

**Aberdeen Heat and Power - Appendix C**

	<b>Assurance Request</b>	<b>ALEO Response</b>	<b>Assurance Rating</b>
<b>Governance</b>	General Data Protection Regulation - Implementation Update	All policies and procedures are currently under review by AHP's quality audit service provider. The GDPR policy is next scheduled for review in February 2020.	<b>Very Low</b>
	Zero Hours Contracts/Scottish Living Wage	No staff are employed on casual or zero hours contracts and all are paid in excess of the Scottish Living Wage.	<b>Very Low</b>
	Recruitment of Tenant Representatives to the Board	The recruitment of two tenants to sit on the Board is not a mandatory governance requirement although it has proved beneficial in the past. AHP attempt to secure recruitment of tenants on a project by project basis so the Board can keep abreast of current issues. Unfortunately AHP have not had a steady stream of ACC project work currently so there has been minimal opportunity to recruit Tenant Representatives. We are however hopefully due to start a new ACC project in the summer and we will endeavour to engage with the tenants and recruit tenant representatives during this project.	<b>Very Low</b>
<b>Risk</b>	Risk Register including EU Exit related risks and mitigations	A copy of the risk register dated June 2019 was provided. The risk register was reviewed and approved at the Board Meeting held on 24th May. All risks identified on the register are categorised and includes risks associated with EU Exit as previously requested by the Hub. AHP advise that the risk register will be reviewed by the external auditor and recommendations will be incorporated and reported to the Board on 9th August 2019.	<b>Very Low</b>
	Details of internal and external audit work	AHP have recently appointed Wylie & Bisset to undertake internal audits over a 3 year period. As part of this focus, processes and policies have already been reviewed to support completion of a new Quality Manual. Auditors will prepare an internal audit plan covering the 3 year period and begin the first set of audits by May/June 2019. Plan was submitted and approved by the AHP Board on 24th May 2019 and will be presented to the Policy and Ops meeting on 11th June. The Hub will report progress in the next reporting cycle.	<b>Very Low</b>
	Business Continuity Planning (BCP) - maintenance and testing of plans	BCP reviewed by the Hub. The BCP is reviewed on an annual basis and presented to the Board for approval. This will be reviewed as part of internal audit plan and captured in AHP's Quality Manual. AHP confirms that testing of the plan is based upon activation as it primarily based upon loss of services and provided two recent examples where there was loss of CHP Generation in two energy centres plus loss of IT at AHP's main offices. The Hub would recommend that these events are recorded and documented to show testing/activation of plan and to ensure that lessons identified from plan activation are recorded and plans updated accordingly.	<b>Low</b>
	PREVENT policies and procedures	PREVENT Government guidance to be used to establish an action plan for Board approval. This will be followed up at a future Hub meeting.	<b>Low</b>
<b>Finance</b>	Management accounts and published annual accounts	Management accounts provided, reviewed by Hub and considered to be comprehensive. AHP to consider adding forecast figures into their financial monitoring reports. Annual accounts not due at this stage.	<b>Low</b>
	Financial Procedures including delegations, Board reports	Due for further review in May 2019 to fit in with internal audit plan.	<b>Low</b>
	Business Planning	Noted timescale for review of business plan due to go to Board in August 2019, thereafter to Committee before the end of the calendar year.	<b>Low</b>