## LIKELIHOOD

<table>
<thead>
<tr>
<th>Title</th>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rare</td>
<td>1</td>
<td>Highly unlikely to occur; however, still needs to be monitored as certain circumstances could result in this risk becoming more likely to occur during the project</td>
</tr>
<tr>
<td>Unlikely</td>
<td>2</td>
<td>Unlikely to occur, based on current information, as the circumstances likely to trigger the risk are also unlikely to occur</td>
</tr>
<tr>
<td>Moderate</td>
<td>3</td>
<td>Likely to occur as it is clear that the risk will probably eventuate</td>
</tr>
<tr>
<td>Likely</td>
<td>4</td>
<td>Very likely to occur, based on the circumstances of the project</td>
</tr>
<tr>
<td>Almost certain</td>
<td>5</td>
<td>Highly likely to occur as the circumstances which will cause this risk to eventuate are also very likely to be created</td>
</tr>
</tbody>
</table>

## IMPACT

<table>
<thead>
<tr>
<th>Title</th>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insignificant</td>
<td>1</td>
<td>Insufficient impact on the project. It is not possible to measure the impact on the project as it is minimal</td>
</tr>
<tr>
<td>Minor</td>
<td>2</td>
<td>Minor impact on the project, e.g. &lt;5% deviation in scope, scheduled end-date or project budget</td>
</tr>
<tr>
<td>Moderate</td>
<td>3</td>
<td>Measurable impact on the project, e.g. 5-10% deviation in scope, scheduled end-date or project budget</td>
</tr>
<tr>
<td>Major</td>
<td>4</td>
<td>Significant impact on the project, e.g. 10-25% deviation in scope, scheduled end-date or project budget</td>
</tr>
<tr>
<td>Catastrophic</td>
<td>5</td>
<td>Major impact on the project, e.g. &gt;25% deviation in scope, scheduled end-date or project budget</td>
</tr>
<tr>
<td>Impact</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>-------</td>
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<td>---</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>8</td>
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<tr>
<td>3</td>
<td>3</td>
<td>6</td>
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<tr>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

**SUMMARY PRIORITY PROFILE**

**PRIORITY** (Note: Impact x Likelihood = Priority)

<table>
<thead>
<tr>
<th>Priority Score</th>
<th>Priority Rating</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1</td>
<td>Very low</td>
<td>Recognise that risk exists but continue with activity</td>
</tr>
<tr>
<td>2-3</td>
<td>Low</td>
<td>Consequences are insignificant. Manage by regular monitoring</td>
</tr>
<tr>
<td>4-9</td>
<td>Medium</td>
<td>Consequences may be unacceptable and need management action to share and/or reduce likelihood/impact</td>
</tr>
<tr>
<td>10-16</td>
<td>High</td>
<td>Consequences are unacceptable and need immediate management action to share and/or reduce likelihood/impact</td>
</tr>
<tr>
<td>17-25</td>
<td>Very High</td>
<td>Consequences are too great. Continue only if there is a statutory duty or with approval of Executive team.</td>
</tr>
</tbody>
</table>
**EVENT:** World Netball Series - FastNet  
**LOCATION:** Vector Arena, Auckland  
**DATE:** November 2012  
**TYPE:** Multiple international teams in several matches across sessions

Note: The assessment of the Likelihood and Impact totals (and calculate Priority total) will be worked out for each event, and additional specific event risks will be included as appropriate. Do not alter existing actions or responsibilities without approval of Operations Director (Tournament Director).

<table>
<thead>
<tr>
<th>Risk</th>
<th>Likelihood</th>
<th>Impact</th>
<th>Priority</th>
<th>Actions</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| **Sponsorship**    | 4          | 6      | 24       | - Risk of non-achievement of forecasted levels of sponsorship revenue for event  
|                    |            |        |          | - On-going plan to approach businesses  
<p>|                    |            |        |          | - Targeting key business relationships                                      | RC/JH           |
| <strong>Ticket Sales</strong>   | 3          | 5      | 15       | - Risk of non-achievement of ticket sales                                    | RB             |
|                    |            |        |          | - On-going marketing plan to promote                                      |
|                    |            |        |          | - Special offers plan for closer to event                                   |
| <strong>Corporate Hospitality</strong> | 4  | 3      | 12       | - Uptake of corporate packages at lower levels than expected                  | JH             |
|                    |            |        |          | - Ability to reduce costs associated with provision of this offering     |
|                    |            |        |          | - Offer to sponsors as part of an VIK package                                |
|                    |            |        |          | - Offer other alternatives within venue e.g. SKY Box or Upper Bistro     |
| <strong>Merchandise</strong>    | 3          | 3      | 9        | - Ensure not over-committed on stock                             | JH             |
|                    |            |        |          | - Keep some items without specific dates                                |
|                    |            |        |          | - Reduce items in the range                                             |
|                    |            |        |          | - Work with Canterbury and Gilbert to provide items without direct risk to NNZ |
| <strong>Budget</strong>         | 3          | 5      | 15       | - Monitor revenue and expenses                                          | JW/KA          |
|                    |            |        |          | - Track expenditure                                                       |
|                    |            |        |          | - Reduce costs where possible                                             |
|                    |            |        |          | - Expenditure offset against future years                                 |
|                    |            |        |          | - Ensure awareness of all OC re budgets and costs etc                      |
| <strong>Staffing</strong>       | 3          | 5      | 15       | - Burnout of staff due to workload                                        | KA/RB          |
|                    |            |        |          | - Loss of staff due to new roles/opportunities                           |
|                    |            |        |          | - Monitor workloads                                                       |
|                    |            |        |          | - Assist where hot spots                                                 |
|                    |            |        |          | - Recruit more support as and when required                              |
|                    |            |        |          | - Assign Key Area Managers tasks to support delivery                      |</p>
<table>
<thead>
<tr>
<th>Issue</th>
<th>Priority</th>
<th>Risk</th>
<th>Frequency</th>
<th>Recommendations</th>
<th>Responsible Party</th>
</tr>
</thead>
</table>
| Slippery/poor court surface                                        | 3        | 4    | 12        | • Pre-match/tournament inspection  
• Dedicated persons with towels  
• Daily cleaning schedule                                           | Operations Director  
Umpires  
Venue / Court Controller                                             |
| Incorrect court size                                               | 1        | 5    | 5         | • Pre-match/tournament inspection                                                                   | Operations Director  
Venue                                                   |
| No media/broadcasting area                                         | 2        | 2    | 4         | • Minimum venue standards  
• Plan of venue to be approved prior to match/tournament  
• Find an alternative venue                                        | Venue  
Communications Manager                                        |
| Insufficient capacity                                              | 1        | 3    | 3         | • Minimum venue standards  
• Plan of venue to be approved prior to match/tournament  
• Find an alternative venue                                        | Venue  
Event Manager                                             |
| Inadequate entry/ exits                                            | 2        | 3    | 6         | • Pre-match/tournament inspection                                                                   | Venue  
Event Manager                                             |
| Poor spectator visibility                                          | 3        | 3    | 9         | • Plan of venue to be approved prior to match/tournament  
• Spare ticket allocation for relocates                            | Venue  
Ticketing  
Event Manager                                             |
| No disabled persons access or facilities                           | 2        | 2    | 4         | • Minimum venue standards  
• Plan of venue to be approved prior to match/tournament  
• Find an alternative venue                                        | Venue  
Event Manager                                             |
| Insufficient toilets                                               | 2        | 3    | 6         | • Minimum venue standards  
• Plan of venue to be approved prior to match/tournament  
• Hire more portable toilets                                       | Venue  
Event Manager                                             |
| Insufficient changing rooms                                        | 1        | 4    | 4         | • Minimum venue standards  
• Plan of venue to be approved prior to match/tournament                                               | Venue  
Event Manager                                             |
| Poor air conditioning/ ventilation                                 | 2        | 3    | 6         | • Minimum venue standards  
• Pre-event maintenance check                                      | Venue                                                   |
| Glasses, bottles from Corporate Hospitality cause injuries to players/guests | 1        | 3    | 3         | • Erect temporary scoreboard  
• Relocate scoreboard  
• MonstaVision Superscreen used                                     | Hospitality Provider  
Venue Security                               |
| Scoreboard – too small, poor visibility                           | 2        | 2    | 4         | • Pre-match/tournament inspection  
• Details of venue signage before the event  
• Consent of sponsors to existing venue signage  
• Switch off light boxes                                           | Event Manager  
Venue                                                   |
| Signage inconsistent with event sponsor (contract breach)           | 2        | 2    | 4         | • Minimum venue standards  
• Plan of venue to be approved prior to match/tournament  
• Court extension required with digital signage                    | Event Manager                                             |
| Goal post damaged                                                  | 2        | 4    | 8         | • Replacement posts standing by                                                                    | Operations Director  
Venue                                                   |
| Power, lighting, sound system failure                              | 3        | 5    | 13        | • Technician on site or on-call  
• Pre-event maintenance check                                       | Venue  
Contractor                                             |
| Insufficient phone and internet lines for media                    | 4        | 2    | 10        | • Pre-event planning  
• Minimum venue standards                                           | Media/Comms Manager  
Venue                                                   |
| Electrical leads exposed                                           | 5        | 1    | 5         | • Cable bridges standing by  
• Ensure they are covered or inaccessible to public                  | Venue  
Contractor                                             |
| Fire sprinkler system and/or alarm failure                         | 1        | 3    | 3         | • Technician on site or on-call  
• Pre-event maintenance check  
• Evacuate                                                            | Venue  
Event Manager                                             |
<table>
<thead>
<tr>
<th>Issue</th>
<th>Priority</th>
<th>Category</th>
<th>Recommended Action</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaky roof</td>
<td>1</td>
<td>4</td>
<td>• Communicate with venue in lead-up</td>
<td>Venue/Operations Director</td>
</tr>
<tr>
<td>Wet umbrellas on floor</td>
<td>3</td>
<td>2</td>
<td>• Monitor wet umbrellas, coats dripping on floor</td>
<td>Venue</td>
</tr>
<tr>
<td>Electronic scoreboard failure</td>
<td>3</td>
<td>2</td>
<td>• Back up manual scoreboard standing by</td>
<td>Venue</td>
</tr>
<tr>
<td>Decals ripped or lifting</td>
<td>3</td>
<td>3</td>
<td>• Pre-match inspection</td>
<td>Event Manager/Operations Director</td>
</tr>
<tr>
<td>VENUE – OUTDOORS</td>
<td></td>
<td></td>
<td>• Communicate with venue in lead-up</td>
<td>Venue/Operations Director</td>
</tr>
<tr>
<td>Adjacent hazards</td>
<td>5</td>
<td>1</td>
<td>• Pre-match/tournament inspection to ID hazards</td>
<td>Event Manager</td>
</tr>
<tr>
<td>Insufficient shade/shelter from weather</td>
<td>5</td>
<td>1</td>
<td>• Pre-event planning</td>
<td>Venue</td>
</tr>
<tr>
<td>Carparking inadequate</td>
<td>5</td>
<td>2</td>
<td>• Minimum venue standards</td>
<td>Venue</td>
</tr>
<tr>
<td>Vehicle security, vehicles broken into during event</td>
<td>2</td>
<td>1</td>
<td>• Security personnel to monitor carpark</td>
<td>Event Manager</td>
</tr>
<tr>
<td>No VIP or team parking</td>
<td>2</td>
<td>3</td>
<td>• Pre-event planning</td>
<td>Event Manager</td>
</tr>
<tr>
<td>Difficult entry/exit and parking for emergency vehicles</td>
<td>2</td>
<td>1</td>
<td>• Specifically marked area to enable emergency vehicle immediate access to/from</td>
<td>Venue</td>
</tr>
<tr>
<td>No disabled parking</td>
<td>5</td>
<td>1</td>
<td>• Consult with Police re management of traffic on public roads</td>
<td>Venue</td>
</tr>
<tr>
<td>Traffic issues in and around venue</td>
<td>4</td>
<td>2</td>
<td>• Traffic wardens to organise/manage traffic within venue boundaries</td>
<td>Event Manager</td>
</tr>
<tr>
<td>CONTRACTORS/REGION/SPONSORS</td>
<td></td>
<td></td>
<td>• Engage professional to erect scaffolding/seats</td>
<td>Venue/Contractor</td>
</tr>
<tr>
<td>Unsafe temporary structures e.g. scaffolding/seating</td>
<td>2</td>
<td>4</td>
<td>• Engage professional to erect equipment</td>
<td>Venue/Contractor</td>
</tr>
<tr>
<td>Unsafe hanging of screens and technical equipment</td>
<td>2</td>
<td>4</td>
<td>• Minimum venue standards</td>
<td>Venue/Contractor</td>
</tr>
<tr>
<td>No room to erect Superscreen</td>
<td>1</td>
<td>2</td>
<td>• Sponsor contract</td>
<td>Event Manager Oceania</td>
</tr>
<tr>
<td>Unauthorised use of sponsor logos</td>
<td>2</td>
<td>2</td>
<td>• Sponsor contract</td>
<td>Marketing Manager</td>
</tr>
<tr>
<td>Signage poor quality, unsafe</td>
<td>1</td>
<td>2</td>
<td>• Clear communication to sponsors and signmakers regarding specs</td>
<td>Event Manager</td>
</tr>
<tr>
<td>Sponsor products inappropriate or unsafe</td>
<td>1</td>
<td>2</td>
<td>• Clear communication pre-event</td>
<td>Marketing Manager/Spot Sponsor</td>
</tr>
<tr>
<td>Issue</td>
<td>Team 1</td>
<td>Team 2</td>
<td>Team 3</td>
<td>Area</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Entertainers no show or late</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>Pre-event rehearsal&lt;br&gt;Arrange transport if appropriate&lt;br&gt;Legal contract of services&lt;br&gt;Use appropriate back up via agency or local contacts</td>
</tr>
<tr>
<td>Sponsor not receiving benefits</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>Clear communication pre-event&lt;br&gt;Rectify the issue</td>
</tr>
<tr>
<td>Breach of sponsorship contract</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>Sponsor contracts outlining both parties' responsibilities&lt;br&gt;Follow protocol</td>
</tr>
<tr>
<td>HAZARD/EMERGENCY</td>
<td></td>
<td></td>
<td></td>
<td><strong>Electrical fire</strong>&lt;br&gt;- Qualified electrician on site or on call&lt;br&gt;- Pre-event, check fire services and building maintenance certificate&lt;br&gt;- Evacuate the building&lt;br&gt;- Specifically marked area to enable emergency vehicle immediate access to/from venue</td>
</tr>
<tr>
<td><strong>Water leak</strong></td>
<td>1</td>
<td>4</td>
<td>4</td>
<td>Contact Emergency plumbing contact&lt;br&gt;Delay game/move to alternative court if court surface affected</td>
</tr>
<tr>
<td><strong>Flight/traffic delays</strong></td>
<td>3</td>
<td>4</td>
<td>12</td>
<td>Arrange buses or similar transport with appropriately qualified driver&lt;br&gt;Provide maps in Team Manager packs&lt;br&gt;Provide liaison person or emergency phone contact&lt;br&gt;Ensure early enough to accommodate any issues&lt;br&gt;Delay start</td>
</tr>
<tr>
<td>Breach of smokefree policy</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>Communicate policy with signs and announcement over public address&lt;br&gt;Security, venue and region to uphold the policy</td>
</tr>
<tr>
<td>Armed hold up for cash</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>Arrange for cash to be removed from venue during or soon after the event&lt;br&gt;Security in position</td>
</tr>
<tr>
<td>Emergency services not aware of event</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>Venue and NNZ plans to include communication with Police, St John, Fire&lt;br&gt;Advise of event</td>
</tr>
<tr>
<td>PERSONNEL</td>
<td></td>
<td></td>
<td></td>
<td><strong>Injury during game</strong>&lt;br&gt;- Medical support at venue&lt;br&gt;- Doctor or medical personnel on site&lt;br&gt;- Reserve umpire&lt;br&gt;- Sufficient reserve players on bench</td>
</tr>
<tr>
<td><strong>Unavailability – illness, injury, suspension</strong></td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>Reserve umpire&lt;br&gt;Sufficient reserve players on bench&lt;br&gt;Reserve Bench Officials/volunteers</td>
</tr>
<tr>
<td><strong>Drug use</strong></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>Anti-drug policy and disciplinary procedures&lt;br&gt;Follow protocols</td>
</tr>
<tr>
<td><strong>Autographs – safety/access issues</strong></td>
<td>5</td>
<td>3</td>
<td>15</td>
<td>Dedicated time and area for autographs&lt;br&gt;Communicate procedure to players and public&lt;br&gt;Ensure court end is roped off</td>
</tr>
<tr>
<td><strong>Inappropriate conduct/behaviour – breach of contract</strong></td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>Code of conduct, player contracts and event guidelines&lt;br&gt;Follow protocols</td>
</tr>
<tr>
<td>Volunteers sloppy, negligent or poorly informed</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>Appoint an appropriate person to supervise volunteers&lt;br&gt;Regional personnel given to NNZ ahead of time&lt;br&gt;Provide official uniform t-shirt so clearly identifiable as official volunteers&lt;br&gt;Region to host meeting to inform volunteers of their requirements</td>
</tr>
<tr>
<td>Issue</td>
<td>Score 1</td>
<td>Score 2</td>
<td>Score 3</td>
<td>Response/Action</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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<td>---------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cultural/language issues – miscommunication</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>• Interpreters</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Awareness of different cultures</td>
</tr>
<tr>
<td>Unauthorised photographers</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>• No entry without official accreditation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Remove from area</td>
</tr>
<tr>
<td>Medical conditions</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>• Player/Umpire contracts – obligation to disclose medical conditions</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Pre-selection or pre-tournament briefing including disclosure of any key medical conditions</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Doctor on site</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Reserve umpires used</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Sufficient reserve players on bench</td>
</tr>
<tr>
<td>No show</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>• Breach of contract</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Stand bys available in region</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Reserve umpires/bench officials used</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Sufficient reserve players on bench</td>
</tr>
<tr>
<td>Not properly qualified, inappropriate conduct</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>• Minimum standards to be satisfied pre-selection</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Reserve umpires/bench officials used</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Selection criteria for coaches etc</td>
</tr>
<tr>
<td>Employees/volunteers threatened</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>• Dedicated security if necessary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Ensure safe exit</td>
</tr>
<tr>
<td>EVENT TIMINGS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delayed time</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>• Consultation during the event</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Keep teams and audience updated of start time</td>
</tr>
<tr>
<td>Inaccurate timekeeping/scoring</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>• More than one method of recording</td>
</tr>
<tr>
<td>Earlier match runs overtime</td>
<td>2</td>
<td>4</td>
<td>8</td>
<td>• Ensure all games begin on time</td>
</tr>
<tr>
<td>AUDIENCE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unsupervised children</td>
<td>5</td>
<td>1</td>
<td>5</td>
<td>• Public address regarding supervision of children at the event</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Venue to ensure safety of child and locate parent</td>
</tr>
<tr>
<td>Abuse</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>• Security/ushers to report</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Call police</td>
</tr>
<tr>
<td>Unrestricted access</td>
<td>3</td>
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<td>9</td>
<td>• Pre-event planning considering numbers and venue plan</td>
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<td>• Pre-match/tournament inspection</td>
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<td>• Lock the areas</td>
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<td></td>
<td>• No entry without official accreditation</td>
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<td>• Security in place</td>
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<td>• Cordon off court access</td>
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<td>• Remove from area</td>
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<td></td>
<td>• Proper briefing on roles and responsibilities</td>
</tr>
<tr>
<td>Unauthorised access to media area</td>
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<td>4</td>
<td>• No entry without official accreditation</td>
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<td></td>
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<td>• Security in place</td>
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<td></td>
<td>• Remove from area</td>
</tr>
<tr>
<td>Blocked entry/access</td>
<td>3</td>
<td>2</td>
<td>6</td>
<td>• Security in place</td>
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<td></td>
<td></td>
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<td></td>
<td>• Ensure alternative exit is available</td>
</tr>
<tr>
<td>Early arrivals/late leavers</td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>• No entry policy before scheduled time</td>
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<td>• Security in place</td>
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<td>• Ask them to leave</td>
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<tr>
<td>Issue</td>
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<td>2</td>
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<td>4</td>
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<tr>
<td><strong>Invitations/tickets – lost, not received</strong></td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>Hosting Co-ordinator Event Manager Region</td>
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<tr>
<td><strong>Injury or medical emergency</strong></td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>Venue Operations Director Event Manager</td>
</tr>
<tr>
<td><strong>Exceed capacity</strong></td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>Venue Operations Director Event Manager</td>
</tr>
<tr>
<td><strong>Alcohol in venue</strong></td>
<td>4</td>
<td>1</td>
<td>4</td>
<td>Venue</td>
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<tr>
<td><strong>Theft</strong></td>
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<td>1</td>
<td>2</td>
<td>Venue</td>
</tr>
<tr>
<td><strong>Drugs</strong></td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>Venue</td>
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<tr>
<td><strong>ENTERTAINMENT</strong></td>
<td></td>
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<tr>
<td>Pre-match and half-time entertainment too long</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>Operations Director Event Manager</td>
</tr>
<tr>
<td>Inappropriate acts</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>Operations Director Event Manager</td>
</tr>
<tr>
<td>National anthem – poor quality sound, visibility presentation, culturally insensitive</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>Sound Contractor Event Manager</td>
</tr>
<tr>
<td>Official presentation – poor sound, visibility, wrong flags raised, no trophies</td>
<td>2</td>
<td>3</td>
<td>6</td>
<td>Sound Contractor Event Manager</td>
</tr>
<tr>
<td>Mascots – too big, distracting, harassment, inappropriate behaviour</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>Marketing Manager</td>
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<tr>
<td><strong>TICKETING</strong></td>
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<tr>
<td>Tickets poor quality, incorrect information and terms and conditions, illegible</td>
<td>2</td>
<td>4</td>
<td>8</td>
<td>Event Manager</td>
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<tr>
<td>Seating doubleups</td>
<td>3</td>
<td>3</td>
<td>9</td>
<td>Venue Event Manager</td>
</tr>
<tr>
<td><strong>CATERING/HOSPITALITY</strong></td>
<td>1</td>
<td>2</td>
<td>2</td>
<td><strong>Venue</strong></td>
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</tr>
</tbody>
</table>
| Food poisoning, allergies, insufficient/unclean cutlery etc. | 1 | 2 | 2 | • Use caterers with good credentials/reputation  
• Catering contract with key performance standards  
• Avoid foods known to cause allergies  
• Make sure catering staff are briefed on ingredients  
• Public liability insurance-caterers |
| Venue dirty, no toilet paper, rubbish, insufficient/full bins | 2 | 3 | 6 | • Engage professional cleaners  
• Contract with service standards detailed  
• Cleaners in to fix issue  
• Regular monitoring of facilities |

<table>
<thead>
<tr>
<th><strong>GENERAL</strong></th>
<th>2</th>
<th>3</th>
<th>6</th>
<th><strong>Venue</strong></th>
</tr>
</thead>
</table>
| Bad PR      | 2 | 3 | 6 | • Contracts including confidentiality and bringing the game of netball etc into disrepute or damaging reputation  
Operations Director  
Communications Director |
| Breach of confidentiality/secrecy | 1 | 3 | 3 | • Confidentiality agreements with key personnel  
• Pre-match briefings highlighting confidentiality  
Operations Director |
| Budget exceeded | 3 | 4 | 12 | • Pre-event planning  
• Budgeting  
• Written quotes/contracts  
Operations Director |
| Local authority consent/permit for event | 3 | 2 | 6 | • Include in event planning  
Venue  
Event Manager |
| Ambush marketing | 3 | 1 | 3 | • Obtain details of and authorise selected merchandisers  
• Alert security with a list of official merchandisers  
• Remove unauthorised merchandisers  
Marketing Manager |
| Liability Event failure  
Financial overrun | 2 | 5 | 10 | • Develop and implement a risk management plan  
• Obtain public liability insurance  
• Pre-event planning, marketing, financial plans etc  
• Enter into legal contracts (written) with third party suppliers and venue  
• Consult with emergency personnel  
• Follow protocols  
Operations Director |