

Appendix 3 – Risk Register

Risk Description	Impact H/M/L	Likelihood H/M/L	Mitigating Actions
Complicated TUPE implications when store closes and staff potentially transferred to regional distribution centre	H	M	Follow the full consultation process as specified in the Protocol for Managing Organisational Change
Lack of local and national retailer appetite in becoming accredited	H	L	<ul style="list-style-type: none"> Initial retailer engagement workshop has identified interested retailers who want to become accredited In the first 2 months of the project another retailer engagement workshop will be held Interested retailers will participate in a Retail Working Group as part of the project governance structure
Lack of buy-in to the new service by users	H	L	Hold regular engagement activities with user forums e.g. Milmans and Bentley
LEHDS solution not developed and fully tested by Department of Health in time for Harrow's implementation timeline	L	L	Maintain current process for complex equipment according to business continuity plan until solution is ready for implementation as detailed in Section 15.2