

Risk Management Policy

Service Stream



1. Corporate Vision

To increase shareholder value by creating a culture at Service Stream that promotes the active management of opportunities and risks to our business.

2. Risk Management Fundamentals

- Risk is defined as the uncertainty of achieving business objectives, and we recognise that our business operates within an environment that has particular inherent risks
- We acknowledge that our competitive advantage and ultimately our long term success will be determined by how well we understand and manage risk
- Risk is measured in terms of the consequence of the risk event and its likelihood of occurrence. The consequence of a risk event can result in either a positive or negative outcome
- Risk Management assists us to maximise the positives and to minimise the negatives
- Risk Management is more than just process and structure. It is also about the culture of the Company and of individual employees
- Risk Management enables us to make better business decisions and to better manage business uncertainty
- We operate under one framework that enables the management of risk to become fully integrated into all our systems and processes for making decisions.

3. Risk Management Process

In order to manage risk, we as an organisation will:

- Implement a standard Group-wide approach to risk management
- Adopt and implement a structured and consistent process for identifying, assessing and managing business risks and opportunities. All employees are responsible for the management of risk in accordance with the Risk Management Policy, Framework, and Board Risk Appetite Statement.
- Identify and prepare response and recovery plans for potential disruptive events that may seriously threaten the business
- Comply with all applicable laws, licensing and government regulations applicable to our business activities
- Promote a culture that accepts both good and bad news, encourages personal responsibility and expects proactive identification and management of risks and opportunities
- Monitor and report on risk management performance measures

The responsibility for complying with this Policy rests with all of us.