

Likelihood	Risk Measurement Matrix				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Very High 5
(Almost Certain)					
(Likely)					
(Moderate)					
(Unlikely)					
(Rare)					

Rating	Level Description
Extreme (E)	Risk not tolerable, needs to be addressed with urgency by enhancing current controls and/or establish additional mitigating measures to lower the risk to an acceptable level.
High (H)	Risk not tolerable, needs to be addressed by enhancing current controls and/or establish additional mitigating measures to lower risk to an acceptable level.
Medium (M)	Risk tolerable to a certain extent, needs to be monitored closely to prevent the risk from increasing
Low(M)	Risk is tolerable, needs to be monitored to prevent risk from increasing.

LIKELIHOOD RATING *

Likelihood Descriptor	Quantitative Indicator	Qualitative Indicator
A. Almost Certain	>50%	Is expected to occur in most circumstances and frequent occurrence in the past.
B. Likely	31%-50%	Will probably occur in most circumstances and a few occurrence in the past has been noted.
C. Possible	16%-30%	Might occur at some time and at least one incident has occurred in the past.
D. Unlikely	1%-15%	Could occur at some time.
E. Rare	<1%	May occur only in exceptional circumstances.

***This is only a guide and the criteria are subject to change/revision.**

IMPACT RATING - QUANTITATIVE

Impact Descriptor Impact Category	1.Insignificant	2. Minor	3.Moderate	4. Major	5.Very High
Impact(revenue) to Gaming Operations**	<1%	1%-2%	2%-3%	4%	>5%
Impact(revenue) to Hotel Operations (Rooms)	<3%	3%-5%	6%-8%	9-10%	>10%
Impact(revenue) to Hotel Operations (F&B)	<1%	1%-2%	2%-3%	4%	>5%
Customer Service/ Experience / food	Isolated complaint	2-3 complaints	4-5 complaints	>5 but<10 complaints	>10 complaints
Transactions not recorded (amount)	<USD1K	USD1K	USD2K-3K	USD4K-5K	>USD5K
Processing errors	Isolated errors	2-3 errors	4-5 errors	>5 but<10 errors	>10 errors

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(ii) IMPACT RATING (QUALITATIVE – Business unit/departmental level)*

<div>Impact</div> <div>Descriptor</div> <div>Impact Category</div>	1.Insignificant	2. Minor	3.Moderate	4. Major	5.Very High
Customer Service/ experience (casino, rooms, F&B, front office, transportation etc.)	Slight inconvenience	Minor inconvenience	Customer expresses dissatisfaction	More customer(s) express dissatisfaction, lodge complaints and is reported in media.	Numerous customers' express dissatisfaction, lodges complaints and media coverage.
Processing errors (daily – operations) / (monthly- finance)	Delay in a few transactions involving low value transactions	One or two inaccuracies and/or delay in low value transactions	Delays and/or Inaccurate processing involving one or two medium value transactions	Delays and/or inaccuracy processing one or two high value transactions resulting in misstatement	Delays and/or accuracy involving numerous high value transactions resulting in misstatement

Employee (support) absenteeism/ attrition /resignation/ terminations	One or two, no impact to operations	More than 2 with a slight impact to operations	Affects service quality level to a certain extent	Service quality levels are impacted	Service quality levels reach critical level.
Safety including near miss incidents (customers and employees)	Incident do not fall within HAZOP & OSHA	Minor omission in fire and hazard protection procedures.	Failure to observe fully fire and hazard protection procedures.	Lack of proper supervision resulting in negligence and exposure to fire and hazard risks	Non compliance to HAZOP and/or OSHA requirements resulting in a major fire serious injuries and/or fatalities.
Business Continuity Risk due to failure of IT applications	Outage of non business/ operational critical systems	Outage of standalone applications/ systems	Outage of internal supporting and intranet facing applications/ systems	Outage of important applications /systems including that store sensitive customer applications	Outage of critical applications and internet facing applications supporting business and operations.

Information	Inaccessibility/ loss of non critical business and operational information	Minor delays in accessing business and operational information	Moderate delays in accessing business and operational information.	Inaccessibility/ loss of critical business and operational information and delays in accessing/restoring from back-up systems.	Inaccessibility/ loss of critical business and operational information and lack of contingency plans to retrieve/restore through back-up or IT disaster recovery systems.
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