



RESOURCE RISK MANAGEMENT

Business Risk Intellectual Services

"SUSTAINING CORPORATE INFRASTRUCTURE AND RESOURCES"

ASSET & INVESTMENT RISK BUSINESS RISK FIRE & LIFE SAFETY PROJECT LEADERSHIP





Business Risk Management

RRM's business risk management provides risk-mitigated business continuity, disaster recovery, competitive advantage, growth and return for strategic, environmental, commercial, financial, operational, project, investment or business segment specific, threats.

Management of business risk involves identification of physical and procedural threats, development of an understanding of those threats that can and cannot be tolerated, and implementation of a systematic process to value, identify and recommend mitigation measures.

This process includes facilitation of stakeholder input, building the appropriate level of analysis for effective identification, measurement, leverage/mitigation, monitoring, maintaining and trialling of measures to optimise profitability and maintain competitive advantage.

Why RRM?

RRM personnel are experienced business managers, having held direct operational responsibility to director level within Australian and international businesses. Our experience is diverse; the businesses managed include manufacturing, product distribution, through to contract/project administration of minor to multi-million dollar businesses and projects.

RRM's services are flexible and we can provide third party audit and support to the business entity's management team in communicating risk management concepts and requirements and managing and/or monitoring processes or implementation of replacement processes.

RRM can manage all stages from stakeholder facilitation, hazard identification and risk mitigation options, through cost benefit studies, reports and recommendations. This is then applied to meet the needs of our client - for a project, division, operational group or organisation wide.

RRM also provides individual expertise, with RRM personnel serving as independent committee members on corporate governance, finance, product, project delivery and audit review committees for several Australian and International organisations.



Intellectual Services

The success of RRM’s business risk management has been to offer a flexible range of services to meet the specific needs of our clients that encompass in detail the following:

Intellectual Services Offering	Capabilities
1. Business Continuity	<ul style="list-style-type: none"> ❖ Capital Allocation Modelling ❖ Business Impact Analysis ❖ Residual Risk Analysis ❖ Disaster recovery ❖ Reliability and availability
2. Business Risk Analysis	<ul style="list-style-type: none"> ❖ Analysis of the threats to: facilities, operations, investments, projects, market position, competitive advantage, regulatory and technology changes ❖ Strategic business positioning (RRM is specifically experienced in the wider China markets including Hong Kong, Macau and Taiwan) ❖ Supply chain risk assessment ❖ Project and OH&S risk analysis ❖ Market and product liability/recall risk and planning
3. Sustainability Risk Analysis	<ul style="list-style-type: none"> ❖ Business Case Development ❖ Audit and assessment of carbon emissions ❖ Sustainability assessment and reporting ❖ Risk analysis reduction strategies ❖ Implementation and compliance of sustainable initiatives

Business Continuity

RRM identifies, analyses and mitigates business risks affecting our clients, duty of care, profitability, revenue/cash flow, operational costs, competitive position and/or future business prospects.

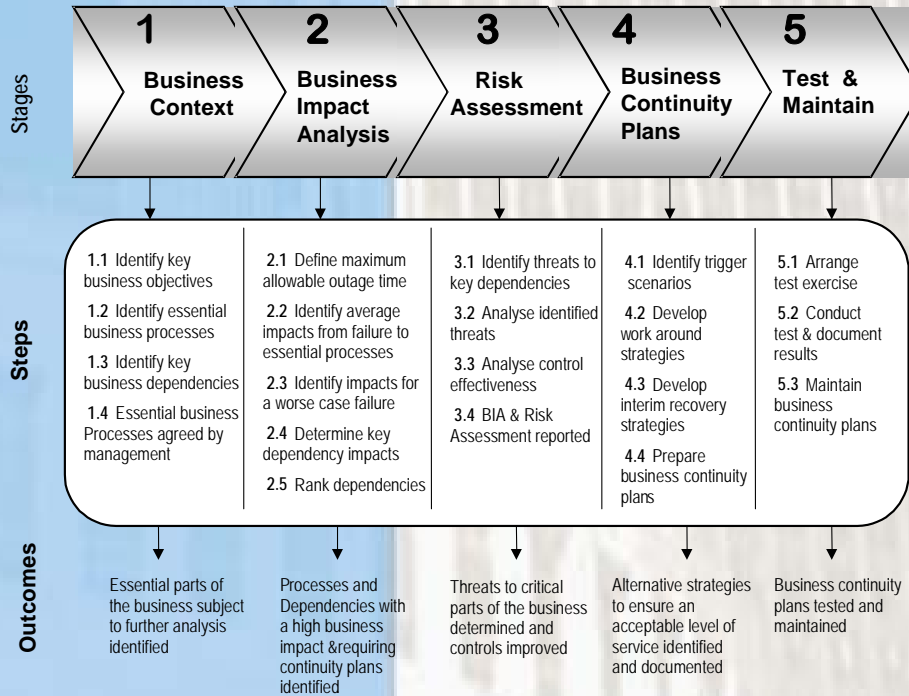
Business Continuity management details Company Policy, Strategy, Procedures, Responsibilities and Accountabilities associated with the management of impacts and the subsequent prevention, protection and restoration of optimum business levels.

This is assessed via the RRM Capital Allocation Model that incorporates context assessment, business impact, risk and residual risk analysis,



mitigation recommendations and implementation, training, auditing and trialling.

RRM's capital allocation model is a five step process that focuses on the upside opportunity of business risk.




RRM can provide and/or support management through the identification, analysis and mitigation of risks in areas of management accountability such as supply and distribution, O.H.&S., fire and life safety, environmental protection, equipment/asset reliability, equipment/asset maintenance programmes, essential services, facilities' management and management in response to identified potential events.

Disaster Recovery

As a component of or as a separate project to business continuity RRM has undertaken several disaster recovery projects in response to business' dependency on their IT platforms and infrastructure that support their business processes. This may include logistics, product and intellectual services offerings and business platforms delivering an organisation's competitive advantage. If a disaster affects the business' ability to operate the IT infrastructure, business processes stop, and the business may lose revenue and market share.

A disaster may be anything that results in the inability to access the IT infrastructure, e.g. fire, burst water pipes, gas leaks, accidents causing serious injury, storms or damage to adjacent property. During the SARS crises, one global banking organisation was crippled as neither the



primary or the fully redundant data centre was available due to staff shortages.

RRM's disaster recovery services fall into three areas:

Plan – Develop and maintain a recovery plan by identifying the key business processes, intellectual property and product components, the hourly cost of not having them available, mapping them to the applications, then mapping the applications to the IT infrastructure.

Protect – Design, implementation and optional operation of disaster tolerant cluster and storage environments across geographically separated data centres.

Recover – Project manage and trial fully configured outsourced or workplace recovery procedures for key operational and call centre platforms.


This single focus of the RRM solution is to identify key IT business assets, identify a robust, cost optimised, compliant approach to enable an organisation to continue its business processes after a disaster, thereby avoiding loss of market share or worst, business failure. The benefits to customers include:

- Minimisation of financial losses and protection of IT and software investments.
- Continuation of business processes within the tolerable interruption level even after the most serious disaster.
- Ongoing rehearsal and review to ensure that the solution remains appropriate

Reliability Availability & Maintainability (RAM)

In undertaking business continuity and disaster recovery services RRM has recognised that to cost optimise any recommended internal or outsourced course of action requires comprehensive reliability studies to analyse complex systems and identify the most critical elements of a system or process. Reliability/availability analyses, such as failure mode and effect analysis (FMEA) and fault tree analysis (FTA), are tools for minimising equipment downtime and system failure, and to increase the operational lifetime of a system.

The optimum priority of maintenance activities may be obtained through reliability-centred maintenance (RCM). This is a method for directing maintenance efforts based on risk profile to the areas of greatest importance for reliable system operation.



RRM is comprised of experienced consultants within the field of RCM, who can assist in developing performance based maintenance programs for the effective utilisation of maintenance resources.

Sustainability Risk Management

RRM provides sustainability-based risk assessment and strategic planning to identify an organisation's risks, establish benchmarks and evaluate opportunities for performance improvement.

RRM's sustainability consulting service assists businesses in accurately and reliably reviewing their commitment to a sustainable future; publicly articulating its status; and developing procedures and processes for compliance.

RRM has been, from the initial recommendations of the Kyoto Protocol, a carbon neutral organisation and has been advising its clients on greenhouse gas emissions and sustainable initiatives since 1995.

RRM's expertise in sustainability includes advice on the control and substitution of greenhouse gases in Australia at State and Federal levels as well as with industry bodies, and the US EPA and OSHA.

RRM's sustainability services help clients deal with:

Business case development. The appropriateness of sustainability reporting to individual organisations or projects, the benefits, and the risks if no action is taken.

Establishment of suitable indicators, criteria, information needs. How sustainability data is obtained and managed, the most appropriate sustainability indicators, and how success is measured.

Contact Us

RRM operates central offices in each major region of participation to support our intellectual services. Central office locations are:

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