

Compliance - Customers	Clients, Allied Staff, End Users	External	Compliance with Applicable Requirements	Risk	High	Compliance with identified requirements	Low	Identification of Applicable Requirements - Identified Legislation Effective Operational Management Effective Project Management Planning	Monitor
Compliance - Environmental	Regulatory Authorities	External	Compliance with Environmental Requirements	Risk	High	Compliance with Environmental Legislation - Interested Party EPA	Low	Identified Legislation Identification of Environmental Aspects Review of Compliance	Monitor
Compliance - WHS	Regulatory Authorities	External	Compliance with WHS Requirements	Risk	High	Compliance with WHS Legislation - Interested Party SafeWork NSW	Low	Identified Legislation Identification of Hazards Review of Compliance	Monitor
Business Operations	Directors Owners Shareholders	Internal	Expansion	Opportunity	Medium	Ability to take advantage of opportunities	Low	Effective Management System Development and documentation of standardised processes.	Satisfactory
Business Operations	Directors Owners Shareholders	Internal	Return on Investment	Risk	High	Acceptable return on investment.	Low	Effective Management System	Monitor
Business Operations	Staff	Internal	Return on Investment	Risk	High	Security of Employment	Low	Effective Management System	Monitor
Business Operations	Directors Owners Shareholders	Internal	Contractual & Other Disputes	Risk	High	Mitigation of Risk	Low	Effective Sales Process Effective Sub Contractor Management Maintenance of Good Corporate Governance All Appropriate Insurances in Place	Monitor
Climate Change	Regulatory Authorities	External	Effects of Climate Change	Risk	Low	Meet the updated requirements of Clauses 4.1 & 4.2 of the ISO Standards	Low	Climate Change deemed not to be a significant issue for the operations of Builder 2 No interested parties have been identified with Climate Change as a requirement.	Monitor
Climate Change	Directors Owners Shareholders	External	Effects of Climate Change - Extreme Weather Conditions	Risk	Medium	Changing weather patterns may affect the ability to work on open air jobs when required.	Low	No identified controls	Monitor
Human Resources	Staff	Internal	Employee Participation	Risk	Medium	Steps taken to facilitate employee participation in WHS Issues Compliance with requirements of ISO 45001	Low	Participation Arrangements detailed in Risk Assessment - Employee Participation	Satisfactory
Service Delivery	Directors Owners Shareholders	Internal	Critical Skills	Risk	Medium	Required skills available when required.	Low	Additional Sub Contractors engaged as required Apprentices employed	Monitor
Service Delivery	Directors Owners Shareholders	Internal	Critical Equipment	Risk	Medium	Equipment is available when required.	Low	Minimal Essential Equipment - hand tools only. Short Term Hire of Essential Equipment when Required Additional Sub Contractors engaged when Required	Monitor
Service Delivery	Clients, Allied Staff, End Users	External	Price, Quality, Delivery	Risk	High	Service delivery at required levels - price, quality and delivery time.	Low	Effective Operational Processes Diverse Customer Base Effective Management of Customer Satisfaction Effective Corrective Action Process	Monitor
Service Delivery	Directors Owners Shareholders	External	Customer Perception	Risk	High	Service delivery at required levels.	Low	Effective Operational Processes Diverse Customer Base Effective Management of Customer Satisfaction Effective Corrective Action Process	Monitor
Service Delivery	Directors Owners Shareholders	Internal	Minimal Environmental Harm	Risk	High	Minimal Environmental Harm	Low	Specific Details in Aspects Register	Satisfactory
Service Delivery	Directors Owners Shareholders	External	Competition	Risk	High	Poor performance may lead to loss of customers to competitors.	Low	High Level of Service/Capability Presence in Multiple Market Segments Effective Management of Customer Satisfaction	Monitor
Service Delivery	Directors Owners Shareholders	External	Competition	Opportunity	High	Poor competitor performance may lead to an increase in customers.	Low	High Level of Service/Capability Presence in Multiple Market Segments Effective Management of Customer Satisfaction	Monitor
Service Delivery	Suppliers	External	Continuity of Work	Risk	Medium	Ongoing Business	Low	Effective Management System	Monitor
Site Operations	Staff	Internal	High Risk Activities	Risk	High	Safe Methods of Work	Medium	Documented Work Methods Effective Risk Management Effective Operational Management	Monitor
Site Operations	Regulatory Authorities	External	High Risk Activities	Risk	High	Safe Methods of Work	Medium	Documented Work Methods Effective Risk Management Effective Operational Management	Monitor
Site Operations	Staff	Internal	Injury during Various Activities	Risk	High	Safe Systems of Work	Low	Specific Details in Risk Assessments & SWMS	Monitor

Strength	Weaknesses
Licensed electricians with broad technical expertise	Limited workforce capacity (risk of overload)
Small, agile team with quick response capability	Dependence on key individuals
Strong customer service and word-of-mouth referrals	Limited marketing presence
Capability across both electrical and air conditioning	Cash flow vulnerability due to delayed payments
Lower overheads compared to larger competitors	Restricted ability to tender for large projects
Opportunities	Threats
Growing demand for air conditioning in Sydney climate	Strong competition from larger companies
Rising interest in energy efficiency and smart home systems	Rising material, fuel, and insurance costs
Government rebates for energy-efficient upgrades	Regulatory compliance requirements
Expanding construction and renovation markets	Economic downturn risk
Specialisation in compliance services (safety inspections, test & tag)	Skilled trades shortages
Service contracts for property managers and strata businesses	Weather dependency for some works. (Climate Change)