## BUSINESS IMPACT ANALYSIS CATEGORIES

<table>
<thead>
<tr>
<th>Category</th>
<th>Impacts</th>
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| **Financial Impacts** | • Delayed sales or income  
                    |   • Contractual penalties  
                    |   • Regulatory fines  
                    |   • Increased expenses  
                    |   • Lost sales or income  
                    |   • Loss of market share |
| **Infrastructure Impacts** | • Delayed construction  
                    |   • Restricted access to facilities  
                    |   • Machinery/equipment damage  
                    |   • Building damage |
| **Resource Impacts** | • Absenteeism  
                    |   • Data loss/corruption  
                    |   • Supply chain interruption  
                    |   • Loss of power |
| **Intangible Impacts** | • Decreased customer satisfaction  
                    |   • Customer defection  
                    |   • Negative business reputation  
                    |   • Harm to brand  
                    |   • Diminished value of intellectual property  
                    |   • Loss of staff morale |
| **Quality and Safety Impacts** | • Ability to maintain product/service standards  
                    |   • Compromised worker safety  
                    |   • Environmental damage |
| **Legal Impacts** | • Failure to fulfill contracts  
                    |   • Breach of warranties  
                    |   • Force majeure  
                    |   • Failure to comply with regulations |
| **Strategic Impacts** | • Delay in new business initiatives  
                    |   • Decreased focus on new business opportunities  
                    |   • Reduced resources for innovation |
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