspect extinguishers periodically 3. Fire evacuation training 4. First aid and fire training courses

Risk: Fire Resulting from Improper Application of Safety Conditions in Classrooms and Laboratories

Potential Risk	Location Details	Responsible Person
Fire due to safety violations in classrooms and labs	- Classrooms - Laboratories - Labs	Safety & Security Director
Risk Description	**Risk Level**	**Risk Type**
Failure to apply safety conditions may lead to fires	o High ✓ Medium o Low	o Health o Documents & Information o Legal o Reputation ✓ Fire o Financial o Natural o Human Resources o Facilities & Infrastructure
Policy	**Impact**	
1. Providing fire extinguishing equipment and alarm systems. 2. Installing safety and guidance signage. 3. Implementing safety requirements in accordance with Civil Defense regulations.	✓ High o Medium o Low	

Procedures When Risk Occurs

Risk Type	Fire in classrooms & laboratories
Location	Classrooms – laboratories
Responsible Person	Safety & Security Director
Contact	Extension: 7880
Responsible Entity	Safety & Security Department
Actions taken by the entity to address the risk:	
1. Form committee (Maintenance + Safety) and prepare report 2. Analyze situation and take preventive measures 3. Implement recommendations	

Ending the Risk

Ending the Risk
1. Assess damages 2. Contact civil defense and evacuate 3. Activate alarms
Preventive Actions
1. Implementing the safety procedures and requirements set forth in the Civil Defense regulations. 2. Maintaining fire protection systems and alarm devices. 3. Raising awareness among staff and students regarding the procedures to be followed in the event of a fire, God forbid. 4. Conducting periodic inspections of buildings and preparing reports identifying potential hazards and the methods for addressing them.

Financial Risks

Risk: Decline in the University's Self-Financial Resources

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Decline in self-financial resources</td><td>- Colleges
- Academic departments
- University investment administration</td><td colspan="2">Vice President for Financial & Administrative Affairs</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Lack of financial support from the private sector may cause a sharp decline in the university's financial resources</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
✓ Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Strengthen communication with business leaders and private sector officials.
2. Participate in exhibitions and conferences and enhance marketing activities to encourage support for the university's educational mission.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Decline in University Financial Resources
Location	Colleges – academic departments – university investment administration
Responsible Person	Vice President for Financial & Administrative Affairs – Financial Department
Contact	Extension: 7872
Responsible Entity	Financial & Administrative Affairs Vice Presidency – Financial Department
Actions taken by the entity to address the risk:	
1. Study the current situation and determine procedures to increase financial resources 2. Identify suitable financial alternatives 3. Implement financial plans and monitor expenditures and revenues 4. Search for sponsors for university projects 5. Visit business leaders and introduce university vision and mission	

Risk: Asset and Financial Resource Management

Risk Summary Table

<table>
<tr><td>Potential Risk</td><td>Location Details</td><td colspan="2">Responsible Person</td></tr>
<tr><td>Asset and financial resource management risk</td><td>- Colleges
- Academic departments
- Financial administration</td><td colspan="2">Vice President for Financial & Administrative Affairs
Financial Director</td></tr>
<tr><td colspan="2">Risk Description</td><td>Risk Level</td><td>Risk Type</td></tr>
<tr><td colspan="2">Poor management of assets and financial resources may lead to loss of assets and decline in revenues</td><td>✓ High
o Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
✓ Financial
o Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><td colspan="2">Policy</td><td>Impact</td></tr>
<tr><td colspan="2">1. Assigning the management of the University’s assets to individuals with sufficient expertise in the field.
2. Diversifying sources of income.</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Ending the Risk

Ending the Risk
None
Preventive Actions
1. Search for project funding sources 2. Increase marketing campaigns and conference participation 3. Complete university building projects in Riyadh, Jeddah, and Dammam 4. Facilitate student admission procedures without affecting quality 5. Recruit distinguished faculty members

Procedures When Risk Occurs

Risk Type	Financial Risks - Asset & Financial Resource Management
Location	Financial administration
Responsible Person	Financial Director
Contact	Extension: 7638
Responsible Entity	Financial Department
Actions taken by the entity to address the risk:	
1. Analyze financial risks and set indicators to measure them 2. Provide solutions to increase income and maximize assets 3. Diversify income sources and seek funding partners 4. Apply international best practices in financial asset management	

Ending the Risk

Ending the Risk
None
Preventive Actions
1. Partnerships with private sector 2. Develop financial risk measurement mechanisms 3. Set financial goals and monitor performance

Human Resources Risks

Risk: Students' Lack of Knowledge of Rights and Duties

Potential Risk	**Location Details**	**Responsible Person**
Students' lack of awareness of rights and duties	- Colleges	Director of Student Affairs
Risk Description	**Risk Level**	**Risk Type**
1. Student does not know his/her rights at the university 2. Student does not know his/her obligations toward the university	o High ✓ Medium o Low	o Health o Documents & Information o Legal o Reputation o Fire o Financial o Natural ✓ Human Resources o Facilities & Infrastructure
Policy	**Impact**	
1. Encourage students to review the Student Handbook 2. Awareness meetings about rights and duties 3. Activate role of Student Affairs in guidance 4. Follow university regulations	o High ✓ Medium o Low	

Procedures When Risk Occurs

Risk Type	Students' lack of knowledge of rights and duties
Location	Student Affairs Department
Responsible Person	Director of Student Affairs
Contact	Extension: 7581
Responsible Entity	Student Affairs Department
Actions taken by the entity to address the risk:	
1. Apply student regulations 2. Conduct orientation meetings and courses 3. Publish rights and duties through official channels 4. Apply disciplinary actions when violating regulations 5. Provide incentive systems for compliant students	

Ending the Risk

Ending the Risk
1. Provide clear student handbook 2. Emphasize rights protection and responsibilities 3. Apply regulations effectively
Preventive Actions
1. Prepare student handbook including rights & duties 2. Awareness publications 3. Seminars and meetings 4. Enforce student regulations

Risk: Lack of Clarity of Human Resources Policies

Potential Risk	**Location Details**	**Responsible Person**	
Unclear HR policies	- Colleges - Departments - Administrative units	Director of Human Resources	
Risk Description		**Risk Level**	**Risk Type**
1. Unclear authorities and responsibilities 2. Overlapping tasks between departments 3. No clear salary scale for contracted faculty		o High ✓ Medium o Low	o Health o Documents & Information o Legal o Reputation o Fire o Financial o Natural ✓ Human Resources o Facilities & Infrastructure
Policy		**Impact**	
Clear job descriptions, unified hiring policies		o High ✓ Medium o Low	

Procedures When Risk Occurs

Risk Type	Lack of clarity of HR policies
Location	Colleges – departments – administrative units
Responsible Person	Director of Human Resources
Contact	Extension: 7646
Responsible Entity	Human Resources Department
Actions taken by the entity to address the risk:	
1. Review regulations and policies 2. Establish incentive and rewards system 3. Review salary scale 4. Job classification for all levels 5. Apply reward and penalty principle	

Ending the Risk

Ending the Risk
1. Clear job descriptions 2. Unified compensation system
Preventive Actions
1. Define roles during hiring 2. Apply HR regulations 3. Establish recruitment standards

Risk: Employee Turnover (Attrition)

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Staff turnover</td><td>- Colleges
- Departments
- Administrative units</td><td colspan="2">Director of Human Resources</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Loss of qualified faculty, retirement, contract termination requests</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
✓ Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">Motivation, promotion policies, adequate staffing</td><td>o High
✓ Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Staff Turnover
Location	Colleges – departments – administrative units
Responsible Person	Director of Human Resources
Contact	Extension: 7646
Responsible Entity	Human Resources Department
Actions taken by the entity to address the risk:	

1. Developing solutions to reduce employee attrition.
2. Identifying the causes that lead to employee attrition.
3. Meeting with the faculty member or employee wishing to terminate their contract to understand the reasons.
4. Providing an appropriate replacement to ensure continuity of work.
5. Announcing vacant positions and appointing the right person at the right time.

Ending the Risk

Ending the Risk
1. Analyze turnover causes 2. Provide solutions 3. Incentive systems 4. Apply HR regulations
Preventive Actions
1. Motivate faculty members 2. Provide supportive work environment 3. Clarify rights & duties 4. Continuous professional development

Natural Risks

Risk: Rainfall and Floods

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Rain and floods</td><td>- University buildings
- Warehouses
- Parking areas</td><td colspan="2">Director of Safety & Security</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Heavy rain and floods may cause material damage and may trap students and staff inside buildings</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
✓ Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">1. Periodic maintenance of drainage systems
2. Follow weather forecasts
3. Provide evacuation areas</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Rain and Floods
Location	Buildings – warehouses – parking areas
Responsible Person	Director of Safety & Security
Contact	Extension: 7880
Responsible Entity	Safety & Security Department
Actions taken by the entity to address the risk:	
1. Monitor weather bulletins 2. Warn staff and students 3. Inspect buildings readiness 4. Clean drainage and emergency exits	

Ending the Risk

Ending the Risk
None
Preventive Actions
1. Continuous weather monitoring 2. Daily weather reports 3. Ensure facilities readiness 4. First aid & evacuation training

Risk: Storms and Dust

Risk Summary Table

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Storms and dust</td><td>- University buildings
- Warehouses</td><td colspan="2">Director of Operations & Maintenance
Director of Safety & Security</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Dust storms may cause asthma attacks and material damage</td><td>o High
✓ Medium
o Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
✓ Natural
o Human Resources
o Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">Provide first aid kits, masks, warning signs, and awareness</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Storms and Dust
Location	Buildings and warehouses
Responsible Person	Director of Safety & Security
Contact	Extension: 7880
Responsible Entity	Safety & Security Department
Actions taken by the entity to address the risk:	
1. Monitor weather conditions daily 2. Warn staff and students 3. Inspect buildings readiness 4. Clean entrances and emergency exits	

Ending the Risk

Ending the Risk
None
Preventive Actions
1. Continuous weather monitoring 2. Daily weather reports 3. Ensure facilities readiness 4. First aid and asthma emergency response training

Facilities & Infrastructure Risks

Risk: Electrical Connections and Extensions

Potential Risk	Location Details	Responsible Person	
Electrical connections hazards	- University buildings - Warehouses - University branches	Director of Operations & Maintenance	
Risk Description		**Risk Level**	**Risk Type**
Damaged electrical connections may cause electric shock or fire		o High ✓ Medium o Low	o Health o Documents & Information o Legal o Reputation o Fire o Financial o Natural o Human Resources ✓ Facilities & Infrastructure
Policy		**Impact**	
1. Inspect electrical wiring periodically 2. Use electrical devices properly and avoid poor connections		✓ High o Medium o Low	

Procedures When Risk Occurs

Risk Type	Electrical Connection Risks
Location	University buildings and warehouses
Responsible Person	Director of Operations & Maintenance
Contact	Extension: 7877
Responsible Entity	Operations & Maintenance Department
Actions taken by the entity to address the risk:	
1. Periodic maintenance of electrical equipment 2. Install grounding system 3. Ensure electrical shock protection systems	

Ending the Risk

Ending the Risk
None
Preventive Actions
1. Ensure quality wiring 2. Avoid unsafe heating devices 3. Ensure electrical protection systems 4. Awareness of electrical hazards

Risk: Building Cracks

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Building cracks</td><td>- University buildings
- Warehouses</td><td colspan="2">Director of Operations & Maintenance</td></tr>
<tr><th colspan="2">Risk Description</th><th>Risk Level</th><th>Risk Type</th></tr>
<tr><td colspan="2">Structural cracks caused by soil settlement may cause financial losses</td><td>o High
o Medium
✓ Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
✓ Facilities & Infrastructure</td></tr>
<tr><th colspan="2">Policy</th><th>Impact</th></tr>
<tr><td colspan="2">Ensure construction specifications and engineering inspection</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Building Cracks
Location	University buildings and branches
Responsible Person	Director of Operations & Maintenance
Contact	Extension: 7877
Responsible Entity	Operations & Maintenance Department
Actions taken by the entity to address the risk:	
1. Warning signs around damaged areas 2. Form evaluation committee 3. Contract specialized companies	

Ending the Risk

Ending the Risk
1. Evacuate affected area 2. Evaluate causes 3. Repair through specialized company 4. Periodic reporting
Preventive Actions
1. Contract certified engineering consultants 2. Periodic maintenance 3. Awareness of crack hazards

Risk: Power Outage

<table>
<tr><th>Potential Risk</th><th>Location Details</th><th colspan="2">Responsible Person</th></tr>
<tr><td>Power outage</td><td>- University buildings
- Branches
- Colleges
- Warehouses</td><td colspan="2">Director of Operations & Maintenance</td></tr>
<tr><td colspan="2">Risk Description</td><td>Risk Level</td><td>Risk Type</td></tr>
<tr><td colspan="2">Power failure may stop work and trap persons in elevators</td><td>o High
o Medium
✓ Low</td><td rowspan="3">o Health
o Documents & Information
o Legal
o Reputation
o Fire
o Financial
o Natural
o Human Resources
✓ Facilities & Infrastructure</td></tr>
<tr><td colspan="2">Policy</td><td>Impact</td></tr>
<tr><td colspan="2">Emergency plan, backup generators, contact electricity emergency services</td><td>✓ High
o Medium
o Low</td></tr>
</table>

Procedures When Risk Occurs

Risk Type	Power Outage
Location	Buildings – branches – colleges – warehouses
Responsible Person	Director of Operations & Maintenance
Contact	Extension: 7877
Responsible Entity	Operations & Maintenance Department
Actions taken by the entity to address the risk:	
1. Contact electricity emergency service 2. Inspect building safety 3. Submit incident report	

Ending the Risk

Ending the Risk
1. Ensure no one trapped in elevators 2. Check internal electrical causes 3. Provide first aid if needed
Preventive Actions
1. Periodic electrical maintenance 2. Avoid unsafe electrical devices 3. Inspect backup generators and prepare reports