

Risk consulting Risk services

The management of risk is fundamental to ensuring the survival of your business, as well as maintaining a competitive edge in today's market. Marsh Risk Consulting specialises in applying risk management principles to assist our clients to improve their ability to predict, prevent and respond to risk events that will impact their business.

We have developed a range of different risk management solutions that are tailored to the needs of our clients.

Specialising in Strategic Risk and Business Continuity Management services, we work to ensure that risk management is integrated with our clients' strategies, goals and management approach. We do this by designing and delivering management strategies that allow our clients to take advantage of business opportunities, while managing the risks that could potentially disrupt their operations or damage their reputation, ultimately resulting in a financial loss.

Marsh Risk Services has experience in a wide range of industries and will tailor our risk approach with a view to designing the most appropriate solutions for our clients.

Our trademarked lifecycle methodology consists of a comprehensive, integrated set of tools and techniques and includes detailed work steps, presentations, forms, checklists and other support material. It provides major benefits to our clients because it is:

- Business oriented, resulting in cost-effective business-wide solutions based on our clients' unique business objectives, needs, and risks.
- Based on the most up-to-date business continuity ; crisis management, recovery and restoration practices and procedures.
- Comprehensive, covering the spectrum of risk management considerations, issues and approaches.
- Flexible, providing a detailed set of guidelines whilst still allowing our approach to be tailored to your specific risk management requirements and project scope.
- Practical, in that our processes and procedures have been utilised, assessed and proven to be credible in real-life situations.



Business Continuity Management

Business Continuity Management protects your business in the event of an interruption to your usual operations by:

- maintaining revenue streams, supply/distribution channels
- protecting your corporate reputation
- reinforcing issues of corporate governance
- ensuring that your obligations are met.

Our consulting team will work with you to determine management priorities during an event and guide the restoration of critical functions.

Crisis / Emergency Management

What constitutes a crisis for an organisation will depend on

the nature of its business. In broad terms a crisis is defined as an escalating incident that poses a serious threat to the operation, viability and / or reputation to an organisation. A Crisis Management Plan contains practices and procedures to assist the organisation to effectively respond to, and manage the tangible and non-tangible issues and implications arising from a crisis or escalating incident should one occur.

Marsh Risk Consulting is experienced in developing detailed Crisis / Emergency Management Plans tailored to the specific needs of our clients. We also provide a range of supportive services to enhance the effectiveness of a company - wide response. These include training and awareness sessions, live-simulation exercises, desk-based communications exercises and crisis communications management and media training.

Strategic Risk Management Services

Risk management enables an organisation to identify all forms of risk it may encounter and formulate plans to respond to changes in its environment. The implementation of a risk management system aims to ensure fewer fluctuations in operations, improved profitability and a reduction in expenses. At a strategic level, the implementation of risk management practices improves an organisation's corporate image, and allows it to realise a competitive advantage, as well as simply making good business sense.

Implementing a risk strategy into your organisation can be challenging. Our Risk Consulting Team can assist you by:

- developing risk management systems and programs
- auditing existing risk management programs
- conducting risk and business impact audits
- establishing a profile of the risks that are inherent in the organisation's operating environment
- linking risk management systems to Business Continuity Plans and Disaster Recovery Plans.

Business Process Re-engineering

An effective business process is the foundation of an effective organisation. Many companies struggle to be effective due to the interfaces between departments becoming unclear or flawed. This ultimately can affect all end-to-end processes and ultimate service efficiency to your customers.

Marsh Risk Services has the expertise to identify, scope, map, implement and improve your organisation's existing processes. We have developed a process improvement methodology, which incorporates:

- detailed process mapping and analysis
- the use of change management tools and methodology
- the linking of organisational goals and the identification and management of any risks inherent to the processes.

Tailoring Teams to Our Clients' Needs

Our clients benefit from our integrated range of risk management services and solutions. Our consultants come from a range of diverse backgrounds and combine a solid understanding of a broad range of industries with expertise in risk management. These local teams are supported by the intellectual capital of our global consulting network.

For more information contact:

William Pollock

Managing Principal
Risk Services
william.pollock@marsh.com
+ 613 9603 2747
Fax: + 613 9603 2790

Costa Zakis

Principal
Risk Services
costa.zakis@marsh.com
+ 612 9375 9856
Fax: + 612 9375 9737

Peter Daniels

Principal
Risk Services
peter.daniels@marsh.com
+ 613 9603 2751
fax + 613 9603 2790

Marsh Pty Limited

ABN 86 004 651 512
www.marsh.com.au

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