

Ranking	MOE Objectives	Risk Description	Inherent Risk	Residual Risk	Actions to Improve Management of the Risk	Progress to Date
10	Supporting community development and social initiatives	Inadequate internal and external stakeholder management	High 16	Moderate 8	<ol style="list-style-type: none"> 1. Implementation of business processes and systems integration (link the JPC Call Centre to PIMS, TRIM) which will improve the tracking and monitoring of stakeholder and client enquiries. 2. Full implementation of the Marketing and Communications Strategy. 3. Implementation of an integrated JPC Call Centre. 4. Undertaking a stakeholder survey. 5. Corporate social investment strategy and policy to be approved by Board. 	<ol style="list-style-type: none"> 1. PIMS process improvement underway. Sales/leasing module developed and tested on 21 June 2017. Minor system glitch being attended to, then the module will be signed off and implemented. Anticipated go-live date in mid-August 2017. Development process completed testing to be arranged with Executive Manager: Property Portfolio in the absence of a Senior Manager: Development. Timeline: anticipated to be ready by mid-July 2017, then system improvement and go-live end August 2017. 2. Strategy is being implemented. The visibility of JPC has been improved in the market. 3. Call Centre held in abeyance pending budget allocation for appointment of staff. 4. Stakeholder survey/customer satisfaction survey underway through Marketing and Communications. 5. The policy has been submitted and awaits approval at Social and Ethics.