

ESAR Home Care is committed to effectively managing all organisational risks (such as operational, financial and other risks) and implements business strategies with a view to achieving a balance between acceptable levels of risk and return. When assessing risks ESAR Home Care will take into account organisational objectives.

ESAR Home Care recognises that risk management is of concern at all levels of the business and requires a Risk Management Policy and processes involving all personnel, with reporting structures to the Management Team.

The types of risk which may be faced by ESAR Home Care include:

- **Strategic Risk** - arising from concentration of resources in, or dependence on, a narrow range of products, markets, customers or suppliers.
- **Operational Risk** - associated with losses resulting from inadequate or failed processes, people and systems, or from external events.
- **Market Risk** - associated with financial losses arising from activities in our core business areas.
- **Credit Risk** - the potential for financial loss where a customer or other party fails to meet their financial obligations to ESAR Home Care.
- **Insurance Risk** - that a claim on an insurance policy is not met by the insurer.
- **Financial Risk** - losses associated with inadequate or inaccurate financial reporting.
- **Safety Risk** - associated with a loss arising from incidents within the business that affects people.
- **Environmental Risk** - associated with impact on the environment from activities, goods and services provided by ESAR Home Care.

This Quality, Safety & Environmental (QSE) Manual describes our risk management methodology, structure and the systems employed across the business. This Policy was developed with reference to the International Standard for Risk Management ISO31000:2009.

ESAR Home Care's Risk Management processes are reiterated throughout the Quality, Safety & Environmental (QSE) Manual and focus on **Identification, Analysis, Evaluation and Management** of Risk.

It is the responsibility of the General Manager to report to the Director and the Management Team at regular intervals on the status of the organisations risk management program.