

Risk Identification					Workshop Output - Risk Assessment												
Risk No.	Risk Theme	Risk and Impact Description	Risk Drivers (Existing and Potential Causes)	Risk Category	Risk Owner	Inherent Likelihood	Inherent Consequence	Inherent Risk	Controls (Existing and Additional Controls Suggested)	Control Owner	Residual Likelihood	Residual Consequence	Residual Risk	Risk Rating Rationale	Review Date	Open/Close	
<b>Director, People &amp; Performance</b>																	
1	Health, Safety and Wellbeing	External or internal events may have a material impact on the health and safety or wellbeing of staff, contractors and the public (including volunteers and vulnerable children), which may result in physical and/or emotional harm, low staff morale, prosecutions leading to financial loss and reputation damage.	<p>Lack of or inadequate:</p> <ul style="list-style-type: none"> <li>Health and Safety Framework.</li> <li>Consistent application of policies, frameworks and demonstrating expected behaviours.</li> <li>Consistent and/or effective performance monitoring.</li> <li>Effective Health and Safety training and awareness (competence).</li> <li>Sharing of lessons learned across council.</li> <li>Sufficient resources and/or capability of staff.</li> <li>Supportive work environment (workloads, bullying).</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>Disease Outbreak (e.g. flu and other contagious diseases).</li> <li>Organisational changes.</li> <li>Staff unknowingly acting as designers.</li> <li>Safety in design is not implemented consistently by third parties.</li> <li>Risk Manager software no fit for purpose or has performance issues.</li> </ul>	<p>People</p> <p>Legal &amp; Regulatory Compliance</p> <p>Reputation</p> <p>Asset</p>	Director, People & Performance	Almost Certain	Extreme	Extreme	<p>1. Health, Safety and Wellbeing (HS&amp;W) management system will allow us to meet requirements of Health and Safety at Work Act (2015). This has been approved by AC.</p> <p>2. Development &amp; implementation of a Corporate Health and Safety (H&amp;S) Strategy has been approved by ELT. This is due for review in 2020.</p> <p>3. Implementation of Safety Management Framework that will drive H&amp;S behaviours throughout council. Currently rolled out to 10 departments.</p> <p>4. Implementation of Risk Manager for council use has been completed.</p> <p>5. Governance Arrangements framework completed and approved by ELT.</p> <p>6. ELT receive a monthly H&amp;S snapshot on performance.</p> <p>7. ELT acting as H&amp;S committee perform deep dives of critical H&amp;S areas. Fleet management and Regulatory services already completed deep dives.</p> <p>8. Governing Body and ARC receive quarterly snapshot reports of H&amp;S performance.</p> <p>9. Set Corporate H&amp;S Standards for H&amp;S:</p> <ol style="list-style-type: none"> <li>Policy &amp; Procedure control.</li> <li>Risk Assessment Framework.</li> <li>Incident, Near Miss Reporting &amp; Investigation.</li> <li>Contractor Management Procedures.</li> </ol> <p>10. Creation of Key Safety Requirements (KSR) to support the business. There is now a process in place for developing key safety requirements. Currently 10 KSRs are place, all linked to current critical H&amp;S risks identified through Risk Manager.</p> <p>11. HS&amp;W Quarterly committee meetings.</p> <p>12. HS&amp;W safety leaders forum where H&amp;S issues and lessons are discussed. First one was held 7 March 2018.</p> <p>13. Mandatory HS&amp;W training as part of staff induction. Managing safely training is provided as part of the people leader HS&amp;W training.</p> <p>14. Safety in design framework that integrates health and safety risk identification and assessment methods throughout the design.</p>	Head of Health, Safety and Wellbeing	Possible	Major	High	<p>A framework has now been implemented that clearly communicates expectations from the organisation.</p> <p>Reinforcing the H&amp;S Culture of people leaders has been proactively been focussed upon and Mandatory training is currently underway expected to cover all People Leaders (prioritising HR areas).</p> <p>We know from Risk Manager and metrics that People Leaders are not consistently or actively managing safety as a live consideration.</p> <p>Risk assessment of critical risks. Risk Assessment is currently being deployed across all operations. Some Critical Risks have already been identified at an organisational level - Driving, Violence and have been selected to assure and improve.</p> <p>Effective training. Review of TUPU HSW wide domain is currently in progress. Much HSW training is done, however with inconsistent risk assessment we do not know if the right areas are being focussed upon.</p>	30/04/2018	Open	
									<p>Additional Controls Proposed:</p> <ol style="list-style-type: none"> <li>Roll out of the Safety Management Framework to the rest of council departments.</li> <li>Implement mechanisms to ensuring that the Risk Manager system is being used by all people leaders.</li> <li>Corporate standards to be completed and implemented: <ol style="list-style-type: none"> <li>Safety by design.</li> <li>Asbestos policy is about to be made live in a few weeks.</li> <li>Volunteer standards - about a month before go live.</li> <li>Training standards completed.</li> </ol> </li> <li>ELT pushing the importance of safety.</li> <li>Develop change management plans for H&amp;S.</li> <li>Consistent application of the Governance Arrangements framework.</li> <li>Setting and Commencing Auditing Frameworks for assurance.</li> </ol>								

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<b>Chief Financial Officer</b>																
2	Cyber Security	Increased cyber attacks, which may result in loss of personal data, intellectual property, reputational damage, business interruption due to loss of systems, impact on supply chains and financial loss.	<ul style="list-style-type: none"> <li>Increased digitisation without proper integration with processes.</li> <li>Inadequate cyber security mechanisms \ strategy.</li> <li>Technical failure to protect IT systems.</li> <li>Malicious or innocent employee activities.</li> <li>Ineffective training \ awareness.</li> <li>Move to flexible working hours creates less secure connections.</li> </ul>	Financial Reputation Operations Information Management	Chief Financial Officer	Likely	Major	High	<p>1. Auckland Council's approach to Cyber Security is based on the National Institute of Standards and Technology (NIST) Cyber Security Framework.</p> <p>2. Information security guides have been updated and implemented through the Our Charter programme under the "We look after our information" heading.</p> <p>3. ICT management run information security awareness campaigns via stories and articles published on Kotahi.</p> <p>4. New staff are required to review the ICT policies as part of their induction.</p> <p>5. Network perimeter controls (e.g. Firewalls) are in place to detect and prevent suspicious attempts to access the network.</p> <p>6. Council's external, customer-facing websites are in a demilitarised zone (DMZ) on the network.</p> <p>7. Anti-spam and anti-phishing controls are in place to monitor email traffic and block emails from locations or senders that appear to be suspicious.</p> <p>8. Website tracking and monitoring controls are in place to track and restrict access to websites that are either unsafe, illegal or inappropriate.</p> <p>9. Network traffic is encrypted for both physical and wireless connections.</p> <p>10. Access to the corporate wireless and remote network is authenticated via 2 Factor authentication.</p> <p>11. Critical security system log files are monitored for suspicious activity daily by the Cyber Security team.</p> <p>12. Backup and offsite storage mechanisms are in place to allow for the recovery of data in the event of data loss or a successful ransomware attack.</p> <p>13. Backups are monitored for failures and any issues are communicated to the Network Operations Centre for investigation and remediation.</p> <p>14. The creation administrator accounts is managed through an automated approval workflow within Awhina.</p> <p>15. Automated alerts have been configured to alert management of suspicious administrator activities.</p> <p>16. Monthly system-generated reports of network administrator user accounts are provided to and reviewed by ICT management.</p> <p>17. Monthly vulnerability scans are performed on the Auckland Council network by the ICT department.</p> <p>18. Annual penetration scans are performed on the Auckland Council network by an external 3rd party.</p> <p>19. All projects that impact on the ICT environment require the security and technical specifications reviewed by the Information Security team.</p> <p>20. Auckland Council subscribes to a third-party service that notifies Auckland Council ICT if an email address has been compromised due to it being used to authenticate to an external website.</p> <p>21. Tools have been implemented to automatically deploy, track and report on the completeness of system patches and anti-malware software updates across council devices.</p> <p>22. All changes are required, to be reviewed and approved by the Change Team and by the security team (where applicable)</p> <p>23. Testing is a requirement prior to the deployment of projects that impact the ICT environment. Post-implementation testing is required to be performed by the person assigned the change prior to the change task being closed by the change team.</p> <p>24. An automated configuration management tool is in place to detect and record the configurations of devices on the network.</p> <p>25. A formal Major Incident Response process is in place to analyse, classify and resolve incidents.</p> <p>26. Cyber insurance cover has been purchased as part of the Insurance renewal process.</p> <p>27. Various ICT meetings take place to communicate and discuss ICT related matters, including information and cyber security.</p> <p>Additional Controls Proposed:</p> <p>1. Creation of a council family Security Operations Centre to centralise security mechanisms and initiatives.</p> <p>2. Replace the internet content filtering solution with a more enhanced solution.</p> <p>3. Change current backup process to allow for more control and visibility into backups.</p> <p>4. Perform regular testing of backups to confirm recoverability</p> <p>5. Implement additional Cyber Security and Phishing awareness and training mechanisms.</p> <p>6. Replace outdated software in the environment.</p>	Director of ICT	Possible	Major	High	<p>Cyber risk has been recognised as a global risk, this is well recognised by all organisations, including council. Sophisticated perpetrators of cyber attacks have unlimited resources, capability and knowledge to do this. Therefore, council invests to maintain defence systems at the edge (e.g. barriers) and in an effort to maintain networks, quarantine attempts to breach the environment and recover from an incident.</p> <p>Cybercrime damage is expected to hit USD \$6 trillion annually by 2021, with cybercrime spending to hit \$1 trillion over the next four years. There will be a need for 3.5 million new cybersecurity workers to manage these risks.</p>	30/04/2018	Open

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<b>Chief of Strategy</b>																
3	Climate change readiness and response	Preparedness and risk mitigation activities may not be adequate to respond, absorb and/or reduce impacts of climate change (including severe weather events) which may result in environmental, economic (disruption to private businesses), loss of life/injury, financial and reputation loss.	Lack of or inadequate: <ul style="list-style-type: none"> <li>Consideration of climate change impacts in land use and urban planning and design.</li> <li>Consistent risk perceptions (across public and private sectors) and different understandings and prioritisation of climate risks.</li> <li>Quality of advice to decision makers.</li> <li>A focus on disaster prevention rather than disaster recovery.</li> <li>Building professionals in Auckland.</li> <li>Sufficient resources and/or capability of staff.</li> <li>Design quality of coastal and climate resilience projects.</li> <li>Strategic approach to coastal erosion and sea level rise issues.</li> <li>Collaboration between internal departments and CCOs.</li> <li>Adequate / consistent resource consenting processes.</li> </ul> In addition: <ul style="list-style-type: none"> <li>Changes to extreme weather patterns (frequency, extent and intensity).</li> <li>Legacy risk caused by historic decisions to permit development (including critical assets) in areas of risk (e.g. housing, roads, utilities etc.).</li> <li>Rapid urbanisation - Increased population, more property development, increase in infrastructure provision and resource use.</li> <li>The complex urban planning system also creates a lack of alignment between spending, policy, regulation and development.</li> </ul>	Environmental Socio - Cultural Economic Assets Innovation Reputation	Chief of Strategy  Director Infrastructure and Environmental services	Likely	Major	High	<ol style="list-style-type: none"> <li>Planning for preparedness and risk mitigation to respond, absorb and mitigate loss from a weather event or catastrophe.</li> <li>NiWA climate projections in place to support decision making.</li> <li>Council's Coastal Management Framework sets out a system for managing Auckland's 3,200km of coastline. The Framework requires the development of Coastal Compartment Management Plans (CCMPs) for discrete areas which will manage coastal hazards in the short, medium and long term. The first 1-2 pilot plans will be finalised by end of FY 2019.</li> <li>Auckland Council Climate Change Adaptation Guidelines designed to help council (and CCO) staff understand more about climate change and to consider how it might impact their role and functions.</li> <li>Establishment of new Natural Environment Strategy team, working to embed improved environmental outcomes in council activities.</li> <li>Chief Sustainability Office initiating and supporting sustainability initiatives across council and externally.</li> <li>Active involvement in the special interest groups with other regional councils, many of which focussed on the environmental impact.</li> <li>Ongoing review of plans and effectiveness.</li> <li>Environmental monitoring and frequent reporting of data.</li> </ol> Additional Controls Proposed: <ol style="list-style-type: none"> <li>Mapping of decision points across land-use planning and roles and responsibilities.</li> <li>Integration of climate projections as appropriate.</li> <li>Upskilling and disseminating climate projections and provision of support as needed.</li> <li>Establishing a coordinated approach to climate action across Council and partners.</li> <li>Climate Action Plan.</li> <li>Mainstreaming resilience into day-to-day decision-making.</li> </ol>	Chief Engineer	Possible	Moderate	Moderate	Climate change exacerbates the extent and nature of natural hazards. These natural hazards already impact on areas of Auckland. Coastal hazards (like erosion, inundation and cliff instability) are increasingly being driven by a rising sea level which is expected to be at least 1m higher than it is today by 2100. Because of this greater areas of Auckland's coastline will become exposed to coastal hazards, resulting in an increase in risk over time and an increase in demand for coastal management solutions (like seawalls and beach nourishment). This will have ongoing and increasing costs for the Council family asset maintenance and renewals team, and service delivery, as well as driving increased private landowner demand for intervention.  Although we have improved understanding over the past year, this is not currently integrated into decision making and we still need to define and clarify roles and responsibilities at all levels  Reduced consequence based on actions that will arise out of the Coastal Compartment Management Plans (CCMPs) e.g. wider beaches, healthy sand dunes, robust structures) that will reduce vulnerability. Likelihood of hazard event remains the same or increases as the climate changes.	30/04/2018	Open
<b>Chief Operating Officer</b>																
4	Crown reforms	Crown initiatives stretch council resources around strategic planning, consenting and infrastructure funding and delivery, which may result in an inability to deliver expected outcomes within timeframes, reduced trust and confidence in council and greater Crown intervention in traditional council functions.	Lack of or inadequate: <ul style="list-style-type: none"> <li>Sufficient funding to meet delivery expectations.</li> <li>Sufficient resources and/or capability of staff.</li> <li>Integrated approach between Crown and council.</li> <li>Processes and safeguards to identify and reduce future exposure arising out of increased building and regulatory activity.</li> </ul> In addition: <ul style="list-style-type: none"> <li>Crown reforms (including infrastructure, housing, finance and funding models).</li> <li>Growing demand for housing and infrastructure delivery at pace creates pressures onto Council from central government.</li> <li>Political agendas outside of council's control.</li> <li>Unrealistic timing expectations for delivery.</li> <li>Challenges with the partnership model between council entities, communities, private sector and Crown.</li> <li>Statutory reforms.</li> <li>Increase in complexity of consent applications due to the shift from single houses to medium / high density housing.</li> <li>Non-delivery of necessary technical systems (SAP, NewCore and Hybris) to enable efficiencies and process improvements.</li> </ul>	Reputation Delivery of Commitments Financial	Chief Operating Officer  Director Regulatory Services	Likely	Major	High	<ol style="list-style-type: none"> <li>Ongoing discussions with the Crown: <ol style="list-style-type: none"> <li>With MBIE on building act and building code limitations to streamline consenting.</li> <li>MBIE and Treasury on different funding models.</li> <li>Mayoral task housing task force workstreams on procurement, infrastructure funding, building act and skills / capacity of the construction industry.</li> </ol> </li> <li>Continue internal governance and oversight through Housing steering group.</li> <li>Growing capacity to lead complex development projects across council family.</li> <li>Ongoing use of Forward Land and Infrastructure Planning (FLIP) model decision making tool.</li> <li>Communication and engagement enhanced: <ol style="list-style-type: none"> <li>Council family (e.g. CE growth and infrastructure meeting).</li> <li>Externally with the CE briefings, Auckland infrastructure &amp; Procurement Group etc.</li> </ol> </li> <li>Continue to embed streamline, standard, qualified partners and premium customer service delivery models.</li> <li>Maintaining quality assurance and auditing of building consenting processes to ensure compliance with accreditation framework.</li> <li>Recruitment and retention, including offshore attraction of skilled staff.</li> <li>Ongoing development of codes of practice, technical guidance, practice notes. Training of staff and industry.</li> <li>Resource consents involve the necessary specialists to contribute and advise on consents. Consents are signed off by the team leaders for standard cases or by an independent commissioner that is appointed through a formal RFP process. for higher risk / complexity cases.</li> </ol> Additional Controls Proposed: <ol style="list-style-type: none"> <li>NewCore requirements for regulatory fast-tracked (provide enterprise system consistency).</li> <li>Integration between Hybris and SAP to enable full realisation of digital lodgement, processing, booking and tracking enhancements.</li> </ol>	Chief Operating Officer	Possible	Moderate	Moderate	Due to the growth in Auckland and the importance of the development of housing and infrastructure, central government may feel that they would be able to process building consents faster than Council is able to.  Council is limited it's ability to mitigate this risk but maintains ongoing discussions with the Crown to ensure that there are no surprises. As a result, even with ongoing discussions and the current internal controls, the risk remains unchanged.	30/04/2018	Open

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5	Fit for purpose infrastructure and community assets	Failure to optimally manage and protect council parent assets may result in loss of investment, inability to provide services and thus support social, environmental and economic outcomes sought by Aucklanders, health and safety issues, significant increases in unbudgeted costs and reputational damage.	<ul style="list-style-type: none"> <li>Lack of or inadequate: <ul style="list-style-type: none"> <li>Readiness for climate change impacts (storms causing landslips and tree damage to property, king tides accelerating deterioration of coastal assets etc.).</li> </ul> </li> <li>Understanding and management of significant asset risks: <ul style="list-style-type: none"> <li>Asbestos</li> <li>Mould</li> <li>Seismic resilience of assets.</li> <li>Durability of assets.</li> <li>Weather tightness.</li> </ul> </li> <li>Asset management strategy, plan or policy for re-investment or divestment opportunities.</li> <li>Complete, accurate and timely information and data on assets.</li> <li>Tools to manage the utilisation, criticality and performance of the assets.</li> <li>Funding shortfall, including: <ul style="list-style-type: none"> <li>Historical lack of funding for collecting and recording adequate asset information management.</li> <li>Historical renewal funding shortfall for aged assets.</li> <li>Knowledge on the status of all sites, including a list of those protected (Maori heritage)</li> </ul> </li> <li>Efficient and effective asset management practices due to inadequate suppliers, staff capability, standardised processes and asset systems.</li> <li>Compliance with regulatory and legislative obligations.</li> <li>Management of changes in demand intensity.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>Over- or under-maintenance.</li> <li>The use of materials that are of poor quality or fake by third parties.</li> <li>Assets that are liabilities (active / passive hazards) such as closed landfills.</li> </ul>	Assets Financial Delivery of Commitments Reputation People	Chief Operating Officer Director Community Services	Almost Certain	Major	Extreme	<ol style="list-style-type: none"> <li>Asset delivery governance via Capital Asset Planning and Performance Steering Group, supported by AC Investment Decision-making Framework disciplines and 'Gateway'.</li> <li>Asset performance, utilisation, condition and data improvement project successfully completed.</li> <li>Community Services and Community Facilities structure reinforced for operational efficiencies through Strengthening our Delivery and continuous improvements.</li> <li>Services and asset strategy aligned (joint between CFO and COO) that defines asset / non-asset solutions based on demand growth and changing demographic needs.</li> <li>Project17 integrated region-wide facilities management contracts successfully implemented to enable further transfer of assets to manage from Auckland Transport in 2018 to realise economies of scale and procurement strategies.</li> <li>Integrated and structured planning for asset acquisitions (including vested assets) to disposals led by the asset owner accountable for optimising whole-of-life costs / benefits / risks.</li> <li>Risk assessment of catch pit assets in conjunction with Auckland Transport.</li> <li>Review of asset management of all built assets commencing (including assessment for fit for purpose, utilisation, asbestos and seismic issues).</li> <li>Leveraging New Core as one source of data 'truth'.</li> <li>Embed digital via the customer centric transformation initiatives.</li> <li>Asset Management Information Strategy implemented to establish data standards and asset management systems enhancement.</li> <li>Asset Information collection plan to enhance efficient collection of asset information on data, risks, condition, performance, fit-for purpose and utilisation.</li> <li>Structured asset performance/condition monitoring and modelling to inform asset management strategies (e.g. renewals, repair &amp; maintenance, disposals).</li> <li>Monitoring of asset Facebook pages.</li> <li>Better customer information due to digitisation of booking for assets.</li> </ol> <p>Additional Controls Proposed:</p> <ol style="list-style-type: none"> <li>Better communication / transparency on the costs of maintaining current assets</li> <li>Moving to fully depreciate assets underway.</li> <li>More sophisticated information, tools to gather and share information of physical asset and utilisation of asset.</li> <li>Ensure adequate maintenance programmes are in place to maximise the life expectancy of assets.</li> <li>Pragmatic delivery of projects relating to asset enhancement and maintenance.</li> <li>CFAME (council wide asset management system to be rolled out) to effectively use and share asset information and knowledge.</li> <li>Smart Growth Portal (FLIP) progress as planned – contracts successfully let for analytics.</li> </ol> <p>Procurement risk with NEC Portal build, significant challenge getting through procurement and legal – still working through final details – contract in negotiation.</p>	General Manager Community Facilities (All) Head of Service Strategy and Integration (2,3,5, 11,12,13) GM Development Programme Office (7) General Manager Commercial and Finance (5) Director Community Services (1,4,6,10) General Manager Healthy Waters (9,14,15)	Unlikely	Major	Moderate	<p>Auckland Council maintains a large asset portfolio that is relied upon to deliver services to the organisation and the public. A bulk of these assets underpin the ability for Aucklanders to live their lives. Should an asset fail, this would adversely impact the ability for them to live their lives. These assets are also relied upon for the economy of New Zealand.</p> <p>Their is an obligation and expectation on council to provide and maintain these assets while ensuring the safety and well being of staff and the public.</p> <p>Asset planning, maintenance and management needs to be forward looking as assets are key in the management of other risks to Aucklanders, such as floods, earthquakes etc. With proper asset planning and management, Auckland would be better placed to withstand and recover from a significant event.</p>	30/04/2018	Open
6	Significant internal and external disruptions	Significant disruptions in the operations of Auckland Council and/or a civil emergency due to major natural catastrophes, technology and/or communication failure, power outage, asset failure and cyber attacks, which may result in financial loss or reputation damage, loss of life and loss of public trust and confidence in Auckland Council.	<ul style="list-style-type: none"> <li>Lack of or inadequate: <ul style="list-style-type: none"> <li>Business continuity and/or disaster recovery framework.</li> <li>Civil emergency management framework.</li> <li>Effective and/or consistent BCPs across council due to lack of BCP testing for each business unit.</li> <li>Clarity of BCP accountability across council.</li> <li>Commitment to crisis management team process.</li> <li>Insurance protection and cover.</li> <li>Deployment of system upgrades and changes.</li> <li>Patch Management.</li> <li>Performance monitoring.</li> <li>Problem and incident management processes.</li> <li>Redundancies (single data centre).</li> <li>Sufficient resources and/or capability of staff.</li> </ul> </li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>Increased natural catastrophes (super storms, sever winds, coastal inundation, flooding, volcanoes, earthquakes, etc.).</li> <li>Infectious human and animal disease pandemics.</li> <li>Break in the supply chain inter-dependencies.</li> <li>Withdrawal of regulatory approval or service license (Including downgrade of credit rating).</li> <li>Technology failure (including Lifeline).</li> <li>Human error.</li> <li>System and power outages.</li> <li>Loss of communication and building.</li> <li>Increased cyber attacks (e.g. Ransomware).</li> </ul>	Operations Delivery of Commitments Technology Customers	Chief Operating Officer Chief Financial Officer	Likely	Major	High	<ol style="list-style-type: none"> <li>Coordination of the update of business continuity plans.</li> <li>Second data centre has been set up, and services are now being migrated to the new data centre.</li> <li>Mandate for departments to have business continuity plans through the Business Continuity Policy and the Self-Audit Checklist.</li> <li>Auckland Emergency Management (AEM) Group Plan 2016-2021 which sets the direction for civil defence and emergency management in the Auckland region.</li> <li>Backup mechanisms to ensure data is recoverable to acceptable levels.</li> <li>Multiple vendors to provide key services (data, power, communications).</li> </ol> <p>Additional Controls Proposed:</p> <ol style="list-style-type: none"> <li>Annual review of the quality of business continuity plans.</li> <li>Testing of the crisis management team (annually).</li> <li>Testing of the integration of the various business continuity plans.</li> <li>Scenario testing of BCPs.</li> <li>Implementation of revised major incident management process.</li> </ol>	Head of Recovery	Possible	Major	High	<p>Due to Auckland's location and particular characteristics, the region is susceptible to a wide variety of hazards. They range from infrequent events, such as eruptions in the Auckland volcanic field, earthquakes and tsunamis, to regular events, such as flooding, electricity outages and fire. Many are exacerbated by the narrow coastal isthmus which limits the locations of critical infrastructure and housing developments, but is balanced by the short distances to the sea for stormwater movements. Also, the effects of climate change and Auckland's growth are likely to worsen the impact of specific disasters in the future, such as super storms and other weather events.</p> <p>The risk profile as outlined in the group plan have been evidenced in recent events in Auckland and the unprecedented number of events around the country over the last 10 years.</p>	30/04/2018	Open

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7	Service delivery	Council may be unable to maintain and deliver services and meet service performance targets (including those delivered by third parties or arms-length entities), while at the same time, being kept under constant scrutiny from the media and ratepayers with regard to good governance and responsible fiscal management, which may result in adverse impacts on communities / customers, reputation damage and/or financial loss.	<p>Lack of or inadequate:</p> <ul style="list-style-type: none"> <li>Consistent and/or effective performance monitoring of service level targets.</li> <li>Due diligence in vendor selection.</li> <li>Contract management and supervision competencies.</li> <li>Investment in infrastructure to meet future needs.</li> <li>Communication to citizens, customers and communities.</li> <li>Sufficient resources and/or capability of staff.</li> <li>Adherence to the project control framework from inception through to post-implementation reviews.</li> <li>Capability in performing comprehensive cost benefit analysis.</li> <li>Robust financial controls or a financial system which provide an up-to-date reporting ability.</li> <li>Alignment between delivery expectations and budgets.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>Perceived decreased or lack of understanding of communities needs.</li> <li>Negative media coverage or perceived negative media sentiment.</li> <li>Perceived poor value for ratepayers' money.</li> <li>Spend incurs waste or cost over-runs.</li> <li>Poor or declining levels of customer service and experience.</li> <li>Poor integration between aspirations and objectives of local boards, GB and CCOs and project outcomes.</li> <li>Lower than expected ratepayer growth due to disruptions.</li> <li>Ineffective relationship with Central Government in relation to forward planning for infrastructure.</li> </ul>	<p>Operations</p> <p>Delivery of Commitments</p> <p>Reputation</p> <p>Financial</p>	Chief Operating Officer	Likely	Major	High	<p>1. Implemented Service Strategy, supported by Community Facilities Network Plan, Local Board plans and Asset Management programme.</p> <p>2. Embed community empowerment model within ACE and extend progressively across council.</p> <p>3. Programme manager and Work stream leaders are out seeing relevant groups to inform of process. Work stream leads are also contacting relevant staff where required (including CCOs).</p> <p>4. Initiating early discussion between governing body and local boards to reach agreement on mutually acceptable completion dates for draft agreements.</p> <p>5. Service performance targets have been defined as part of the LTP. These will be monitored and reported regularly.</p> <p>Additional Controls Suggested:</p> <p>1. Performance framework needs to be developed and implemented.</p>	Chief Operating Officer	Possible	Moderate	Moderate	Diminished budget available to spend in FY19 will impact delivery across the work programme. The budget allocated to support service awareness and delivery of the organisation will mean we are reliant on our own channels to reach Aucklanders. As these are still growing and do not have the flexibility of targeted media spend, this represents a significant risk to T&C. Demand for communication from the business is not diminishing so trade-offs will need to be made in terms of what can be supported.	30/04/2018	Open
8	Water quality and supply	A significant loss/disruption of potable water supply and/or wastewater reticulation/treatment, which may result in significant environmental damage, asset/property loss from flooding, health risks from marine or freshwater quality degradation, adverse social and cultural impacts (Maori outcomes), reputation damage, financial loss and non-compliance with national policy statements and/or legislation.	<p>Lack of or inadequate:</p> <ul style="list-style-type: none"> <li>Up-to-date data (e.g. consenting framework is not robust enough to provide confidence in how we manage water).</li> <li>Integration of the consenting data and planning mechanisms at local and regional scales.</li> <li>Escalation processes to notify when information needs are to be increased / enhanced.</li> <li>Proportional information to the size of the consent.</li> <li>Asset understanding / management (capacity and age).</li> <li>A focus on disaster prevention rather than disaster recovery.</li> <li>Sufficient funding (including opex and capex) to achieve the desired environmental outcomes (e.g. targeted rate not approved).</li> <li>Technology upgrades / incentives.</li> <li>Integration and transparency of the Resource Management Act Reform.</li> <li>Security of water supply and standards of bore sources.</li> <li>Compliance with statutory requirements.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>Changing Climate (Increased rainfall intensity, storm, droughts, landslides, sea level rise, air temperature rise and flood events).</li> <li>Reliance on historic data to manage the future.</li> <li>Changes in land use (Rural land becoming urban / industrial) and tracking contaminants.</li> <li>Population growth and intensification.</li> <li>Cost of construction.</li> <li>Perception of value of natural, including intrinsic value.</li> <li>Treaty Settlements expectations.</li> <li>Increased water demand for different uses of land (horticulture).</li> <li>Unknown private devices (e.g. septic's and storm water).</li> </ul>	<p>Environmental</p> <p>Socio - Cultural</p> <p>Economic</p> <p>Financial (Assets)</p> <p>Reputation</p>	<p>Chief of Strategy</p> <p>Chief Operating Officer</p> <p>Director Infrastructure and Environmental Services</p>	Almost Certain	Major	Extreme	<p>1. Effective Auckland Unitary plan that is evaluated for specific water outcomes - does not fully incorporate National Policy Statement on Freshwater Management (NPSFM) outcomes.</p> <p>2. Monitoring / evaluating framework being developed.</p> <p>3. Network discharge consents to uniformly manage these consents.</p> <p>4. Relationship with central government (clear direction on how growth is managed in conjunction with environmental outcomes).</p> <p>5. Auckland plan 2050 - implementation of and recognising shift from 2012 version.</p> <p>6. Reporting and raising public awareness (SafeSwim).</p> <p>7. Reticulated wastewater collection and treatment plants.</p> <p>8. Stream improvements by Healthy Waters (planting and reinstating).</p> <p>9. Monitoring of water quality is being done by RIMU</p> <p>a. Healthy Waters stormwater operations and maintenance to ensure the hydraulic capacity of the stormwater network</p> <p>b. Catchment management plans for developers (stormwater models that take into account climate change and sea level rise)</p> <p>10. Establishment of new Natural Environment Strategy team, working to embed improved environmental outcomes in council activities.</p> <p>11. National Policy Statement on Freshwater Management work streams delivered by operational units.</p> <p>12. Completion and implementation of Hauraki Gulf Marine Spatial Plan.</p> <p>13. Hauraki Gulf forum (independent agency) monitoring reviews of overall health of marine ecosystem.</p> <p>14. Chief Sustainability Office initiating and supporting sustainability initiatives across council and externally.</p> <p>15. Active involvement in the special interest groups with other regional councils, many of which focussed on the environmental impact.</p> <p>16. Ongoing review of plans and effectiveness.</p> <p>17. Environmental monitoring and frequent reporting of data.</p> <p>Additional Controls Proposed:</p> <p>1. Comprehensive Auckland water strategy is under development (July 2019) with Healthy Waters, WaterCare, AT and CPO.</p> <p>2. Water Quality Targeted Rates - 1 July 2018.</p> <p>3. Central Interceptor / Western Isthmus Water Quality Improvement Programme - Underway.</p>	General Manager Healthy Waters	Possible	Major	High	<p>The appropriate management of stormwater and freshwater is integral to a world-class city and ensuring we meet the council's statutory obligations. To be a world-class city we need to enable Water Sensitive Communities.</p> <p>Although we have controls in place to reduce the likelihood of a risk materialising, the impact of such an event is unlikely to change due to the nature of the risk.</p>	30/04/2018	Open

Risk Identification					Workshop Output - Risk Assessment											
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9	Programme and Project Management	Project management, including the management of interdependencies and risks is inadequate, which may result in budget and scope overruns, project delays, substandard construction, workstreams not leveraging off each other to drive decision making and optimise efficiencies, adverse environmental impacts, financial loss (including return on investment / benefit realisation not met), reputation damage and not meeting LTP project deliverables.	<p>Lack of:</p> <ul style="list-style-type: none"> <li>Agile project and risk management framework.</li> <li>Robust financial controls or a financial system which provide an up-to-date reporting ability.</li> <li>Effective governance structures.</li> <li>Effective risk management.</li> <li>Effective tools / systems.</li> <li>Effective monitoring, review and challenge.</li> <li>Resources and/or capability of staff.</li> <li>Funding.</li> <li>Adherence to the project control framework from inception through to post-implementation reviews.</li> </ul> <p>In Addition:</p> <ul style="list-style-type: none"> <li>Poor integration between aspirations and objectives of local boards, GB and CCOs and project outcomes.</li> <li>LB plans generated prior to local board agreements adopted of LTP.</li> <li>Capability in performing comprehensive cost benefit analysis.</li> <li>Resistance to banking those benefits.</li> </ul>	<p>Delivery of Commitments</p> <p>Reputation</p> <p>Financial</p> <p>Customers</p>	Chief Operating Officer	Likely	Major	High	<p>1. Processes in place to provide increasing transparency and regular reporting of all projects over \$5M to the Finance and Performance committee, Audit and Risk committee as well as the Strategic Procurement committee.</p> <p>2. Internal training programme around the project management framework.</p> <p>3. Use of Sentient system to record projects.</p> <p>5. Projects referred to the Audit and Risk committee for independent review as requested by the CE, COO or Chair of the Strategic Procurement Committee, Finance and Procurement.</p> <p>7. Performance framework is in place in relation to delivery of projects.</p> <p>8. Conducting "health-checks" on project delivery.</p> <p>Additional Controls Suggested:</p> <p>1. Consistent performance of post-implementation reviews.</p> <p>2. Ensure Business Owners and Financial Managers identify the timeframes the benefits are to be realised in and report 6 monthly against progress to the relevant ELT Pillar and IG.</p> <p>3. There is the to charge to a project WBS code or transfer expenses into a project budget without requiring approval. All transfers and costs should be locked down and only accrued against the project when approved.</p>	Chief Operating Officer	Possible	Moderate	Moderate	At the 31 May 2018 GB meeting where the LTP proposal was adopted, the message from the mayor was clear that to deliver the LTP, management need to implement robust project management and monitoring controls. In addition, this was also regarded as a top risk at the GB risk workshop held on 7 June 2018.	30/04/2018	Open
10	Consent Processing	Delayed, unauthorised or inadequate consenting processes, which may result in the breach of statutory and regulatory requirements, unexpected environmental outcomes, inconsistent building resource and environmental consents being granted, loss of license as a building consent authority, reputation damage, future legal liability and/or costly maintenance of infrastructure assets.	<ul style="list-style-type: none"> <li>Lack of sufficient processes and safeguards to identify and reduce future exposure arising out of increased building and regulatory activity.</li> <li>High turnover of competent staff.</li> <li>Lack of resources and use of external suppliers without consistent approaches or systems.</li> <li>Increase in complexity of consent applications due to the shift from single houses to medium / high density housing.</li> <li>Increase in demand for new house builds.</li> <li>Non-delivery of necessary technical systems (SAP, NewCore and Hybris) to enable efficiencies and process improvements.</li> <li>Focus on consent conditions as a deliverable.</li> <li>Undetected substandard and/or unapproved building products used in construction.</li> </ul>	<p>Operations</p> <p>Reputation</p> <p>Customers</p> <p>People</p>	<p>Chief Operating Officer</p> <p>Director Regulatory Services</p>	Likely	Major	High	<p>1. Continue to embed streamline, standard, qualified partners and premium customer service delivery models.</p> <p>2. Recruitment and retention, including offshore attraction of skilled staff.</p> <p>3. Maintain risk-based processes and compliance management approaches.</p> <p>4. Active advocacy to central government (including mayoral housing task force initiatives) on regulation, building product and system quality and liability issues.</p> <p>5. Training and development of staff.</p> <p>6. Maintaining quality assurance and auditing of building consenting processes to ensure compliance with accreditation framework.</p> <p>7. Ongoing development of codes of practice, technical guidance, practice notes. Training of staff and industry.</p> <p>8. Resource Consents is an administrator of the Unitary Plan and through this, are allowed to prosecute for breaches to this plan.</p> <p>9. Resource consents involve the necessary specialists to contribute and advise on consents. Consents are signed off by the team leaders for standard cases or by an independent commissioner that is appointed through a formal RFP process. for higher risk / complexity cases.</p> <p>10. Compliance team is in place to monitor applicant adherence to the conditions of their approved consent.</p> <p>Additional Controls Suggested:</p> <p>1. NewCore requirements for regulatory fast-tracked (provide enterprise system consistency).</p> <p>2. Integration between Hybris and SAP to enable full realisation of digital lodgement, processing, booking and tracking enhancements.</p>	Director Regulatory Services	Likely	Moderate	High	<p>Auckland Council is the largest accredited building consent authority in New Zealand. Building Control has about 550 staff. It processes more than 23,000 building consent applications and carries out about 148,000 inspections a year. It needs to comply with various complex legislations and regulatory obligations, such as the Resource Management Act, Environmental Protection Authority, Local Government (Auckland Council) Act 2009, Building Act 2004, Building Regulations 2006 and the Building Code.</p> <p>Resource consents has about 370 staff (260 are planners, team leaders and unit managers. 60 admin staff and 50 specialists). It processes more than 16,000 consent applications.</p> <p>Auckland Council has half of its infrastructure assets built by developers, so the consent approval and acceptance process for vested assets is critical to managing long term operating costs of such assets.</p> <p>It is also responsible for issuing building warrants of fitness and managing building weathertightness claims.</p> <p>Building Control's work is of vital importance to Auckland's social and economic fabric. Buying or building a house is the biggest investment that many people will make in their lifetime.</p>	30/04/2018	Open

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<b>Governance Director</b>																
11	Theft, Fraud and Corruption	Internal or External fraud, corruption or other unethical behaviour perpetrated within or against Council that could lead to financial loss, reputational damage, and/or operational risk to council.	<ul style="list-style-type: none"> <li>Lack of or inadequate: <ul style="list-style-type: none"> <li>Pre-employment checks.</li> <li>Training and awareness.</li> <li>User access management controls.</li> <li>Segregation of Duties controls.</li> <li>Controls around procurement and contract management.</li> <li>Rigorous management of declarations and conflicts of interest.</li> <li>Mandate to review budgets vs actuals (Holly).</li> </ul> </li> <li>In addition: <ul style="list-style-type: none"> <li>Insider knowledge impacting tendering process.</li> <li>Collusion between staff and external suppliers.</li> <li>Poor financial literacy for budget holders.</li> <li>Inconsistently applying policies and demonstrating expected behaviours.</li> <li>Undetected substandard and/or unapproved building products used in construction.</li> </ul> </li> </ul>	Reputation Fraud Financial	Governance Director	Likely	Major	High	<ol style="list-style-type: none"> <li>Fraud risk mitigation is embedded in the organisation culture.</li> <li>Internal Audit work program to review and identify potential fraud risks.</li> <li>Fraud Risk Framework.</li> <li>Integrity and Investigation Unit providing training, investigations and data analytical services.</li> <li>Proactive training and awareness.</li> <li>IS Security (User access management, segregation of duties, password management etc.).</li> <li>Monthly Security Forum.</li> <li>Insurance Policy related to fraud.</li> <li>Integrated and coordinated process for sharing of critical and relevant information between Internal Audit and Risk departments.</li> <li>SAP Repayment being reviewed by 2nd Team members and identifies if the bank account has been added.</li> <li>Procurement and Purchasing policies.</li> <li>Our Charter deployed to provide guidance to staff on expected behaviours.</li> <li>Arba - control framework around procurement and purchasing.</li> <li>Delegation of Financial Authority Framework.</li> <li>Anti-Money Laundering Framework and process.</li> <li>Reporting and transparency around sensitive expenditure.</li> <li>Monthly financial and management report reviews.</li> <li>Background checks and controls around recruitment process.</li> <li>Speak Up channels from OurCharter</li> </ol> <p>Additional Controls Proposed:</p> <ol style="list-style-type: none"> <li>Quality Assurance Framework to be implemented.</li> <li>Mandate the creation of contractors in the system to allow for tracking of contractors.</li> </ol>	Integrity and Investigation Manager	Possible	Major	High	<p>Having a reputation for integrity is crucial to safeguarding market confidence and public trust. Unfortunately, fraud and unethical behaviour can seriously undermine such efforts, exposing an organisation to legal, regulatory, or reputational damage.</p> <p>The prevention of these events can be difficult due the human element involved as well as the multiple forms that fraud or unethical behaviour can be committed.</p>	30/04/2018	Open