Extreme RISK ASSESSMENT DASHBOARD (SUMMARY) Logo Medium Low RISK ASSESSMENT DASHBOARD September 2018 **Internal Assurance** Nigeria RANKED RISK REGISTER **Group RFP and NFA Process** KYC Compliance 25 Opportunity and Revenue Losses 31 11 21 Delays Refiling 10 Customer Churn and Revenue loss 22 24 Bad Debts 32 Continued Vulnerability of Fibre Inadequate User Access 33 23 Increased Attrition of Employees 13 Infrastructure to Damage Management in Airtel Challenges with SingleView 24 14 20 Increased Risk of Fire Site Rollout 34 Vulnerability to External Attack 15 25 16 Network Capacity Constraints 35 23 Regulatory Sanctions on Network Infrastructure Inadequate DR or BCP for key Poor Passive/Tower 26 14 Electrical Risk in Airtel Facilities 16 36 applications Infrastructure Maintenance Vulnerability of some KPIs to 28 17 Net Revenue and Margins 27 Sustainability 37 Regulatory Compliance Failure Non-compliance with Data/CDR Revenue Generation and Market Non-compliance with Quality of Storage and Retention 18 28 38 Share Growth Experience KPI requirements Requirements Forceful Subscription to VAS Media Exposure (Negative Brand 19 13 Theft 39 **Products** Sentiments) Patch and Security Compliance for KYC Kit Management and 30 40 Airtel Managed Systems **Operations Issues** Risk Number **SUMMMARY** Risk Rank 14 High Risk(s) 2 Extreme Risk(s) 13 Medium Risk(s)

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