

OASIS HOME HOLDING BERHAD

(Registration No. 202101011610 (1411909-M))

(Incorporated in Malaysia)

RISK REGISTER

Stage	Function	Risk Factors	No.	Statement of Risk	Risk Owner	As at October 2024		Risk Control Actions
						Impact	Likelihood	
1.	Finance	Cost Control Risk	a.	Cost Increase Risk <ul style="list-style-type: none"> Increase in direct and operating cost. 	Executive Directors/ Head of Finance/ Purchasing Manager	2	2	<ul style="list-style-type: none"> Ensure cost increased is in tandem with the revenue increase Implemented Business plan and budget Streamline the operation cost. Prepare costing for each product launch Monitor costing closely
		Financial Risk	b.	Cash Flow Risk <ul style="list-style-type: none"> Increase in utilization of banking facilities. 	Executive Directors/ Head of Finance	1	2	<ul style="list-style-type: none"> Closely monitor cash flow position. Closely monitor annual budget to ensure it is within the budget. Closely monitor customer payment and payment to supplier
		Foreign Currency Risk	c.	Fluctuation of Exchange Rate <ul style="list-style-type: none"> Increase in direct operating cost, if there is purchase of parts from overseas. 	Executive Directors/ Head of Finance	1	1	<ul style="list-style-type: none"> Closely monitor the impact of the foreign currency to the business operations. Maintain foreign currency account/ hedging facilities
2.	Human Resources	Human Resources Risk	a.	Succession Planning/ Intellectual Capital <ul style="list-style-type: none"> The success of the division depends on the abilities and continued efforts of the management. The division's future success also depends upon its ability to attract and retain skilled personnel who have contributed to its growth. 	BOD/ Human Resources Manager	4	3	<ul style="list-style-type: none"> Ensure a smooth transition in the management team in the event of a resignation. Formalized a well-planned succession planning for key and / or critical positions for all departments. Clear career progression path for employee Job rotation

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			b.	Human Capital Risk <ul style="list-style-type: none"> Dependence on Key Management workforce 	Human Resources Manager	3	2	<ul style="list-style-type: none"> Provide On-the-job training and coaching to all levels of staffs. Timely feedback on the improvement actions required to those under performed staff.
			c.	Manpower technical skill / product knowledge <ul style="list-style-type: none"> Lack of skillful / competent staff. Staff turnover 	Human Resources Manager	3	2	<ul style="list-style-type: none"> Employment and screening process. On job training Offer competitive salary package
3	Brand Management	Brand Management Risk	a.	Brand reputation <ul style="list-style-type: none"> Product quality and safety 	Purchasing Manager	4	1	<ul style="list-style-type: none"> Sourcing for quality products from manufacturer with strong credential (i.e. OEM manufacturer for reputable brand) Perform quality check and testing before launching of products Ensure products received the necessary safety certification, wherever applicable
4	Business Development	Customer Risk	a.	Loss of Customers <ul style="list-style-type: none"> Changing customers' demand Customer awareness 	Sales & Marketing Manager	3	3	<ul style="list-style-type: none"> Routine sales and marketing efforts to create awareness and outreach to potential customer (i.e. social media boosting) Gather customers' feedback and requirement. Source for new products that fit customers' demand and requirement
		Competitive Risk	b.	Competition <ul style="list-style-type: none"> Products and pricing competitiveness. Local and global competitions. Small players (ex-staff) 	Sales & Marketing Manager	3	3	<ul style="list-style-type: none"> Regularly review business performance and adjust the formulated strategy, if necessary. Ensure customer satisfaction. Maintain job deliver quality. Closely monitor project progress & timeline
5	Inventory Management	Stock Aging Risk	a.	Slow Moving Stocks <ul style="list-style-type: none"> Slow moving stocks items Non-moving stocks items 	Warehouse/ Head of Finance	1	2	<ul style="list-style-type: none"> Monthly review the stock replenishment quantity. Ensure FIFO policy in stock handling. Warehouse sales or special promotion to clear slow-moving stocks Bundling of slow-moving stock with other product
		Supply Chain Risk	b.	Supply chain disruption <ul style="list-style-type: none"> Delay in supply Loss of key suppliers 	Purchasing Manager	4	1	<ul style="list-style-type: none"> Pre-plan inventory purchase with supplier Proactively sourcing for alternate source of supply

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		Logistic Risk	c.	Logistic and order fulfillment <ul style="list-style-type: none"> Delay in order shipment to customer 	Operation Manager	3	1	<ul style="list-style-type: none"> Engagement of third-party professional fulfillment agent with the necessary infrastructure to ensure timely and effective order fulfillment
6	Customer Service	Customer Retention Risk	a.	Ineffective customer service <ul style="list-style-type: none"> Untimely response to customer service issue Customer dissatisfaction 	Customer Service Manager	3	1	<ul style="list-style-type: none"> Dedicated customer service team to handle all customer service issue. Timely process of return, replacement, or refund request by customer
7	Information System	System breakdown	a.	System Breakdown <ul style="list-style-type: none"> Virus attacked Loss of data/ information 	Outsourced IT consultant	1	1	<ul style="list-style-type: none"> Auditing users computers. Warning memo to all staff agreeing to be liable for installation of illegal software in their computers
8	Licensing and regulation	Licensing Risk	a.	Loss or revocation of license <ul style="list-style-type: none"> Non-compliance of condition for direct selling license 	Operation Manager	3	1	<ul style="list-style-type: none"> Continuous and proactive monitoring of compliance with condition for license Monthly review of direct selling operation to ensure no breach of condition. Engagement of external legal firm to assist in the condition monitoring process