

CIR Risk Management

AWARDS 2016

*Celebrating success
within the practice of
risk management*

*Save the date
The 2017 Risk
Management Awards*

*will take place on
9 November.*

THE WINNERS 2016

cirmagazine.com/riskmanagementawards

Supporters



Risk Management Awards



The winners

Risk Manager of the Year

WINNER: Helen Hunter-Jones, Network Rail

Newcomer of the Year

WINNER: Richard Bendall-Jones, Network Rail

Risk Management Team of the Year

WINNER: Skanska

Cyber Security Initiative of the Year

WINNER: Scottish Water

Operational Risk Initiative of the Year - sponsored by IOR

WINNER: Scottish Water

Risk Management Programme of the Year

WINNER: Transport for London
(Rolling Stock Renewals)

Major Capital Projects Award

WINNER: Arup with London Underground

Public Sector Risk Management Award

WINNER: Transport for London

ERM Strategy of the Year

WINNER: Argo Group

Highly commended: Transport for London

GRC Risk Reporting, Controls and Assurance Programme of the Year

WINNER: The Church of Scotland

International Risk Management Award

WINNER: DLA Piper

User Implementation Award

WINNER: DHL and Origami Risk

Risk Management Awards



Public Safety Award

WINNER: Post Office Limited - Protection of Vulnerable & Elderly Customers Programme

Consumer Risk Award

WINNER: Post Office Limited - Protection of Vulnerable & Elderly Customers Programme

Risk Management Product of the Year

WINNER: HawkSight Security Risk Management Ltd

Operational Risk Technology of the Year

WINNER: Quantifi

Risk Management Specialist Company of the Year

WINNER: Arup

Cyber Security Product

WINNER: Titania

Highly commended: Schillings

Best Use of Technology in Risk Management

WINNER: Telogis

Risk Management Innovation of the Year

WINNER: Zurich

Environmental Risk Initiative of the Year

WINNER: Datatecnics



With thanks to our supporters



THE WINNERS

Risk Management Innovation of the Year



Pictured are Chris Wicks, Zurich; and Barry Menzies, Commercial Director and Head of Dielectric Fluids, M&I Materials; with host Mark Watson

Winner Zurich Risk Advisor

The judges said: This entry presented a practical innovation with useful functionality, promising risk managers simplicity and ease of use.

About Zurich: Zurich is a major multiline insurer that serves its customers in global and local markets. With about 55,000 employees, it provides a wide range of general insurance and life insurance products and services; serving individuals, small businesses, and mid-sized and large companies, including multinational corporations, in more than 170 countries.

Risk prevention is a central element of Zurich's services. With over 75 years' experience and more than 900 Zurich Risk Engineers around the world, its goal is to help customers protect themselves from risk in order to limit the impact of any losses to their balance sheets and their reputations. The development of Zurich Risk Advisor meets many customers' satisfaction goals: transparency of the evaluation criteria used by Zurich Risk Engineers, support for decisions that enable risk managers to prioritize their risk improvement actions by easily visualizing the greatest impact, and the opportunity to self-evaluate using proven methods.

Even when a company's in-house experts can identify risks, it can often be difficult to identify which risks to address first or the best way to mitigate them. That is what led Zurich to develop its Zurich Risk Advisor app. The app is available in several languages

and consists currently of two modules: "What if" and "Self Risk Assessment". For Zurich customers, the 'What If' feature simulates the impact of improvements that our Zurich's risk engineers have recommended to mitigate risk. The "Self Risk Assessment" allows companies of different sizes to assess fire risks related to their property damage, giving them easy access to our risk grading methodology. Other risk areas are set to follow, including Employers Liability.

These innovations have caught the attention of industry and Zurich's customers. In addition to winning this award, Zurich Risk Advisor was also second behind another Zurich innovation among top contenders in the Innovation Prize of the Swiss Insurance Industry.

The app is already very popular among its customers across the globe with further developments and new capabilities planned for 2017, including a Risk Improvement Management functionality through the integration with Zurich's customer risk management portal, My Zurich. The Self Risk Assessment module, which is available today for fire damage prevention, will soon be extended to other areas and will include the ability to add site location details, location coordinates, currency, and occupancy, and the ability to add free text notes.

zurich.com/zra



Risk Management Innovation
of the Year

NOW YOU CAN KEEP AN EYE ON YOUR RISKS FROM ONE PLACE.

Protecting the business you love is easier when you have a clear view of what might affect it. My Zurich is an online portal that gives you 24/7 access to real-time claims data, the status of your policies and wordings, including benchmarking for risk engineering data, in a transparent way.

FIND OUT MORE AT
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THE WINNERS

User Implementation Award



Pictured are Rob Glenister of DHL; Patty Roper of Origami Risk; and chairman of Alarm, Peter Andrews; with host Mark Watson

Winner Origami Risk & DHL

The judges said: This year's winning entry was a shining example of how successful the client-consultant relationship can be, and shows what it takes for that relationship to produce outstanding results.

About the partnership: With approximately 600 locations and more than 22,000 vehicles throughout the UK and Ireland, DHL was looking for an efficient way to centralise its loss data and risk information. Its growing focus on safety and risk management called for a provider that not only could deliver more robust data capture, sharing and analytical capabilities, but had these concepts ingrained into its DNA.

Origami Risk's intuitive web-based software streamlines how risk, insurance and claims data are collected, analysed and shared—ultimately helping organisations be more productive and manage their total cost of risk. Origami's industry-leading RMIS, Claims Management System and Policy Management System offers speed, flexibility and automation, including data import/export, claims management, analysis and reporting tools. As a cloud-based solution, Origami has provided an app accessible by DHL drivers to upload accident footage from an accident or vehicle damage on a timely basis. The mobile capability enables accident-related video to be uploaded into the Origami system before it is automatically overwritten, generating insurance savings and reduced litigation risk. Without the ability to upload the information through the app, DHL would not be able to capture and retain all of the video from accidents throughout the UK

and Ireland. This solution has been in place since the beginning of June and plans are already underway for its expansion. DHL and Origami Risk are continuing to expand the implementation of the RMIS to additional areas where the ability to capture and analyze large volumes of data will enable DHL to drive further improvements in safety and loss control, performance and risk management across its operations throughout the UK and Ireland.

"A highly effective team approach is deeply engrained in the cultures of both firms," said Robert Petrie, CEO, Origami Risk. "What distinguishes Origami Risk most from other firms in our industry is our ability to deliver superior client service, fueled by a steady stream of innovation and thought leadership. In this case, the DHL risk management team's strong safety culture and keen understanding of its information management needs enabled us to work together to fast-track implementation and quickly seize opportunities to build on the success we achieved."

Julian Thomas, Regional Head of Process & Systems - UKI, EE & EMA, DHL Insurance & Risk Management, said: "Our effective collaboration with Origami Risk is bringing numerous benefits to our risk management initiatives and shows the impressive gains that can be made when two firms work together seamlessly and share an identical mindset about technology, service and performance."

origamirisk.com





ORIGAMI RISK

Winner of the 2016 **CIR Magazine** User Implementation Award



User Implementation Award

RMIS ■ Property Values Collection ■ Claims Admin & Incident Intake
Policy / Program Management ■ Claims, Internal & Safety Audits
Governance Risk and Compliance (GRC) ■ Captive Management
Powerful Reporting & Analytics ■ Asset & Fleet Management
and more



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THE WINNERS

ERM Strategy of the Year



Pictured are Alex Hindson, Chief Risk Officer, Argo Group; and Jane O'Leary, Vice-Chairman of public risk management association, Alarm; with host Mark Watson

Winner Argo Group

The judges said: The winning organisation in this category impressed the judges with its methodical build-up of sponsors as its structure – traditionally a genuine challenge with enterprise risk management.

About Argo Group: Argo Group's Enterprise Risk Management (ERM) team has accomplished a lot over the past year and the industry has been noticing.

"Our focus has been on implementing practical tools that help the company make better informed business decisions about threats and opportunities, whilst meeting a range of external stakeholder expectations, including those of credit rating agencies and regulators," said Alex Hindson, chief risk officer, Argo Group.

Argo Group established a new Risk Management Strategy in July 2015. This strategy laid out an agenda for ERM until 2020, and was presented to – and endorsed by – the Risk Committee of the Board of Directors.

One of the first elements of the plan was to establish an ERM Steering Committee that included leaders across the business representing different functions and business units.

The ERM team as a whole came together for the first time for a two-day strategic planning session and team-building exercise

in New York in October 2015. Its goal was to agree on a team mission and objectives for 2016.

In an effort to create an even more risk-aware culture at Argo, the ERM team worked closely with communications to establish a stronger internal brand for itself and launched its own website in November 2015. A series of ERM training days, workshops and handbooks help to bring risk management to the forefront of Argo employees' minds.

"Establishing a clear ERM strategy and repositioning the ERM function within the organization has been a key focus for 2016 and had made a significant difference to how Argo is perceived by regulators and rating agencies," said Jay Bullock, chief financial officer.

The ERM function is now focused on establishing itself as a team of business partners. It works with leaders across the business to articulate risks facing the business. This means helping to mitigate threats to the organization, and identify plans for securing new business opportunities.

"Argo continues to invest significant time and resources into building an industry-leading Enterprise Risk Management programme. It's gratifying to receive recognition for this hard work," Hindson added.

argolimited.com



Argo Group is honored to receive the 2016 ERM Strategy of the year award.

“Argo continues to invest significant time and resources into building an industry-leading Enterprise Risk Management program. It’s gratifying to receive recognition for this hard work.”

— Alex Hindson,
Chief Risk Officer, Argo Group



CIR Risk Management
AWARDS 2016
winner

ERM Strategy of the year

THE WINNERS

Best Use of Technology in Risk Management



Pictured are Tracy Ryan of Telogis; and Risk Management Awards panel member and CRO of Randall & Quilter Investments, Susan Young; with host Mark Watson

Winner Telogis

The judges said: This year's winning entry connects everything together for better efficiency, safety and productivity.

About Telogis: Telogis provides Mobile Enterprise Management, optimising businesses and transforming global supply chains by connecting everything outside an organisation's four walls.

A lack of safety and efficiency can, in many cases, cost a company millions of pounds. The Telogis platform is used in thousands of vehicles around the world, meaning they have access to a vast amount of data. Telogis has been examining data since 2001, meaning it has substantial experience in understanding what makes drivers, fleets and fleet reliant business tick. Telogis increases the effectiveness of fleet safety and risk management programmes at every touch point.

Telogis Coach was created to target efficiency and safety within fleets. Coach takes key data gleaned by the Telogis platform and feeds it back into a game-based application. It then presents this information in the form of a scoreboard and ranking performance on efficiency and safety compared to others, encouraging them to improve performance in a positive way. Available on iPhone, iPad or Android smartphones and tables, Telogis Coach gives mobile workers direct access to their driving record.

Ultimately, Coach helps fleet managers inspire mobile workers to

drive efficiently and safely using positive reinforcement, friendly competition and team spirit with the driver leaderboard.

Organisations are under immense pressure to evolve the way they work to keep up with rapidly changing customer and employee demands.

Telogis is a Mobile Enterprise Management company – it connects, optimises and transforms organisations for the mobile era and solves this problem by centrally linking every element of a business' mobile operation to one single platform. This allows businesses to maximise resources, increase productivity and reduce risk.

Specific ways risk can be reduced through the Telogis platform is through factors like fuel reduction, reduced service and maintenance costs and increased vehicle and driver safety. Telogis also uses a modern gamification approach through its Coach application, to encourage fleet drivers to compete to drive with less risk.

Telogis' cloud-based, one platform approach dramatically reduces the complexity and risk of managing mobility. No other vendor can provide the depth of intelligence that Telogis can into business operations and supply chain performance.

telogis.co.uk



Best Use of Technology in
Risk Management



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Field service software that unites the whole team. A flexible yet powerful workforce management software solution. Web-based for a real-time view of your operations, allowing you to quickly understand what's happening right now, and what action needs to be taken.

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