

C2	TOP RISK		Low brand awareness for CILEx Regulation [profile]	R		5		4		20	Recruitment of Digital Engagement and Comms dedicated resource, largely replacing Group comms service delivery. Direct control of marketing budget agreed with CILEx from 2018. Board oversight of delivery of marketing plan for entity and practice rights. ~ Comms & Engagement Strategy approved July 19 with campaigns agreed ~ CILEx now Chief Growth Officer		4		4		16	CEO	↔
D1	TOP RISK		Authorisation barriers inhibiting authorisation limiting CRL's potential to be a full service regulator	Str R		5		4		20	~ Engagement with anti-competitive practices in relation to mortgage lender panel eligibility for conveyancing entities ~ Direct marketing plan agreed and planned activities under way. ~ Separate paper on the agenda ~ Mtg with UK Finance July 19		4		4		16	Vicky	↔
D2	TOP RISK		Number of qualifying Insurers subscribing to our Qualifying Insurers Agreement for provision of PII cover to regulated entities remains limited	Str		5		4		20	Grow entity regulation leading to increased market share for QIA insurers. Regulator switching will assist. Potential impact of SRA proposals on maximum amount of cover will be monitored. As interim measure we will engage proactively with existing QIA member via our brokers, Marsh ~ Asking LSB to prioritise this in their strategy		4		4		16	Vicky	↓
D3	TOP RISK		Choice of insurers for compensation arrangements remains limited with our current preferred insurance partner, Royal Sun Alliance, the only known supplier of a bespoke product	Str		5		4		20	~ Reviewing long and short-term strategies for compensation fund		4		4		16	Vicky	↓
G6	NEW TOP RISK		Recruitment, retention and training difficulties [how to ensure new people are trained correctly and harder to retain staff post-COVID and with premises change]	Op		4		4		16	Payment of recruitment and retention premiums. Participation in Group job evaluation project ~ Training used as a retention tool		4		3		12	CEO Vicky Stuart	