 <b>F2 GLOBAL LOGISTICS</b> <small>LET'S MOVE. NOW.</small>	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>	<b>Document Number:</b>  PR-GL-09.01
	<b>Department:</b> Global – Operations	<b>Effective Date:</b> December 4, 2023
		<b>Revision No</b> 6

### Legend:

Probability of Occurrence	
High	Almost certain will occur
Medium	Occur at some time
Low	Remote Possibility


Severity of Risk	
Critical	Will greatly affect stakeholders satisfaction
Non- critical	Less effect on stakeholder satisfaction

OPERATIONS IMPORT: PROCESS RISK ASSESSMENT MATRIX								
Key Process	Risk	Most Likely Cause	Probability of Occurrence	Severity of Risk	Action Plan to Prevent Occurrence/ Operational Control	Support Documentation / Record Used	Action Plan to Prevent Recurrence/ Contingent Action	Support Documentation / Record Used
Completion of Documents	Delay in shipment releasing	Incomplete or incorrect documents provided by the customer	Low - Mnl Low - Subic Low- Ceb	Critical	Non-acceptance of Job Folder with incomplete documents. (BL, INV, PL, PERMITS & CLEARANCES)  Immediately coordinate with customer to provide necessary documents (scan copies are acceptable)	Job Folders  Transmittal form	Strict Implementation of checklist. (BL, INV, PL, PERMITS & CLEARANCES)  Include the updated list of requirements of customs in Business Review	MOM
		Bureau of Customs System downtime	Low - Mnl Low - Subic Low- Ceb	Critical	Coordinate with CXS to advise delay in shipment releasing (SUBIC & CEBU)  CXS to inform customer of delay in Customs clearance due to BOC SYSTEM Downtime. (MNL)	Email	Close monitoring of Bureau of customs advisory through VASP service providers	Email/ Website advisory

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Submission of Customs Manifest/Arrival of Cargoes/ Turnover of documents	Delay in shipment arrival; Delay in customs clearance.	Miscommunication; Discrepancy on document details.	Low - Mnl Low - Subic Low - Ceb	Critical	Checking of draft documents vs final documents for those shipments under FOB and ex-works.  Call the attention of Customer and or overseas agents	Email	Constant sharing of information to overseas agents and customers.  Establish an alignment meeting or matrix with the overseas agents and to customers regarding on turn time validation of documents. (CEBU)	Email
		Fortuitous events	Low - Mnl Med - Subic Low - Ceb	Critical	Immediately coordinate with concerned parties to discuss/arrange possible solutions	Email	Awareness of International Trade activities  Establish a team that will monitor and update current International Trade activities. (CEBU)	News articles
	Late Manifest Penalty	Agent unable to send pre-alert and/or changes in arrival	Low - Mnl Low - Subic Low - Ceb	Critical	Constant reminder to our Overseas Agent of the BOC Implementation regarding Late Manifest.	Email reminder	Close monitoring of arrivals.  Conduct training and refresher course for personnel on Customs Manifest.	Daily Monitoring Board  Training Attendance
Submission of Customs Manifest/Arrival of Cargoes/ Turnover of documents	Delay in shipment arrival; Delay in customs clearance.	Port congestion at transshipment port; Delayed arrival of vessel	Low - Mnl Low - Subic Low - Ceb	Critical	Immediately coordinate with concerned parties to discuss/arrange possible solutions	Email	Awareness of International Trade activities  Require agents and shipping lines to proactively send cargo status report regularly. (CEBU)	News articles/ Viber/Email/ SMS/ WhatsApp

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Processing of Import (Customs Clearance)	Delay in Customs Processing	Implementation of No Contact Policy at BOC	Med - Mnl Low - Subic Low - Ceb	Critical	To establish connection with BOC personnel (SUBIC & CEBU)  Request BOC contacts to provide Mobile numbers (MNL)	MoM	Strengthen the connection with BOC personnel (SUBIC & CEBU)  Strengthen the connection with BOC personnels (MNL)	MoM
	No Pull out	Unavailability of truck	Med - Mnl Low - Subic Low - Ceb	Critical	Outsourcing of replacement unit; Consistent monitoring and daily reporting of Truck utilization	Truck Utilization and Daily Reports	1. Purchase additional units 2. Accredited additional subcons 3. Locked in units	Truckers Accreditation; Approved Budget and PO; SLA
Pull out		Fortuitous events	Low - Mnl Low - Subic Low - Ceb	Critical	Timely communication to all stakeholders	Email Advisories from carriers, News agencies	Timely communication to all stakeholders	Email Advisories from carriers, News agencies
	Hijack	Bad Personnel/ Syndicate	Low - Mnl Low - Subic Low - Ceb	Critical	Provision for escort on high valued shipments  Strict background investigation of drivers and helpers	SOP/Police report	Have readily available rescue unit/ security personnel	Memo to the Manpower Provider/Security Agency
	Theft/Loss	Bad Personnel/ Syndicate	Low - Mnl Low - Subic Low - Ceb	Critical	Replace and investigate the incident/personnel involved  Report to the Manpower Provider	Incident Report	Immediate replacement of personnel  Enforced strong background checking of personnel before hiring. (CEBU)	Incident Report Email/Memo to provider

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Pull out	Delayed pickup	Late arrival of driver/Truck	Med - Mnl Low - Subic Med - Ceb	Critical	Coordinate with CXS to advise delay in pickup (Coordinate closely with assigned trucker for the scheduled time of pick-up; On-time dispatch of Trucks)  Arrange agreement with customer for the advance delivery of empty convans. (CEBU)  Advise Service Provider to call the attention of Driver. (CEBU)	Email	Conduct alignment meeting with Drivers and Helpers.	MoM
		Fortuitous events	Low - Mnl Low - Subic Low - Ceb	Critical	Timely communication to all stakeholders	Email Advisories from carriers, News agencies	Timely communication to all stakeholders	Email Advisories from carriers, News agencies
Delivery to consignee	No delivery / Delayed delivery to cnee	Port congestion; Delayed arrival of vessel	Med - Mnl Low - Subic Low - Ceb	Critical	Coordinate with Origin and consignee for the possible delayed delivery.  Utilization of nearest port such as Batangas and Subic port	Email	Close coordination with carrier of their arrival schedule and advise Origin/ Consignee.  Require agents and shipping lines to proactively send cargo status report regularly. (CEBU)	Email
		Delay in Customs Clearance	Low - Mnl Low - Subic Low - Ceb	Critical	Non-acceptance of Job Folder with incomplete documents. (BL, INV, PL, PERMITS & CLEARANCES)  Immediately coordinate with customer to provide necessary documents as required by customs	Job Folders  Email	Strict Implementation of checklist. (BL, INV, PL, PERMITS & CLEARANCES)  Include the updated list of requirements of customs in Business Review  Establish and strengthen connection to ports. (CEBU)	MoM
		Failure of drivers to present vaccination card during delivery	Low - Mnl Low - Subic Low - Ceb	Critical	Requires subcon and alliance to make the vaccination card mandatory for all deliveries. (MNL)  Coordination with Alliance and subcon truckers of mandatory bringing and presentation of vax cards. (SUBIC & CEBU)	Email MoM	Regular meeting with subcon and alliance to ensure that action plan is regularly calibrated. (MNL)  Advise truckers and subcons for strict compliance (SUBIC & CEBU)	Email MoM

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OPERATIONS IMPORT/EXPORT BROKERAGE: PROCESS RISK ASSESSMENT MATRIX								
Key Process	Risk	Most Likely Cause	Probability of Occurrence	Severity of Risk	Action Plan to Prevent Occurrence/ Operational Control	Support Documentation / Record Used	Action Plan to Prevent Recurrence/ Contingent Action	Support Documentation / Record Used
Brokerage Request/ Completion of Documents	Delay in shipment releasing	Incomplete documents provided by the customer	Low - Mnl Low - Subic Low-Ceb	Critical	Immediately coordinate with customer to provide necessary documents	Transmittal form	Include the updated list of requirements of customs in Business Review	MOM
		Incorrect declaration	Low - Mnl Med - Subic Low - Ceb	Critical	Additional checkpoint of computation	Email	Orientation of employees  Regular staff meetings to address concerns on incorrect declaration. (CEBU)	Attendance/ MoM
Processing of Export Documents (Export Brokerage)	Delay of cargo arrival/ withdrawal in the destination	Unable to meet the last closing time/deadline of documents of the carriers	High - Mnl Low - Subic Low - Ceb	Critical	Divert booking to alternate carriers that has early departure schedule  On-time processing of Export documents. (CEBU)  Tight communication to shipping lines for any changes of gate-in of containers. (CEBU)	Email	Advance planning of trucks deployment  Alignment meeting with truckers. (CEBU)  Submission of weekly export documents processing summary. (CEBU)	Booking confirmation form.  Export Documents Processing Summary
Booking of Truck(s) (Export Brokerage)	Delay of cargo arrival/with drawal in the destination	Erroneous Documentation	Med - Mnl Low - Subic Low-Ceb	Critical	CS/Sales to Coordinate with overseas agents and customers for the necessary amendment Attach SOP from customer/agent to Job Folder if applicable	Email/Job folder/SOP	Reorientation of export process to CS and Operations	Attendance/ MoM/2Ps
Pick-up of Cargoes (Export Brokerage)	Delay of cargo arrival in the destination	Change in customer pick-up schedule	Med - Mnl Low - Subic Low - Ceb	Critical	Inform and update customer and overseas agents	Email	Constant sharing of information on the cargo status to overseas agents and customers	Email

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Pull out	No Pull out No Pickup (for Export)	Unavailability of truck	Med - Mnl Low - Subic Low - Ceb	Critical	Outsourcing of replacement unit; Consistent monitoring and daily reporting of Truck utilization	Truck Utilization/ Daily Reports	1. Purchase additional units 2. Accredited additional subcons 3. Locked in units	Truckers Accreditation; Approved Budget and PO; SLA
		No Driver	Low - Mnl Low - Subic Low - Ceb	Critical	Assign on call Driver	Manpower utilization and daily report	Conduct meeting with manpower provider to reiterate SLA  Maintain pool of Drivers	MoM
		Delay of trip budget	Low - Mnl Low - Subic Low - Ceb	Critical	Submit liquidation of Cash Vale on time	Liquidation Report	Maintain Revolving Fund  Enforce strong SLA in fund to subcon truckers. (CEBU)	Petty Cash Fund count sheet
Pull out	No Pull out No Pickup (for Export)	Truck breakdown	Medium - Mnl Medium - Subic Low - Ceb	Critical	Coordinate with Fleet team for immediate rescue and repair  Daily check up/ inspection of unit	(Fleet) Rescue Logbook Journal	Adhere to PMS schedule  Enforce strong SLA to subcon truckers on PMS schedules of trucks. (CEBU)	Fleet EIR/Logbooks
	No Pull out No Pickup (for Export)	Fortuitous events	Low - Mnl Low - Subic Low - Ceb	Critical	Timely communication to all stakeholders	Email Advisories from carriers, News agencies	Timely communication to all stakeholders	Email Advisories from carriers, News agencies
	No Pull out No Pickup (for Export)	Unavailability of container (Export Brokerage)	Medium - Mnl Low - Subic Low - Ceb	Critical	Alignment with Client on the vessel schedule	Emails and Weekly Consolidated Vessel Schedule from CXS	Conduct Regular Business Review with Customer	KPI / SLA Report /MoM
	Hijack	Bad Personnel/Syndicate	Low - Mnl Low - Subic Low - Ceb	Critical	Provision for escort on high valued shipments  Ensure the cargo and the unit  Alert the law enforcement	SOP Police Report	Have readily available rescue unit/security personnel	Memo to the Manpower Provider/ Security Agency

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Pull out	Theft/Loss	Bad Personnel/Syndicate	Low - Mnl Low - Subic Low - Ceb	Critical	Replace and investigate the incident/personnel involved Report to the Manpower Provider	Incident Report/Police report	Immediate replacement of personnel  Enforced strong background checking of personnel before hiring. (CEBU)	Incident Report Email/Memo to provider
	Delayed pickup	Late booking/advise of pick-up schedule from customer (Export Brokerage) (CEBU)	Low - Mnl Low - Subic Low - Ceb	Non-critical	Coordinate with CXS to advise delay in pickup	Email	Alignment with CXS, Sales, Ops and customer to Operational processes. (CEBU)	Minutes of Meeting via email, CRM
		Fortuitous events	Low - Mnl Low - Subic Low - Ceb	Critical	Timely communication to all stakeholders	Email Advisories from carriers, News agencies	Timely communication to all stakeholders	Email Advisories from carriers, News agencies
	Cancelled Pickup (Export Brokerage)	Late arrival driver/Truck	Low - Mnl Low - Subic Low - Ceb	Critical	Coordinate with CXS to advise delay in pickup	Email	Conduct meeting with Drivers and Helpers  Advise Service Provider to call the attention of Driver	MoM
		Cargo not ready	Low - Mnl Low - Subic Low - Ceb	Critical	Coordinate with Sales for possible charging of foul trip.	Email	Alignment with Customer, CXS, Sales and Ops.	MoM
		Change of vessel schedule	Low - Mnl Low - Subic Low - Ceb	Critical	Coordinate with CXS to advise change of vessel schedule	Email	Provide updated vessel schedule  Maintain relationship with Other Carriers	Email

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Documentation	Wrong amount of payment request (Export Brokerage)	Human or documentation error	Low - Mnl Low - Subic Low - Ceb	Critical	Counter checking of documents and billing invoices  Validate charges to shipping lines. (CEBU)	Billing invoice	Regular coaching, monitoring and training	MOM
Transfer to carrier	Delayed/No transfer to carrier (Export Brokerage)	Unavailability of truck	Low - Mnl Low - Subic Low - Ceb	Critical	Outsourcing of replacement unit; Consistent monitoring and daily reporting of utilization	Truck Utilization and Daily Reports	1. Purchase additional units 2. Accredited additional subcons 3. Locked in units	Truckers Accreditation; P.O; SLA
		Late release of docs from customer	Low - Mnl Low - Subic Low - Ceb	Critical	Alignment with CXS, Sales and Ops regarding SOP	Minutes of Meeting via email, CRM	Discuss issues and concerns during Business Review to the customer.	CRM
Customs Clearance	Unmet/Delayed Delivery due to payment of Duties and Taxes not reflected on Bureau of Customs System	BOC System Downtime	Low - Mnl Low - Subic Low - Ceb	Critical	Advise customer for the cause of delay  Follow-up BOC on the uptime of the system to update customer. (CEBU)	Email	Re echo with Sales Team to include this scenario with the discussion with the customer  Establish contact of service provider of BOC to ask update. (CEBU)	CRM

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Customs Clearance	Temporary Cease of Business Operation	Poor Accounts Pre-Qualification and deficient handling of information.	Low - Mnl Low - Subic Low - Ceb	Critical	Strict customer profiling. Monitoring of updated CMO's.	Applicable Government Licenses / Permit. Emails and/or copy of CMO's.	Re-education for existing employees and strict orientation of new hires.	Continuous information dissemination
	Delayed Customs Processing due to Lack of Manpower	Manpower safety/health concerns during pandemic	Low - Mnl Low - Subic Low - Ceb	Critical	To get a temporary reliever to do the customs processing	Email	Set skeletal schedules for processors  Discuss processing arrangement and safety/health protocols with team members	MOM
	Delayed Customs Processing due to Endorsement to Shipping Line	Shipping Line Limited Workforce due to pandemic	Low - Mnl Low - Subic Low - Ceb	Critical	Pre-coordination with shipping lines to expedite endorsement processing  Immediate coordination to Client for the cause of delay	Email	Timely Communication to Shipping Line and Client	MOM
	Delayed Customs Processing due to Customs Skeletal Workforce	Limited Customs Personnel on Duty due to pandemic	Low - Mnl Low - Subic Low - Ceb	Critical	Immediate coordination to Client for the cause of delay	Email	Re echo with Sales Team to include this scenario with the discussion with the customer	MOM

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Delivery to Consignee	No delivery / Delayed delivery to consignee	Port congestion; Delayed arrival of vessel	Med - Mnl Med - Subic Low - Ceb	Critical	Coordinate with Origin and consignee for the possible delayed delivery.	Email	Close coordination with carrier of their arrival schedule and advise Origin/ Consignee.	Email
		Unavailability of Truck (Import Brokerage)	Low - Mnl Low - Subic Low - Ceb	Critical	Source other truckers that can accommodate the delivery.	Dispatch Form; Email	Early booking and close coordination with Truckers/Dispatcher	Dispatch Form; Email
		Misrouted (Import Brokerage)	Low - Mnl Low - Subic Low - Ceb	Critical	Inform the origin/destination port, prepare incident report and secure immediate action to address the issue. (CEBU)	Email,IR	Validation of Booking against the actual documents of Clients.  Enforce strict compliance of document validation from the origin. (CEBU)	BL/PWB
	Theft/Loss	Bad Personnel/Syndicate	Low - Mnl Low - Subic Low - Ceb	Critical	Replace and investigate the incident/personnel involved Report to the Manpower Provider	Incident Report	Immediate replacement of personnel  Enforced strong background checking of personnel before hiring/ signed SLA with truckers to include theft/losses. (CEBU)	Incident Report Email/Memo to provider
Return of Empty Container	Unreturned empty container within the shipping line's detention free time	No available CY due to congestion	Med - Mnl Med - Ceb	Critical	Seek assistance from shipping line for alternative CY for the return of empty container	Email	Conduct business review to clients and include challenges for existing shipping lines  Build strong relationship to shipping lines as well CY Operators. (CEBU)	MOM
		No pre advise from operations to shipping lines	Low - Mnl	Critical	Pre advise empty container to shipping lines for alternate CY	Email	Implement Container Monitoring	Container Monitoring File
Completion of Job File	Late Billing to Customer	Late Submission of DR and EIR from truckers and Alliance	Low-Mnl Low - Ceb	Critical	Immediate coordination with Subcons and Alliance for the original copy of DRs and EIR	Email	Implement Service Level Agreement and KPI for the submission of DRs and EIR	SLA / KPI

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