

Risk Register

Risk ID	Risk	Mitigation	Risk Owner	Strategic Priority* Impacted	Capital Impacted
1	Product Risk	-	-	-	-
2	Product Obsolescence	-	-	-	-
3	Claims by Clients v/s Directors & Officers in overseas operations	<ul style="list-style-type: none"> Clear contractual escalation process as part of communication management Dispute mechanism in contracts Adequate insurance cover in operating countries 	GMs	1	
4	Kidnap & Ransom	<ul style="list-style-type: none"> Educating employees on safety measures Favouring agents as introduced by our local partner Avoidance of high risk countries 	GMs	1, 2, 3	
5	Cyber Liability Risk	<ul style="list-style-type: none"> Clear Information Security (Info Sec) policies, awareness & training Enforcing Info Sec controls on employees devices Starting ISO27001 in NanoBNK 	Mgt	1, 2, 5	
6	Overstretched resources	<ul style="list-style-type: none"> Implemented better Project Management process Strengthened relationships with Partners for Staff augmentation in different countries during peak period 	GM - NanoBNK	2, 3, 5	
7	Business Continuity failure	<ul style="list-style-type: none"> Daily backups of system data, which are replicated regularly off-site Optimised operational process for employees' ability to work off-site 	Mgt	5	
8	Delivering not up to client expectations	<ul style="list-style-type: none"> Implemented customer feedback on projects as part of ISO 9001 initiative Overall customer satisfaction survey carried out independently, once yearly 	GMs & Managers	1, 2	
9	Non-compliance to Legal & Contractual laws & regulations in overseas operations	<ul style="list-style-type: none"> Used specialised local partners in countries where we operate Optimising business model by using staff augmentation 	CEO	1, 5	
10	Information Security Risks	<ul style="list-style-type: none"> Adopted overseas strategic partner's best practice Clear Info Sec policies Info Sec awareness Starting ISO27001 in NanoBNK 	GM - InfoSys - tems	1, 5	
11	Underquoting	<ul style="list-style-type: none"> Review of quotes by GMs Review by a committee for large project 	GMs & Managers	1, 5	
12	Risks of our principals going directly to market and bypassing us	<ul style="list-style-type: none"> Diversified into other businesses, involving own IP 	Mgt	1	
13	Foreign Currency risk	<ul style="list-style-type: none"> Volatility of forex followed regularly As far as practically possible, projects sold on same currency as equipment/services being purchased 	CEO	1	
14	Interest rate risk	<ul style="list-style-type: none"> Controlled. Group does not have any borrowings, except for leasing facilities 	CEO	1	
15	Liquidity risk	<ul style="list-style-type: none"> Controlled. Group has built up enough cash reserves 	CEO	1, 3, 4	
16	Credit risk	<ul style="list-style-type: none"> Our major customers are large institutions Approval of credit facilities by committee 	CEO	1, 2	
17	Key men risk	<ul style="list-style-type: none"> Succession planning implementation in progress 	CEO	1 to 5	
18	IP risk	<ul style="list-style-type: none"> Protection of our platforms' source codes 	GM - NanoBnk	1, 4	
19	Failure to Innovate/ meet customer needs	<ul style="list-style-type: none"> Constant Market Intelligence Already launched Product Development team at NanoBNK Started EC3 	GM - NanoBnk	1, 5	
20	Damage to Reputation/Brand	<ul style="list-style-type: none"> Open communication line with clients to clarify any doubts Ensure product testing internally and externally prior to delivery Adopt ISO27001 in lifecycle development 	CEO	1, 2, 4, 5	

Strategic Priority* 1. Driving Growth 2. Engaging Customers 3. Empowering our people 4. Enhancing Partnerships 5. Embedding best practices
 Colour of the risk ID defines our risk appetite ● Low risk appetite ● Medium risk appetite ● High risk appetite

Financial Capital
 Human Capital
 Intellectual & Digital Capital
 Relationship & Social Capital
 Technological Capital

Heat Map Classification

