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Introducing Ark Workplace Risk

We understand that Operational Risk, Compliance & Safety means different things to different organisations, which is why we offer tailored capabilities as well as trusted advice that goes beyond what other Operational Risk, Compliance & Safety consultancies provide.

We have built on our understanding since 1997 by ensuring long-term commitment to our clients' success in providing some of the largest major and global Property, Services, Retail, Transport & Logistics, and Hospitality & Leisure organisations with our Operational Risk, Compliance & Safety Enterprise Software. Our Outsourcing & Specialist Managed Services are dynamic tailored solutions that take into consideration your organisation's individual needs and financial goals.

Seeing things from your world

We are in an era of unprecedented change; at a time where companies have to keep up with the rapid pace of technological change, fiscal restraints and consumer expectations which force organisations to re-evaluate their business models frequently. It's increasingly folly of many companies to ignore the transformation of the local and global economy, as well as the Operational Risk, Compliance & Safety market itself.

Clients understandably have tighter budgets and want more for their money which creates a variety of challenges.

The opportunities that our Outsourcing & Specialist Managed Services offer are substantial: one of our aims is to add a minimum of £200k to the top or bottom line for each of our clients over a two year period, in addition to yearly optimisation and value creation.

A personal service built around your organisation's requirements

When it comes to your organisation's needs our overall objective is straightforward; making Operational Risk, Compliance & Safety more efficient and cost effective for you. We will link back to your organisation's strategy by listening to you and understanding your structure, systems, staff, style, skills and shared values. The next stage is to look into what this means in terms of your service management, outsourcing and specialist managed services requirements, expertise, level of involvement, your roadmap and the maturity of the management level that you are aspiring to achieve.

Making the most of your Operational Risk, Compliance & Safety management

At the very heart of any solution we seek to create outcomes that deliver benefits building capabilities and serve the purpose of your organisation. We work with you to identify and realise the benefits and subsequently manage them in alignment with your corporate objectives. These can include the following from the benefits map below:

An example of your solutions benefits map

INCREASED FLEXIBILITY	Delivers outcomes that allow you to respond to strategic demands without incurring unnecessary additional expenditure
INTERNAL PERFORMANCE IMPROVEMENTS	Changes that are internal to your organisation, such as improved decision-making or more efficient management processes
ENHANCED PERSONNEL OR HR MANAGEMENT	A better safety-motivated workforce may lead to a number of other benefits such as flexibility or increased productivity
POLICY OR LEGAL COMPLIANCE	This enables your organisation to fulfil policy objectives or to satisfy legal requirements where you have no choice but to comply
PROCESS IMPROVEMENTS	These are 'more with the same' or 'the same with less' that allow your organisation to do the same job with less resources: this leads to a reduction in costs enabling it to do more with the same number of resources
ENHANCED QUALITY OF SERVICE AND RESILIENCE	Improvements to services, such as quicker response to queries or incidents and providing information in a way you would prefer, gives rise to fewer customer complaints and less costly service failures
REDUCED COSTS	Improvements in control and reduction of operating costs or remedial costs
IMPROVED REVENUE GENERATION	Changes that enable increased revenue, or equal revenue level in a shorter timeframe, or both. e.g. tender submissions demonstrate suitable and sufficient safety capability, to a competitive safety record, to a safer supply chain
REDUCED EXTERNAL IMPACT	Changes that enable CSR policy or mitigate the environmental or reputational impact of the organisation
RISK REDUCTION	Changes that enable an organisation to be better prepared for the future e.g. for initiatives in emergency preparedness or reduction. They may also relate to safety or the safety of vulnerable groups: de-risking safety in the supply chain, transferring liability or supporting favourable insurance premiums or reduction in claims as an example
STRATEGIC FIT	Benefits that contribute to strategic fit, or enable the strategic direction through long-term corporate and functional safety plans. e.g. safety and outsourcing, safety as it relates to HR or even Information Management
OPPORTUNITY	Changes that enable new opportunities e.g. new markets for better marketing, reputation, waste reduction, enhanced service offering, etc

Why our clients choose this solution

- Since the delivery and management of stakeholder expectations are the responsibility of Ark, your organisation can fully focus on its core strategic initiatives
- Ark's SLA driven approach will result in key process and continuous improvements delivering significant measurable benefits to your organisation
- Rapid access to a wider range of competencies and experts at different levels
- Improves resilience as Ark provides the infrastructure
- Accommodates staff shortages due to unexpected events
- Costs scalable to demand
- Cost model transparency between us and you
- Ark can work with your organisation to make long term strategic investments that should indirectly and directly benefit your organisation
- Ark will bring our best practices into the role there by making key process improvements
- Knowledge management becomes more streamlined and sustainable with access to a wide platform of case studies, methodologies, best practice, market trends and new solutions
- Reduces overheads: hiring a full-time resource increases costs in expenses, payroll, benefits etc
- Budgetary freedom: Outsourcing & Specialist Managed Services allows organisations to pay only for what they need, freeing up vital funds for other initiatives
- Increases knowledge: not every industry professional can know everything. Sometimes, it's a matter of not having the budget or full time demand for an experienced professional in a given area. Ark can cover these 'knowledge blind spots' affordably on an on-demand basis
- Increased innovation: current staff are less likely to bring new innovative ways of working
- Flexibility to change: as business models need to be reinvented employees may push back on the need to change whereas Ark will be ready to adapt with you

Helping choose a solution for you

Your Engagement Manager will put together proposals for your organisation's tailored solution. We start with selecting one or many of the specialist disciplines dependent on your business requirements. From our initial status review we will propose the platform, resources, benefits and maturity level to achieve your business objectives.

Specialist disciplines

Health & Safety	Workplace & Property Compliance	Emergency & Disaster
Fire Safety	Business Continuity	Data Protection

Your operational risk management maturity & business requirements

How capable is your company today, how capable does it need to be, where you should be and how can we help you to get there?

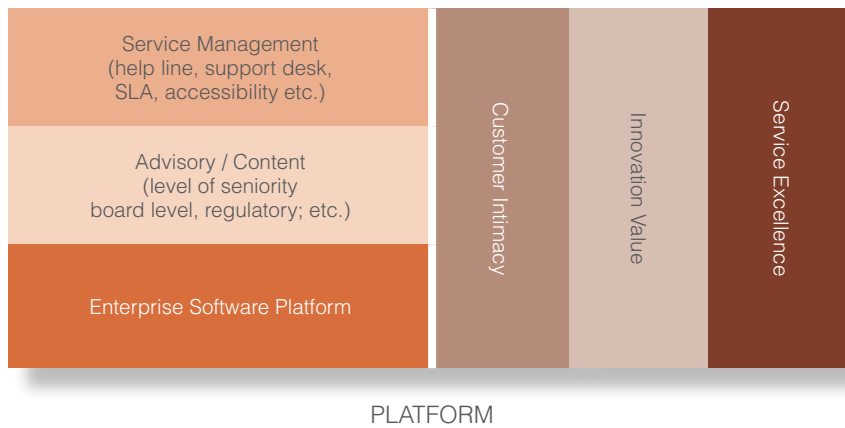
		LEVEL 5 VALUE CREATION (INTELLIGENT OPERATIONS)		
		LEVEL 4 PERFORMANCE (MANAGED)		
		LEVEL 3 TOP DOWN (PROACTIVE)		
		LEVEL 2 MANAGED SILO (REACTIVE)		
LEVEL 1 INITIAL (CHAOTIC)				
Responsibilities are established in silo on a reactive basis	Systems for managing Operational Risk, Compliance & Safety Management are based on a recognised Plan-Do-Check-Act system within the function and authorities are defined and communicated	Operational Risk, Compliance & Safety Management has leadership commitment based on more than continuous improvements with bottom up commitment	Systems for managing Operational Risk, Compliance & Safety Management are based on more than Plan-Do-Check-Act and may include advancement e.g.; Observe-Orientate-Decide-Act; dynamic to the environment; proactive and link to governance frameworks	Operational Risk, Compliance & Safety Management is built into corporate decision making and is seen as a value driver with innovative thinking
Responsibilities depend primarily on individual heroics and capabilities	Operational Risk, Compliance & Safety Management is documented on a mechanical basis	Operational Risk, Compliance & Safety Management Risk is managed as a function	Planned Operational Risk, Compliance & Safety Management programme and objective setting includes rapid escalation and integrated response to adverse or opportunist events	Operational Risk, Compliance & Safety Management is managed as a profit and investment centre
Operational Risk, Compliance & Safety Management is undocumented/or fragmented	Requirements have been identified but do not join up	Planned programmes and objective setting	Results are linked to more than Operational Risk, Compliance & Safety with focus on performance and compliance including business performance as well as metrics for Business Performance Indicators (BPI), Service Level Agreements (SLA) and Operating Level Agreements (OLA)	Workplace GRC Management programs are on a 'workflow' and 'intelligent operations' platform
All requirements have not been identified	Controlled reactive approach by users or events	Results are monitored through leading and lagging key performance indicators with a planned systemised review	Emphasis is creating 'value over cost'	Results are Intensified as every employees job is linked to customer and supply chain performance metrics as well as corporate responsibility
Uncontrolled & reactive approach by users or events	Results are based on and limited to record keeping, accident, ill health and uncontrolled risk	Emphasis is on 'continuous improvement' of the Workplace GRC Management results	TOOLS: E-LEARNING; COLLABORATION, BUSINESS INTELLIGENCE, INTELLIGENT PROCESS AREAS, KNOWLEDGE MANAGEMENT, INFORMATION FEEDS, API FEEDS, CROSS FUNCTIONAL INTEGRATION, SERVICE MANAGEMENT, WORKFLOW, BALANCE SCORECARDS ROADMAPS ETC	
Unstable environment unpredictable results	Emphasis is on 'Do' and record keeping	TOOLS: DOCUMENT MANAGEMENT SYSTEM, ORGANISATION		
Emphasis on 'Do' with limited capabilities	TOOLS: DOCUMENT FILES, SPREADSHEETS			
TOOLS: NONE				

Ark's Workplace GRC Management Maturity Model I ©2015 Ark Workplace Risk Ltd

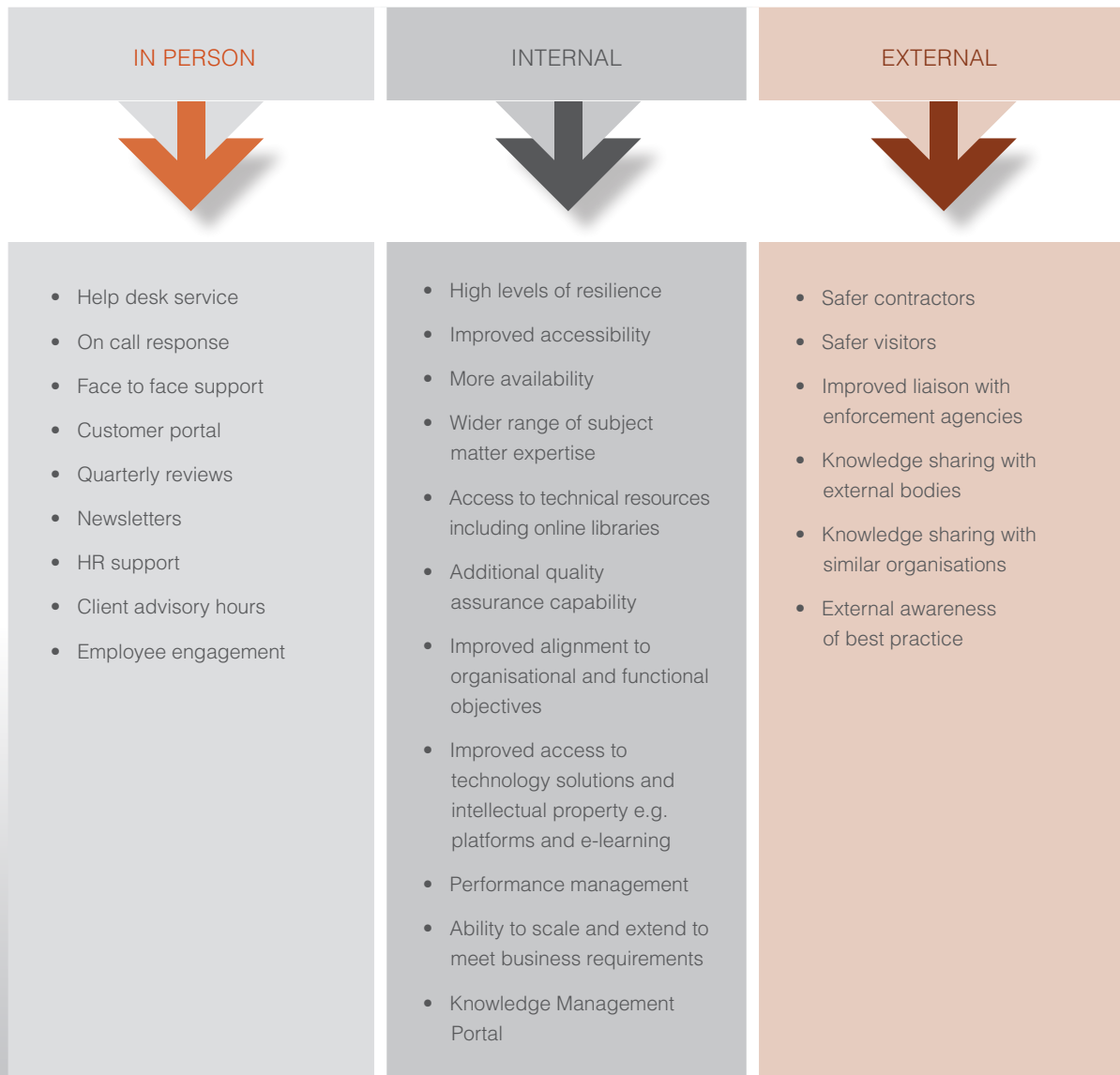
Cost

Value

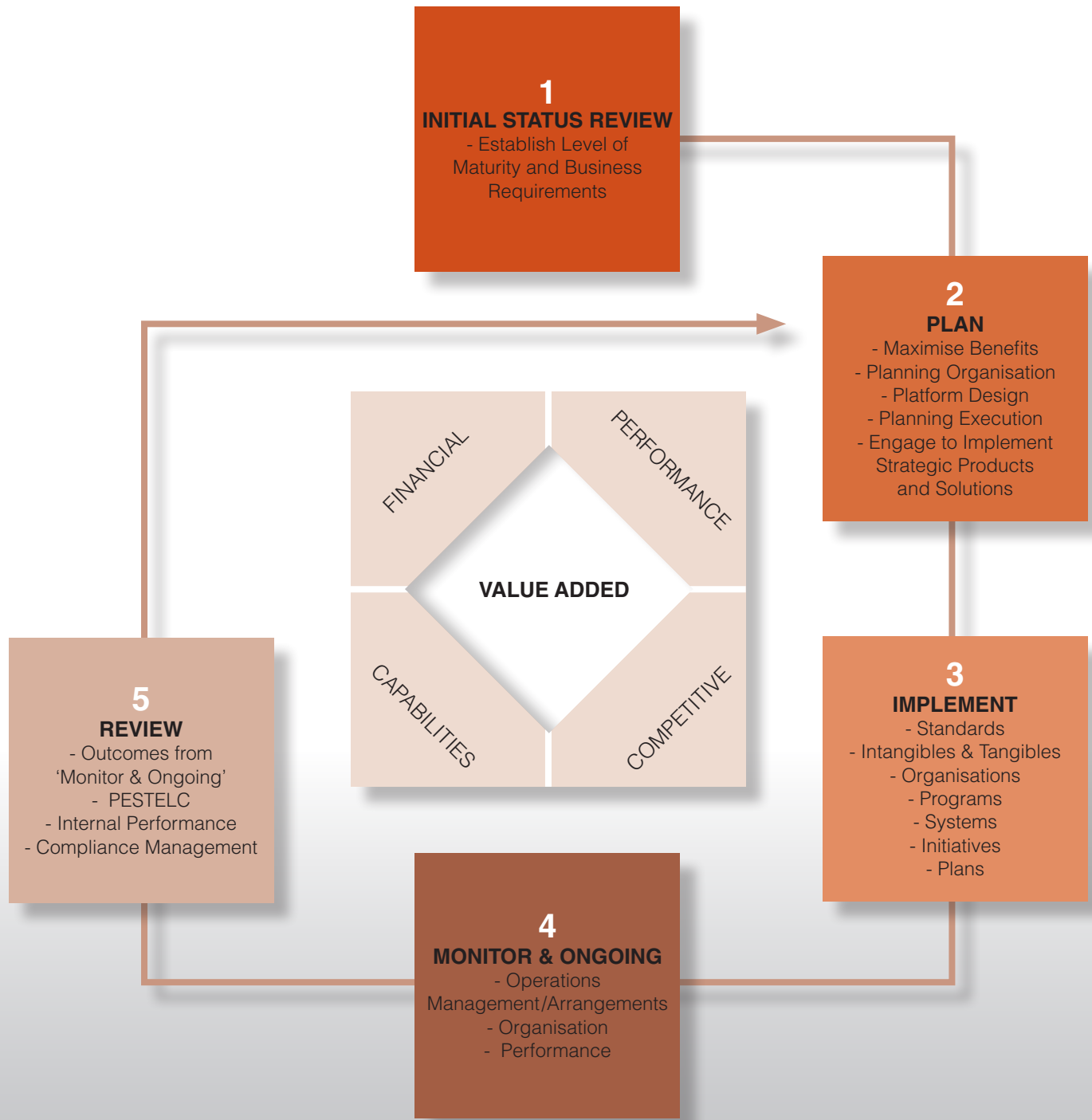
A solution is built on your tailored platform



How your built platform could look to stakeholders



Implementing your solution at a glance



Next Steps

As no two organisations are alike, we believe a discussion with you helps us best understand your individual circumstances and will demonstrate how we can help.

Going forward we will give you more detailed information and take you through each step to get things started. All of this can be done over the telephone, online or in person by visiting you - whatever is most convenient for you.

To find out more, call us on +44 (0) 20 7397 1450 or make an enquiry online at www.arkworkplacerisk.co.uk/outsourcing