	<h1 style="text-align: center;">Operations - PRAM</h1> <h2 style="text-align: center;">Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

Legend:

Probability of Occurrence		Based on No. of Transactions or Cases
High	Almost certain will occur	21% & above
Medium	Occur at some time	11% – 20%
Low	Remote Possibility	0 – 10%


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

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Pick - up	No Pickup	Unavailability of truck	Low - Mnl Low- Ceb Low- Dvo	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
		Unavailability of container	Low- Mnl Low- Ceb Low- Dvo	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
		No Checker/ Driver	Low- Mnl Low- Ceb Low- Dvo	Critical	Assign oncall checker/Driver	Manpower utilization and daily report	Conduct meeting with manpower provider to reiterate SLA Maintain pool of Checkers/Drivers	MoM

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Pick - up	No Pickup	Unavailability of trip budget	Medium- Mnl Low- Ceb Low- Dvo	Critical	Submit liquidation of Cash Vale on time Continuous follow-up with Finance regarding trip budget	Liquidation Report	Maintain six-day revolving fund	Petty Cash Fund count sheet
		Truck breakdown	Medium- Mnl Low- Ceb Low- Dvo	Critical	Coordinate with Fleet team for immediate rescue and repair	(Fleet) Rescue Logbook Journal	Adhere to PMS schedule	Fleet EIR/Logbooks
		Fortuitous events	Low- Mnl Low- Ceb Low- Dvo	Critical	Timely communication to all stakeholders	Email Advisories from carriers, News agencies	Timely communication to all stakeholders	Email Advisories from carriers, News agencies
		No Checker/ Driver available due to public transport suspension	Low - Mnl Low- Ceb Low- Dvo	Critical	Provision of shuttle to pick up drivers/checker Advise to all client/customer no checker representative will be provided Checker will ride along with the truck (Applicable to trucks with 1 Helper only)	SMS, Email, Online Communication	Provide housing for affected employees	Advisories

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1 style="text-align: center;">Operations - PRAM</h1> <h2 style="text-align: center;">Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Pick - up	No Pickup	Lockdowns set by LGUs/ Municipality due to pandemic	Low - Mnl Low- Ceb Low- Dvo	Critical	Advise branches/clients regarding current situation Secure exemption certificates/ requirements/ID from Authorized government Agencies/Customer Certification	SMS, Email, Online Communication ID / Certificates Customer Certificates	Advise branches/clients regarding current situation Secure exemption certificates/ requirements/ID from Authorized government Agencies/Customer Certification	SMS, Email, Online Communication ID / Certificates Customer Certificates
		Stricter requirements in adherence to safety protocols due to pandemic	Medium - Mnl Low - Ceb Low - Dvo	Critical	Adhere to the safety protocols set by client or the LGU Issuance of required PPEs to drivers/helpers/ checkers Full Vaccination of Personnel	Customer advisories on safety requirements/ protocols	Adhere to the safety protocols set by client or the LGU Issuance of required PPEs to drivers/helpers/checkers	Customer advisories on safety requirements/ protocols
Pick - up	Hijack	Bad Personnel/ Syndicate	Low- Mnl Low- Ceb Low- Dvo	Critical	Provision on 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
	Theft/Loss	Bad Personnel/ Syndicate	Low- Mnl Low- Ceb Low- Dvo	Critical	Replace and investigate the incident/personnel involved Report to the Manpower Provider	Incident Report	Immediate replacement of personnel	Incident Report Email/Memo to provider

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Pick - up	Delayed pickup	Late arrival driver/checker	Low- Mnl Low- Ceb Low - Dvo	Non- critical	Coordinate with CXS to advise delay in pickup	Email	Conduct meeting with Drivers, Helpers & Checkers Advise Service Provider to call the attention of Driver/Checker	MoM
		Late booking from customer	Low- Mnl Low- Ceb Low- Dvo	Non- critical	Coordinate with CXS to advise delay in pickup	Email	Alignment with CXS, Sales and Ops	Minutes of Meeting via email, CRM
		Fortuitous events	Low- Mnl Low- Ceb Low- Dvo	Critical	Timely communication to all stakeholders	Email Advisories from carriers, News agencies	Timely communication to all stakeholders	Email Advisories from carriers, News agencies
Pick - up	Delayed pickup	No Checker available due to public transportation suspension	Low- Mnl Low- Ceb Low- Dvo	Critical	Checker will ride along with the truck (Applicable to trucks with 1 Helper only) Provision of shuttle to pick up checkers Secure customer approval on not requiring checkers during lockdown	Email, SMS	Checker will ride along with the truck (Applicable to trucks with 1 Helper only) Provision of shuttle to pick up checkers Secure customer approval on not requiring checkers during lockdown	Email, SMS
	Cancelled /Rescheduled Pickup	Cargo not ready	Low- Mnl Low- Ceb Low- Dvo	Critical	Coordinate with Sales for possible charging of foul trip	Email	Alignment with CXS, Sales and Ops	MoM

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Pick - up	Cancelled /Rescheduled Pickup	Late arrival driver/checker	Low- Mnl Low- Ceb Low- Dvo	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/Checker	MoM
		Change of vessel schedule No Available Slot	Medium- Mnl Medium- Ceb Low- Dvo	Critical	Coordinate with CXS to advise change of vessel schedule	Email	Provide updated vessel schedule Maintain relationship with Other Carriers	Email
	Incompetent manpower/ No manpower	Lack of Training	Low- Mnl Low- Ceb Low- Dvo	Non - Critical	Operations to find immediate and capable replacement	HR	Readily available on call personnel	Checker Pool
Documentation	Wrong Encoding	Human / documentation error	Low - Mnl Low- Ceb Low - Dvo	Critical	Counter checking of documents Using of booking Slip for Pick-up	F2 System	Regular coaching, monitoring and training Conduct refresher course/ Through semi- annual performance evaluation	Encoding efficiency report
	Unencoded/ Delayed	Delayed turnover of docs from checker	Low- Mnl Medium- Ceb Low- Dvo	Critical	Immediate retrieval of documents from checker/driver/ port rep by designated Checker	F2 System	Conduct meeting with Drivers; Helpers; Port Rep Advise Service Provider to call the attention of Driver/Checker	MoM

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	Most Likely Cause	Probability of Occurrence	Severity of Risk	Action Plan to Prevent Occurrence/ Operational Control	Support Documentati on/ Record Used	Action Plan to Prevent Recurrence/ Contingent Action	Support Documentati on/ Record Used
Documentation	Unencoded/ Delayed	Unavailability of Manpower due to the pandemic	Low - Mnl Low- Ceb Low- Dvo	Critical	Managing of task and responsibilities for available personnel Multi-tasking of available manpower	Daily Attendance sheet	Multi-tasking of available personnel	Daily Attendance sheet
		Forced Leave/ Rotation	Low- Mnl Low- Ceb Low- Dvo	Critical	Managing of task and responsibilities for available personnel Multi-tasking of available manpower	Daily Attendance sheet	Multi-tasking of available personnel	Daily Attendance sheet
Transfer to Carrier	Delayed/No transfer to carrier	Unavailability of truck	Medium- Mnl Low – Ceb Low- Dvo	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- Ceb Low- Dvo	Critical	Alignment with CXS, Sales and Ops regarding SOP	Minutes of Meeting via email, CRM	Discuss issues and concerns during Business Review	CRM
		Short operation hrs of carriers	Low- Mnl Low- Ceb Low- Dvo	Critical	Set cut off to clients for all cargoes for transfer to carriers	Email Advisories from carriers	Discuss issues and concerns during Business Review	CRM
		Limited or no flights / Lack of space due to pandemic	Medium- Mnl Medium- Ceb Low- Dvo	Critical	Provide other modes of transport service Land and sea transport	Email / Quotation	Offer chartered flights to clients	Email / Quotation

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Delivery to Consignee	No delivery / Delayed delivery to cnee	Port congestion; Delayed arrival of vessel	Medium- Mnl Low- Ceb Low- Dvo	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
		Low Volume for Consolidation	Medium- Mnl Medium - Ceb Low - Dvo	Critical	Check other delivery options via Bus, Shuttle Van/UV Express, Taxi Consolidate with other Business Units and for RoRo for Air Freight	Email / Viber	Coordinate with CXD to solicit more volume from accounts and Sales for more volume and accounts	Email / Viber Weekly or Monthly Meeting Agenda
		Unavailability of Truck	High- Mnl Low- Ceb Low- Dvo	Critical	Source other truckers that can accommodate the delivery. Continuous follow-up with subcon for additional trucks.	Dispatch Form; Email	Early booking and close coordination with Truckers/Dispatcher. Accreditation of new subcon truckers.	Dispatch Form; Email
		Misrouted	Low- Mnl Low- Ceb Low- Dvo	Critical	Checkers will send SMS Update of the transaction with complete details Drivers to send pre-advise of the transaction to port reps	SMS	Validation of Booking against the actual documents of Clients	BL/PWB
		No/wrong pre-alert	Low- Mnl Low- Ceb Low- Dvo	Critical	Send SMS or call Origin Port to give details	SMS	Reiterate sending of push alert using F2 System Coach and mentor the assigned personnel	Email Coaching Log

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled


	<h1 style="text-align: center;">Operations - PRAM</h1> <h2 style="text-align: center;">Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Delivery to Consignee	No delivery / Delayed delivery to cnee	Delayed arrival of documents/ No Documents	Low- Mnl Low- Ceb Low- Dvo	Critical	Inform the Origin port and provide temporary POD; Get approval from cnee to reschedule the delivery Send daily email alert of documents sent to Destination	Email	Inform the Origin port and provide temporary POD; Get approval from cnee to reschedule the delivery Reinforcement of SLA of Finance to Ops on sending of documents to Destination Reinforce the policy and procedure in sending of documents on time	Email
		Lockdowns set by LGUs/ Municipality due to pandemic	Low - Mnl Low- Ceb Low- Dvo	Critical	Advise branches/clients regarding current situation Secure exemption certificates/ requirements/ID from Authorized government Agencies/Customer Certification	SMS, Email, Online Communication ID / Certificates Customer Certificates	Advise branches/clients regarding current situation Secure exemption certificates/ requirements/ID from Authorized government Agencies/Customer Certification	SMS, Email, Online Communication ID / Certificates Customer Certificates
	Refuse to Accept the delivery	Damaged cargo	Low- Mnl Low- Ceb Low- Dvo	Critical	Inform the CXS in charge; Prepare Incident report Report to Claims for further investigation	Email; IR	Check the cargo prior delivery Re-orient Driver/Helper on Proper Cargo Handling/Stowing	Email; IR

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1>Operations - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>		Document Number: PR-OPS-09.01
	Department: Operations	Effective Date: November 20, 2022	Revision No 6

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	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
Delivery to Consignee	Refuse to Accept the delivery	PO Expired/ Wrong items	Low- Mnl Low- Ceb Low- Dvo	Critical	Inform the CXS in charge to request from Customer to re-PO; Prepare Incident report	Email; IR	Coordinate with CXS in charge to inform the customer and prepare IR Discuss the issues and concerns during Business Review	Email; IR
		Partial arrival of cargoes	Low- Mnl Low- Ceb Low- Dvo	Critical	Inform the CXS in charge and consignee to confirm if they would accept the delivery, otherwise, we'll wait for the completion.	Email; POD; IR	Inform the CXS in charge and consignee to confirm if they would accept the delivery, otherwise, we'll wait for the completion. Proper consolidation plan/no partial loading	Email; POD; IR
	Theft/Loss	Bad Personnel/ Syndicate	Low- Mnl Low- Ceb Low- Dvo	Critical	Replace and investigate the incident/personnel involved Report to the Manpower Provider	Incident Report	Immediate replacement of personnel	Incident Report Email/Memo to provider

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled