

# **ALPHA KAPPA ALPHA SORORITY, INCORPORATED**

## **PEARL CHAPTER**



## **2017 SAMPLE RISK MANAGEMENT PLAN**

*Soror Ivy Pearl, Basileus  
Soror Pearl Jones, Chairman  
Risk Management Committee*

# **SAMPLE RISK MANAGEMENT PLAN**

**Soror Dorothy Buckhanan Wilson**  
Supreme Basileus

## **Risk Management Task Force** **2016-2018**

**Soror Susan Simms Marsh, Chairman**  
North Atlantic Region

**Soror Joy Elaine Daley**  
North Atlantic Region

**Soror Katrina Brent**  
Mid-Atlantic Region

**Soror Earlene Striggles Horne**  
South Atlantic Region

**Soror Valery Tarver**  
Great Lakes Region

**Soror Adrienne Pope-Kelly Washington**  
South Eastern Region

**Soror Nadine C. Bonds**  
Central Region

**Soror Lani Stigler**  
Mid-Western Region

**Soror Nekeidra C. Brown**  
South Central Region

**Soror Erika Randall**  
Far Western Region

**Soror Elisa G. Hodge**  
International Region

**Soror Alexis Apparicio, Resource**  
Great Lakes Region

**Soror Antoria Frazier, Resource**  
South Atlantic Region

**Soror Valarie Hill, Resource**  
Central Region

**Soror Lynda Tarver, Resource**  
Central Region

# SAMPLE RISK MANAGEMENT PLAN

## FOREWORD

### RISK MANAGEMENT PLAN

The purpose of a Risk Management Plan is to help chapters assess how risks may potentially impact specific projects, programs, events, membership and general operations. Chapters are encouraged to develop and implement a Risk Management Plan and annually review the plan. The Chapter's Risk Management Plan will define how risks will be identified, evaluated, managed and monitored.

The Risk Management Plan should include the following elements:

- **Identify:** Identify and acknowledge the existence of particular risks including potential threats to the chapter's operations, programs and membership.
- **Evaluate:** Assess the identified risks to understand the scope, severity and frequency of the risks.
- **Manage:** Develop strategies to manage the risks, such as avoiding the risks, implementing measures to control the risks, or obtaining insurance to transfer the risks.
- **Monitor:** Monitor and observe the effectiveness of the selected risks mitigation strategies over time. Consider adjusting the strategy as the situation evolves.

A sample template for creating a chapter Risk Management Plan is included in the Appendix located in the Alpha Kappa Alpha Sorority Incorporated Guide to Developing a Chapter Risk Management Plan.



# **SAMPLE RISK MANAGEMENT PLAN**

## **TABLE OF CONTENTS**

Introduction.....	5
Mission Statement .....	5
Purpose .....	5
Risk Management Concepts .....	6
Risk Management .....	6
Risk Management Strategy .....	6
Hazing Risk .....	7
Reputational Risk .....	8
Chapter Operations Risk .....	10
Chapter Programs and Event Risk .....	12
Buildings and Facilities Risk .....	14
Resources .....	16

# **SAMPLE RISK MANAGEMENT PLAN**

## **INTRODUCTION**

Risk Management is the process of identifying, quantifying, and managing the risks that an organization faces. One of the key things about risk management is that it is a “process”. It is not something that you do once and complete it. It is something that requires monitoring, evaluation, and revising as needed. While it is impossible to remove all risks from the sorority/chapters, it is important that we understand and properly manage these risks in the overall corporate strategy.

## **MISSION STATEMENT**

The mission of the Pearl Chapter Risk Management Committee is to develop strategies to preserve Alpha Kappa Alpha Sorority, Inc. Pearl Chapter resources by identifying and minimizing the chapter’s risk exposure. Through continuous education, participation and communication, we strengthen the chapter’s membership to protect our legacy.

## **PURPOSE**

The purpose of the Pearl Chapter Risk Management Committee is to:

- Assess the risks and potential threats to Pearl Chapter and its members
- Develop strategies and risk management approaches for implementation by the chapter in order to minimize or prevent risks
- Develop an overall risk management plan for Pearl Chapter
- Interface with the sorority’s legal team and insurance professionals to ensure that our risks are properly managed

# SAMPLE RISK MANAGEMENT PLAN

## RISK MANAGEMENT CONCEPTS

Risk is **anything** that jeopardizes the health, safety, or welfare of an individual or organization. Risk is a factor in every organization including the sorority. For that reason, it is important to review various areas of risk and the possible impact on the sorority and especially, Pearl Chapter. Key areas of risk include, but are not limited to:

- Hazing
- Reputation
- Financial
- Operation and Programs
- Membership

## RISK MANAGEMENT

Risk management is the process of assessing the potential risks involved in undertaking specific activities or events. It includes implementing specific measures, controls, procedures and practices to proactively reduce or eliminate risks including the consequences of incidents and/or losses. As part of risk management, Pearl Chapter will include safety, as well as the cost/benefit of conducting the event or activity.

## RISK MANAGEMENT STRATEGY

Any strategy to address risk issues starts with developing a comprehensive risk management program. The Pearl Chapter's risk management program includes identifying the risks, evaluating the risks, managing the risks and monitoring the risks. Education and training are key components of the chapter's risk management program and includes workshops, webinars and learning modules. Critical conversations with Pearl Chapter's membership are also a key component of our risk management program. The conversations will be timely, relevant, specific, tactful and honest. Communicating the chapter's risk management plan will be designed to assist chapter members with accepting ownership for their part in an effective risk management plan that protects the interests of everyone and the organization.

# SAMPLE RISK MANAGEMENT PLAN

## HAZING RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<p>Attending unauthorized meetings, sessions or rehearsals before, during or after the Membership Intake Process</p> <p>Performing errands and tasks for any sorority member</p>	<p>Am I being asked to keep these activities a secret or am I telling someone to keep these activities a secret?</p> <p>Am I doing anything illegal or contrary to Alpha Kappa Alpha policies and procedures?</p> <p>Does participation in this activity violate my values or those of Alpha Kappa Alpha?</p>	<p>Know and follow all sorority documents</p> <p>Follow the current Membership Intake Process Manual</p> <p>Adhere to the Anti-Hazing Policy</p> <p>Devote 10 minutes at chapter meeting to discuss a component of the Anti-Hazing Policy</p> <p>Adhere to the Soror Code of Ethics</p> <p>Conduct risk management training</p> <p>Conduct chapter hazing awareness and prevention workshop</p>	<p>Basileus, Graduate Advisor, Membership Chairman and ALL Sorors</p>	

## SAMPLE RISK MANAGEMENT PLAN

### REPUTATIONAL RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<p>Failure to adhere to Alpha Kappa Alpha governing documents</p> <p>Unauthorized use of sorority's trademarks, logos and service marks</p> <p>Inappropriate step show content, language, music and attire</p> <p>Bullying</p> <p>Cyberbullying</p> <p>Fighting and other acts of violence</p> <p>Use of profanity</p> <p>Drug and alcohol use</p> <p>Unsisterly behavior</p>	<p>Is the behavior or activity consistent with the Soror Code of Ethics?</p> <p>How would this activity look if it were being reported on the national evening news?</p> <p>What would a potential corporate sponsor or partner think if they googled Alpha Kappa Alpha and my social media post appeared in the search results?</p> <p>Is the activity or behavior legal?</p> <p>Does the behavior demonstrate high scholastic and ethical standards?</p>	<p>Know and follow all sorority documents</p> <p>Conduct/display appropriate behavior on social media and on campus</p> <p>Conduct risk management training</p> <p>Focus on sorority values</p> <p>Protect your privacy on social media</p> <p>Actively engage with leadership for direction and oversight</p>	<p>Basileus, Executive Committee, Protocol Committee, Communications Committee</p>	



## SAMPLE RISK MANAGEMENT PLAN

<p>Aligning or partnering with organizations whose mission, purpose and activities are contrary or inconsistent with the sorority's mission and purpose</p> <p>Inappropriate social media postings, including photographs, videos, and sorority confidential documents and rituals</p>	<p>Would the activity or behavior be appropriate in a work or professional environment?</p> <p>Did I receive the proper approvals? (e.g. use of the sorority's trademarks, event or program insurance, etc.)</p> <p>Is this activity permitted by the sorority's governing documents?</p> <p>When I hashtag Alpha Kappa Alpha in social media posting, is the content related to, or do the images reflect sisterhood, service or scholarship?</p>	<p>Hold sorors accountable for their individual actions</p> <p>Ensure effective communications strategy and plan</p> <p>Use good judgment when speaking and doing</p> <p>Think before posting information and photographs on social media</p> <p>Have critical conversations with sorors as needed</p>		
--	--	--	--	--

# SAMPLE RISK MANAGEMENT PLAN

## CHAPTER OPERATIONS RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<p>Chapter documents conflict with sorority international documents</p> <p>Failure to properly transition new officers</p> <p>Failure to develop and train officers and membership</p> <p>Failure to consistently comply with ALL sorority documents</p> <p>Failure to disseminate, communicate and/or share updated information to membership</p>	<p>Does the chapter hold a chapter retreat?</p> <p>Does the chapter conduct supervised transition workshops for incoming and outgoing officers?</p> <p>Does the chapter hold leadership development workshops?</p> <p>Does every member of the chapter have access to corporate office communication?</p> <p>Does the chapter have a storage location for documents and records that is secure, climate</p>	<p>Know and follow sorority documents</p> <p>Hold annual chapter retreats, establish measurements for success and evaluate for continuous improvement</p> <p>Integrate succession planning in chapter operations and program planning</p> <p>Create an effective internal and external communications strategy and plan</p> <p>Review chapter documents annually for compliance with sorority documents</p> <p>Follow the most current <i>Documents and Records Retention Guide</i></p>	<p>Basileus, Anti-Basileus, Parliamentarian, Bylaws Committee, Standards Committee</p> <p>Leadership Development Committee, Technology Committee</p>	

## SAMPLE RISK MANAGEMENT PLAN

<p>Inadequate records/documents management and retention</p>	<p>controlled and fire proof?</p>	<p>Schedule a supervised officer and committee chairman transition meeting annually</p>		
<p>Inadequate or lack of chapter leadership succession planning</p>	<p>Does the chapter have qualified candidates for offices?</p>	<p>Conduct meaningful workshops and retreats to develop chapter officers, committee chairman and chapter membership for effective and informed operations</p>		
<p>Incomplete chapter and committee meeting minutes</p>	<p>Does the chapter conduct an annual review of ALL documents?</p>	<p>Implement annual review of technology tools and media to ensure content is secure and compliant with sorority policies and procedures</p>		
<p>Outdated technology safety protocols</p>	<p>Does the chapter submit end of the year reports in a timely manner?</p>	<p>Implement annual review of technology tools and media to ensure content is secure and compliant with sorority policies and procedures</p>		
<p>Sharing confidential or private information/lack of discretion</p>	<p>Does the chapter have protocols in place to protect sorority information?</p>	<p>Implement annual review of technology tools and media to ensure content is secure and compliant with sorority policies and procedures</p>		

# SAMPLE RISK MANAGEMENT PLAN

## CHAPTER PROGRAMS AND EVENTS RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<p>Lack of chapter and event specific insurance</p> <p>Inappropriate partnerships</p> <p>Inappropriate promotion of events</p> <p>Events where alcohol is served</p> <p>Lack of adequate security</p> <p>Lack of evacuation plan</p> <p>Lack of contingency plan</p> <p>Hosting an event that is not in alignment with the mission and purpose of the</p>	<p>Does the chapter know if it has insurance coverage? If so, for what and how much?</p> <p>Does the chapter know how to obtain insurance riders for specific events?</p> <p>Does the chapter have guidelines to evaluate appropriate local, regional, national partnerships?</p> <p>Does the chapter have event/program evaluations to ensure that alignment with sorority mission and purpose is achieved?</p> <p>Does the chapter have legal support to review contracts, prior to execution?</p>	<p>Know and follow all sorority documents</p> <p>Review annually the sorority's insurance policy and coverage at chapter meeting</p> <p>Prior to each event, review the sorority's insurance policy and coverage limits to determine if additional insurance coverage is needed and submit appropriate paperwork and fees to ensure coverage is obtained</p> <p>Evaluate the appropriateness of partnerships to ensure they do not harm the image of the sorority or</p>	<p>Basileus, Anti-Basileus, Program Committee, Risk Management Committee, Communications Committee, Event Chairman and Legal Counsel if necessary</p>	

## SAMPLE RISK MANAGEMENT PLAN

<p>sorority</p> <p>Execution of event related contracts (entertainment, venue, minimums, etc.)</p> <p>Lack of realistic budget to support event expenses</p> <p>Undergraduate Chapters: Hosting events without Graduate Advisor supervision</p>	<p>Is the contract in the name of Pearl Chapter?</p> <p>Does the chapter have a security, emergency, and evacuation plan for events and meetings?</p> <p>Does the chapter provide adequate security at your events?</p> <p>Does the chapter have a media and promotion process to ensure proper outlets being leveraged?</p> <p>Does the chapter have a media and promotion plan that protects the reputation of the organization?</p>	<p>conflict with its programs, concerns and values</p> <p>Carefully vet event contracts</p> <p>Carefully read the contract before signing</p> <p>Contract written in the official name of the chapter</p> <p>Develop a security, emergency, and evacuation plan and review regularly</p> <p>Develop plan to prevent injury, including to staff, spectators, participants and others in the event and ensure rapid, effective and appropriate response to any injury</p>		
---	--	---	--	--

# SAMPLE RISK MANAGEMENT PLAN

## BUILDINGS AND FACILITIES RISK

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
<p>Inadequate site selection review criteria</p> <p>Slips, trips and falls</p> <p>Damage to facility during the course of event</p> <p>Loss of facility equipment</p> <p>Food preparation and food allergies</p> <p>Unexpected closure of venue</p> <p>Insufficient staffing to support event</p> <p>Exterior facility hazards</p>	<p>Does the chapter have a facility site checklist as part of the site selection process?</p> <p>Does the chapter complete a visual inspection of the building/venue?</p> <p>Does the chapter check for building and health code violations?</p> <p>Does the chapter work with facilities management to ensure all safety precautions are in place?</p> <p>Does the chapter have a team assigned to monitor for ongoing hazards during the event?</p> <p>Has the chapter met with catering department/services to ensure safe food</p>	<p>Operate legally and in compliance with agreements with facility owners and service providers</p> <p>Develop a site selection checklist and ensure all event committees utilize it when selecting a location for an event</p> <p>Prepare a safety guide for managing risk at events</p> <p>Conduct safety walk</p> <p>Develop a response team and plan for emergencies</p> <p>Supervise the spaces continually during events</p>	<p>Basileus, Risk Management Committee, Event Committee, and Legal Counsel, if necessary</p>	

## **SAMPLE RISK MANAGEMENT PLAN**

	<p><b>preparation and disclosure of all possible food allergens?</b></p>	<p><b>Inspect equipment, condition of facility and activity areas</b></p> <p><b>Review and utilize proper waivers and disclosures</b></p>		
--	--	---	--	--

# SAMPLE RISK MANAGEMENT PLAN RESOURCES

- Alpha Kappa Alpha *Constitution and Bylaws*
- Alpha Kappa Alpha *Manual of Standard Procedure*
- Alpha Kappa Alpha Anti-Hazing Policy
- Alpha Kappa Alpha Soror Code of Ethics
- Alpha Kappa Alpha *Anti-Hazing Handbook*
- Alpha Kappa Alpha Membership Intake Process Manuals (Undergraduate and Graduate)
- *Financial Fundamentals Guide to Chapter Financial Procedures*
- Documents & Records Retention Guide
- Alpha Kappa Alpha *Standards Resource Guide*
- *The Official Guide to Alpha Kappa Alpha Protocol*
- Alpha Kappa Alpha *Social Media Guide*
- Launching New Dimensions of Risk Management, A Guide to Developing a Chapter Risk Management Plan
- Launching New Dimensions of Graduate Advisors & Certification
- Launching New Dimensions in Risk Management Educational Modules
- Alpha Kappa Alpha Sorority, Incorporated, Insurance and Claim Manual
- Photo Clearance Forms – Refer to Guidelines for Alpha Kappa Alpha Websites prepared by the International Technology Committee – Available under Resources in Members Only Section on [www.aka1908.com](http://www.aka1908.com).
- Crowd Management Training Course (on-line at [www. https://crowdmanagers.com/training/](https://crowdmanagers.com/training/) for \$19.95). The certification of course completion expires after two years