RISK REGISTER
PUSTAKA NEGERI SARAWAK

CORPORATE MANAGEMENT SECTOR: FACILITY MANAGEMENT DIVISION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
Operational	Asset Management	Inability to spend fixed asset budget by Q4 due to lack of monitoring/ awareness (e.g., 2021 – 38.6% over overall budget)	Inadequate monitoring of fixed asset budget utilisation throughout the financial year	Consistent reminders to Sector Heads and Assistant Asset Officers (emails/ meetings)	1 (Rare)	2 (Minor)	**2 (LOW)**	Quarterly budget performance report; Risk Management Audit	Assets Officer	Ongoing
Operational	Asset Management	Purchase of planned assets rejected by Board Management/State Financial Secretary	Insufficient justification and documentation in the asset procurement proposal	Process owner to improve project proposal with better design/criteria by 2nd quarter	1 (Rare)	2 (Minor)	**2 (LOW)**	Quarterly budget performance report; Risk Management Audit	Assets Officer	Ongoing
Operational	Asset Management	Fixed asset not insured due to human error	Oversight or failure to follow insurance procedures	Adhere to Tatacara Pengurusan Aset Alih Pustaka Negeri Sarawak at all times	1 (Rare)	2 (Minor)	**2 (LOW)**	Risk Management Audit	Assets Officer	Ongoing
Operational	Asset Management	Loss or theft of library assets (ICT equipment, furniture)	Inadequate monitoring, weak access control	1) Asset tagging 2) periodic stocktake	1 (Rare)	2 (Minor)	**2 (LOW)**	Periodic Asset checking reports	Assets Officer	Ongoing
Operational	Asset Management	Inaccurate asset records	Delayed updates, human error	1) Asset register system 2) SOP	1 (Rare)	2 (Minor)	**2 (LOW)**	Reconciliation reports and internal audit reviews confirming accuracy of asset records	Assets Officer	Ongoing
Operational	Asset Management	Damage to assets due to improper handling	Lack of staff awareness, improper usage	1) Establish user guidelines	2 (Unlikely)	2 (Minor)	**4 (LOW)**	Maintenance logs and incident reports monitored by Asset Management Unit	Assets Officer	Ongoing
Operational	Asset Management	Late maintenance of critical assets	Poor scheduling, vendor delays, inadequate monitoring	1) Maintenance Schedule/ Plan	2 (Unlikely)	2 (Minor)	**4 (LOW)**	Preventive maintenance reports to be reviewed periodically by Unit Pengurusan Fasiliti	Assets Officer	Ongoing
Operational	Asset Management	Non-compliance with asset management procedure	Lack of awareness of updated policies	1) Reference to Assets Management Procedures, Policies, Manual and guidelines	2 (Unlikely)	2 (Minor)	**4 (LOW)**	Response to Internal audit findings	Assets Officer	Ongoing

Document No.: FRM-RR-01
Revision No.: 0
Effective Date: 2 February 2026

RISK REGISTER
PUSTAKA NEGERI SARAWAK

CORPORATE MANAGEMENT SECTOR: FACILITY MANAGEMENT DIVISION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
Operational	Asset Management	Obsolescence of ICT assets	Rapid technological changes, insufficient planning	1) Replacement Planning	1 (Rare)	2 (Minor)	**2 (LOW)**	Approved ICT replacement and upgrade plans endorsed by management - to work out wit INFRA	INFRA Division's Head and Assets Officer	Ongoing
Operational	Asset Management	Inadequate storage conditions for assets	Limited space, poor environmental control	1) to indicate designated storage area	2 (Unlikely)	2 (Minor)	**4 (LOW)**	Storage inspection records and condition assessment reports	Assets Officer	Ongoing
Procurement	Contract Management	Breach of Contract Agreement by appointed contractor/ Supplier	1) Incompitence Contractor/ Supplier. 2) Delays or non-compliance	1) Contract Agreement	1 (Rare)	5 (Severe)	**5 (LOW)**	Enforce penalty clause, increase monitoring	DHFM	Ongoing
Operational	Facility Management	Complaints on damages/ breakdown/ malfunction of equipment/ facilities/ assets	1) Wear and tear, lack of preventive maintenance, user mishandling	Monthly preventive maintenance (building maintenance); ISO Management of Work environment QP-FM-01 QP-CM-MR-08 QP-CM-SB-03	3 (Possible)	3 (Moderat e)	**9 (MEDIUM)**	Improve maintenance interval, introduce condition-based monitoring, enhance asset tracking	DHFM	Ongoing
Operational	Corrective Maintenance	Delay in executing corrective maintenance	Limited manpower, backlog of work orders, late contractor response, insufficient spare parts	ISO Corrective Maintenance: ISO QP-FM-03 ISO QP-FM-04 ISO QP-FM-05 ISO QP-CM-MR-07 ISO QP-CM-SB-04	4 (Likely)	3 (Moderat e)	**12 (MEDIUM)**	Implement response-time KPIs, strengthen contractor obligations, maintain critical spares stock	DHFM	Ongoing
Procurement	Contract Management	Contractor non-performance	1) Poor contractor capability 2) Resource shortage	1) Periodic performance review 2) Contractor evaluation	3 (Possible)	4 (Major)	**12 (MEDIUM)**	Enforce penalty clauses Implement performance scorecards Increase site inspections	DHFM	Ongoing
Operations	Building Operations	Interruption of electricity and water supply due to external factors	1) External supply failure 2) Utility provider outages 3) Sudden maintenance by utility providers	Backup diesel generator Water storage tanks Preventive maintenance Coordination with utility providers	3 (Possible)	5 (Severe)	**15 (HIGH)**	1) Emergency response plan 2) Implement business continuity procedures for critical services	DHFM	Ongoing

RISK REGISTER
PUSTAKA NEGERI SARAWAK

CORPORATE MANAGEMENT SECTOR: FACILITY MANAGEMENT DIVISION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
Environment	Landscape Maintenance	Park area becomes wet, muddy, slippery, and unsafe during continuous heavy rainfall in monsoon season	1) Frequent and prolonged heavy rainfall 2) Poor surface drainage 3) Water pooling in landscape areas 4) Natural monsoon weather patterns	Regular drainage maintenance ISO Corrective Maintenance ISO QP-FM-03 ISO QP-FM-04 ISO QP-FM-05 ISO QP-CM-MR-07 ISO QP-CM-SB-04	4 (Likely)	3 (Moderate)	**12 (MEDIUM)**	Improve drainage infrastructure, add more outlets Increase monitoring during monsoon months	DHFM	Ongoing
Environment	Landscape Management	Petty crime incidents in park and garden areas, including pickpocketing, snatch theft, and indecent behaviour.	1) Poor lighting during evening hours 2) Hidden/isolated areas with limited visibility 3) High visitor traffic during events or weekends 4) Lack of CCTV coverage	Improve surveillance camera and alarm; Increase police surveillance; increase patrolling, Coordination with local police	3 (Possible)	4 (Major)	**12 (MEDIUM)**	1) Public liability insurance 2) Install additional CCTV cameras, especially at blind spots 3) Improve lighting in dim pathways and secluded areas	DHFM	Ongoing
Environment	Facilities Management	Park - Park flooding resulting from continuous heavy rainfall during the monsoon season	Damage and loss of assets	Clearing of clogged drainage at park areas; ISO Corrective Maintenance ISO QP-FM-03 ISO QP-FM-04 ISO QP-FM-05 ISO QP-CM-MR-07 ISO QP-CM-SB-04	1 (Rare)	4 (Major)	**4 (LOW)**	Monthly maintenance contract on garden and park cleaning services	DHFM	Ongoing
Operational	Room bookig	Library space unavailability	1) Overlapping or double bookings 2) High demand during peak times (exams, events, school visits) 3) Insufficient study rooms or meeting spaces 4) Last-minute event approvals	1) Online room booking system 2) Event scheduling calendar 3) Staff supervision of reserved spaces	2 (Unlikely)	3 (Moderate)	**6 (MEDIUM)**	1) Introduce automated conflict-alert system 2) Implement stricter booking policies (e.g., limit repeated long bookings) 3) Expand available spaces or convert underutilized rooms	DHFM	Ongoing
Operational	Work Environment	Working environment not conducive due to temperature/ humidity	1) HVAC system malfunction or insufficient capacity 2) Poor air circulation in enclosed areas 3) Weather extremities (heatwaves, monsoon moisture) 4) Aging air-conditioning units or dehumidifiers	Monthly preventive maintenance ISO Management of Work environment QP-FM-01 QP-CM-MR-08 QP-CM-SB-03	3 (Possible)	3 (Moderate)	**9 (MEDIUM)**	1) Install additional temperature/ humidity sensors for real-time monitoring 2) Upgrade HVAC system or increase capacity in high-traffic zones	OSH-C	Ongoing

RISK REGISTER
PUSTAKA NEGERI SARAWAK

CORPORATE MANAGEMENT SECTOR: FACILITY MANAGEMENT DIVISION

RISK CATEGORY	1. RISK IDENTIFICATION			2. RISK ANALYSIS AND EVALUATION				3. RISK CONTROL		STATUS
	Activity/ Process	Risk/ Opportunity	Cause	Current Risk Control	Likelihood	Impact	Level	Recommended Action/ Additional Control	Person In Charge (Risk Owner)	
H&S	Work Environment	Work environment not conducive due to Indoor Air Quality	1) Harmful air pollutants and health problems; 2) Increase customer complaints	Yearly preventive maintenance ISO Management of Work environment QP-FM-01 QP-CM-MR-08 QP-CM-SB-03	1 (Rare)	4 (Major)	**4 (LOW)**	OSH Practice	OSH-C	Ongoing
Operational	Workplace Environment Management	Work environment not conducive due to lighting quality	1) Insufficient lighting levels (underlit areas) 2) Flickering lights due to ballast/ driver failure 3) Aging light fixtures or bulbs	Yearly preventive maintenance ISO Management of Work environment QP-FM-01 QP-CM-MR-08 QP-CM-SB-03	3 (Possible)	3 (Moderate)	**9 (MEDIUM)**	1) Conduct full lighting audit to measure lux levels 2) Upgrade to LED lighting with stable drivers 3) Improve placement of lights to remove dark spots	OSH-C	Ongoing
Health and Safety Management	Workplace Health Control	Health and safety of employees due to threats of infectious diseases.	1) Exposure to contagious diseases (flu, COVID-19, dengue, HFMD, etc.) 2) Poor indoor air quality or inadequate ventilation 3) High-density workspaces 4) Lack of hygiene practices among users 5) Delayed or inadequate sanitization 6) Employees or visitors attending premises while sick 7) Seasonal disease outbreaks (monsoon-related dengue spikes, flu season)	Pustaka and SDMC SOPs; Staff rotation; Work from home	2 (Unlikely)	3 (Moderate)	**6 (MEDIUM)**	Monitor authorities; Directive from State HR Unit re onsite/ WFH numbers	HR/ OSH-C	When necessary
Operational	Work Environment	Workplace safety incidents during events or daily operations	1) Wet or cluttered walkways, cables not properly secured 2) Inadequate crowd control during events 3) Insufficient event risk assessment or safety briefing 4) Poor housekeeping and waste accumulation	Conduct OSH risk assessment before events First-aid kit availability	2 (Unlikely)	3 (Moderate)	**6 (MEDIUM)**	1) OSH guidelines, briefings 2) Implement pre-event risk assessments and site walk-throughs 3) Increase crowd management measures (barriers, stewards, flow plans)	OSH-C	When necessary