

Risk Management and Assessment for Business

Helping clients to manage health, safety, security, environmental and business risks in sectors where the impact of loss is high.





About Risktec

Risktec is an established, independent and specialist risk management consulting and training company. We help clients to manage health, safety, security, environmental (HSSE) and business risk in sectors where the impact of loss is high.

OUR SERVICES ENCOMPASS:



Consulting

Specialist risk management services, delivering packaged and proportionate solutions to help reduce and manage risk.



Learning

Online and classroom training and postgraduate education to help develop competent risk management professionals.



Resourcing

Specialist risk, HSSE and engineering associates to work at client locations to help fill resource and skills shortages.

What Differentiates Us

Risktec was formed with the specific aim of helping clients to manage HSSE and business risk, and has been part of the TÜV Rheinland Group since 2014. Our people are high calibre and motivated professionals, with a clear focus on meeting clients' expectations.

We strongly believe the following key factors differentiate us in the marketplace:

OUR VALUES AND CULTURE

The key values underpinning our culture are Teamwork, Integrity, Empowerment and Solutions. We work collaboratively, both within Risktec and when working with clients. We act with honesty, integrity and consistently high ethical standards. We empower everyone to deliver all aspects of a project to the best of their ability in a supportive, open and trusting environment. We are responsive and flexible to our clients' needs, delivering complete and pragmatic solutions.

OUR INDEPENDENCE

Our independence is achieved through our selected range of services, our company values and our legal structure. Our services are independent from design, construction and operations, and as such we offer truly impartial advice. Our company values include integrity, which means we are open about difficult issues. Finally, TÜV Rheinland has no shareholders with conflicting corporate goals to satisfy, enabling us to take a long-term view in everything we do.

OUR APPROACH

We are committed to providing clients with solutions, built on a sound understanding of the client's business and the issues they face. Throughout a project we work with our clients to ensure ownership of the solution. We believe this philosophy leads to mutually trusting relationships with our clients. We highlight the positives, but also do not shy away from identifying weaknesses. In this way we help clients to objectively understand their risks and the quality of their systems for managing them.

CLIENT SATISFACTION

Ultimately it is our clients who decide how well we are doing and we place great emphasis on their feedback. Consequently twice a year we survey the clients of all our active projects and we are delighted to receive consistently high levels of customer satisfaction (see page 14). This feedback drives continuous improvement across the business.



Our Markets

Our expertise is particularly suited to companies and organisations operating in the high hazard industries and other sectors where the impact of loss is high. Our consultants have considerable international experience and our multi-industry expertise facilitates the sharing of good practice.

HELPING OUR CLIENTS TO:

- Achieve safe and reliable operation and avoid loss
- Comply with complex legislation and corporate standards
- Protect business reputation
- Ultimately protect and enhance enterprise value



OUR CLIENTS

Risktec has a substantial track record of working with leading international and national operating companies, design engineering companies, manufacturers and suppliers, insurers and service providers, as well as industry associations and regulators.

OUR MARKETS INCLUDE:

- Civil nuclear power generation, reprocessing, waste management and decommissioning
- Nuclear submarines, dockyards, naval bases and specialist facilities
- Offshore and onshore oil and gas drilling and production, refining and chemical sectors
- Railway, marine and aviation transport, ports and airports
- Renewables sectors including wind and wave
- Manufacturing, pharmaceutical and process sectors
- Insurance and risk-financing services
- Public sector local authorities and fire and rescue services

OUR EXPERIENCE

We work on all stages of the asset lifecycle, from feasibility studies and concept selection, through front end and detailed design, to construction, commissioning, operations, maintenance and modifications, and decommissioning.

We also have considerable experience of a broad range of regulatory, cultural and working environments, from prescriptive to goal-setting legislation, from compliance to learning organisations, and from harsh to mild environments.

We have a proven track record to meet the challenges each industry faces; whether new build or extending the life of assets, frontier or brownfield developments, application of novel or traditional technologies, organisational and cultural change, or changing regulatory regimes.

In working with us clients can be assured of responsive, high quality technical support delivered by experienced consultants, tailored to meet specific circumstances.

We work across the entire lifecycle of facilities and equipment:

Ensuring & demonstrating safe PRODUCTS throughout lifecycle



Ensuring & demonstrating safe LOGISTICS

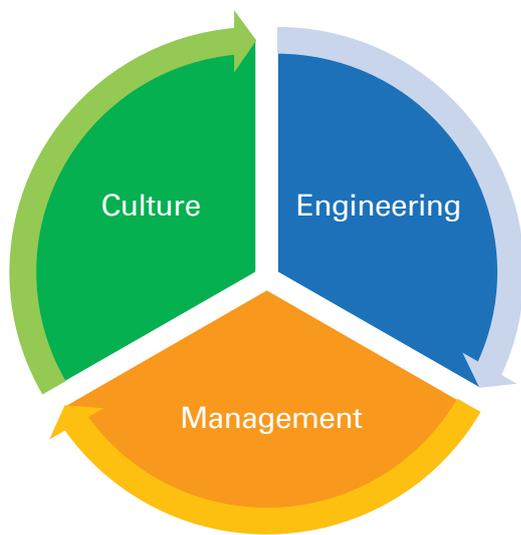


Ensuring & demonstrating safe PROJECTS throughout lifecycle



Consulting

Our experience ranges from delivering small self-contained work packages to managing complex multi-disciplinary projects with a large number of stakeholders.



Our services recognise that controlling risk requires understanding engineered and technological systems, management systems and organisational, cultural and behavioural factors.

Our deliverables range from assessments for specific risk issues, through formal safety cases for large industrial facilities, to entire management system documentation, and multi-year training, cultural and implementation support.

ENGINEERING

Identifying, analysing, evaluating and reducing the risks associated with facilities, operations and equipment to acceptable levels.

MANAGEMENT

Identifying, developing and implementing effective policies and procedures to maintain control of risks and minimise loss.

CULTURE

Accelerating cultural and behavioural improvement, and ensuring a solid foundation for building sustainable improvements in risk control.

UNIQUE FEATURES

- Our approach is based on a unique blend of creative engineering, scientific and management skills, proven methodologies, up-to-date analytical tools and data and a practical outlook.
- Our collective expertise and experience means we provide solutions for our clients not more problems.
- We listen and work collaboratively with the client, taking an open and proactive approach.
- Our hard-earned experience of working across a wide range of different industries, environments and cultures, means we consider all factors.
- We are totally committed to working with our clients and stakeholders to arrive at pragmatic solutions, with a level of effort proportionate to risk.
- We endeavour to make use of existing information and promote engagement with operational personnel to help identify and prioritise issues.
- We have a culture of sharing our knowledge with clients, through meetings, presentations, reports, tools and training.
- We aim to be the long-term partner of choice, advising throughout the facility lifecycle, business expansion or change initiative.





Learning

Risktec provides a unique training and education service, from a single training course to a Risktec professional qualification or a tailored master's programme in Risk and Safety Management, all taught by our experienced consultants. Our courses encompass the breadth and depth of our consulting services.

UNIQUE FEATURES

- Risktec specialises in assessing and managing major risks
- Postgraduate qualifications
- Risktec professional qualifications
- All courses developed and delivered by practising risk consultants
- Our distance learning programmes are 100% online
- Our whole approach is flexible to meet client needs

KEY BENEFITS

For the client company:

- More skilled resource with formal qualifications or certification and greater staff retention
- Relevant learning, by tailoring case studies and methods
- Up-to-date topics delivered by approved risk practitioners
- A modular approach that maximises flexibility
- Effective use of training budget through targeted, client-specific learning

For the student:

- Receipt of formal qualifications from a recognised institution or certification from an industry leader
- Demonstration of learning rather than just attending a training course
- Specific learning, with case studies directly related to the place of work
- Pathways through programmes that are tailored to individual needs

OUR SOLUTIONS

By practitioners for practitioners:



Our university postgraduate education programmes are delivered in partnership with Liverpool John Moores University:

- Master's Degree (MSc)
- Postgraduate Diploma (PgDip)
- Postgraduate Certificate (PgCert)
- Certificate of Professional Development (CPD) for single modules

Our Risktec Professional Qualification (RPQ) training programmes are:

- Risktec Assessed Masters (RAM)
- Risktec Assessed Diploma (RAD)
- Risktec Assessed Certificate (RAC)
- Risktec Assessed Specialism (RAS)

All of our training courses may be formally assessed to validate student learning, or delivered attendance-only without assessment.

Our solutions range from single modules for individuals through to multi-year staff development partnerships for corporate clients.

Our delivery methods span:

- Face-to-face (classroom) learning
- Distance learning via Risktec Online
- Blended learning offering the best of both worlds

All of our teachers have been through a comprehensive development process and university validation. As a result, we provide a unique mixture of teaching skills and practical experience.

Resourcing

Risktec provides resource to support our clients' activities by working at their main offices, project locations or industrial sites, anywhere in the world. The support is delivered by our professional resourcing business, ASTEC, which has access to a huge pool of professional associates.

TÜV Rheinland

As part of the TÜV Rheinland Group we have access to a very large range of services via the group's 20,000 employees in over 65 countries worldwide, including:

Testing, inspection and certification services to ensure the safety, reliability and regulatory compliance of assets and components throughout their lifecycle; as well as technical consulting and training to industrial, transportation and healthcare sectors.

OUR ASSOCIATES

We offer resource solutions across all of our main market sectors, including nuclear, defence, oil & gas, rail and renewables, and across our whole consulting service range, from safety engineering and other engineering disciplines, through management systems to organisational culture and competency assurance.

Our experience ranges from providing individual associates on short-term assignment to solve specific and urgent issues, through to multi-disciplinary teams on long-term assignment working within a major project or corporate support organisation.

We focus on ensuring that the quality of support is to the same standard as our consulting and training services. We have gained a reputation for our flexible approach to working with our clients and associates. This has been repeatedly demonstrated with clients who require fluctuating staffing levels and varying expertise over the course of a project.

Commercial flexibility is also built in to our business processes, through time and materials, fixed price or incentivised contracts.

KEY BENEFITS

We provide associates who:

- Are well known to us.
- Are suitably qualified and bring the required specific skills and experience.
- Have many years' experience and hence can make an immediate and positive impact on projects.
- Can be supported by work packages from consultants in our own offices.



Client Satisfaction

Twice a year we survey the clients of all our active projects. The response rate is high for such surveys and we very much appreciate the time and effort spent by our clients in providing feedback to us. This feedback greatly helps us strive to continuously improve our service.

The survey asks questions encompassing all aspects of our service, from responsiveness and flexibility, through technical quality, to commercial issues. We are delighted to receive consistently high levels of customer satisfaction across all questions. This means we are able to build long-term sustainable relationships with all our clients, with over 85% of our revenue coming from existing clients. However, we also continuously seek new clients and each year over 30% of our clients are new.

Example high levels of client satisfaction:*

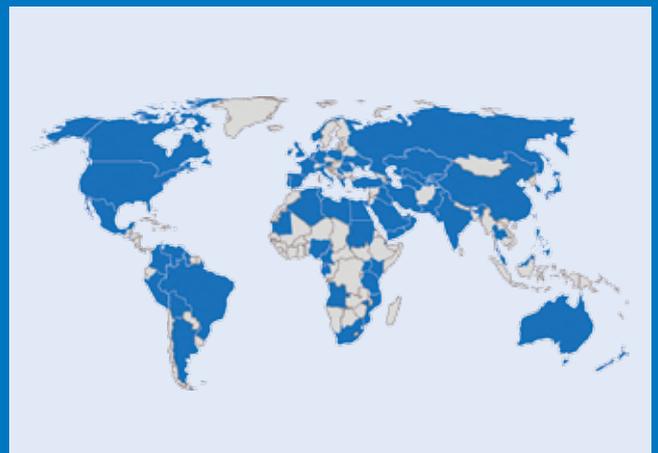
- **97%** of clients rate the technical knowledge of our personnel as very good or good (we view 'fair' as not good enough).
- **97%** of clients view us as easy to do business with.
- **98%** of clients believe they have received good value from Risktec compared to other consultants.
- **99.7%** of clients would recommend us.

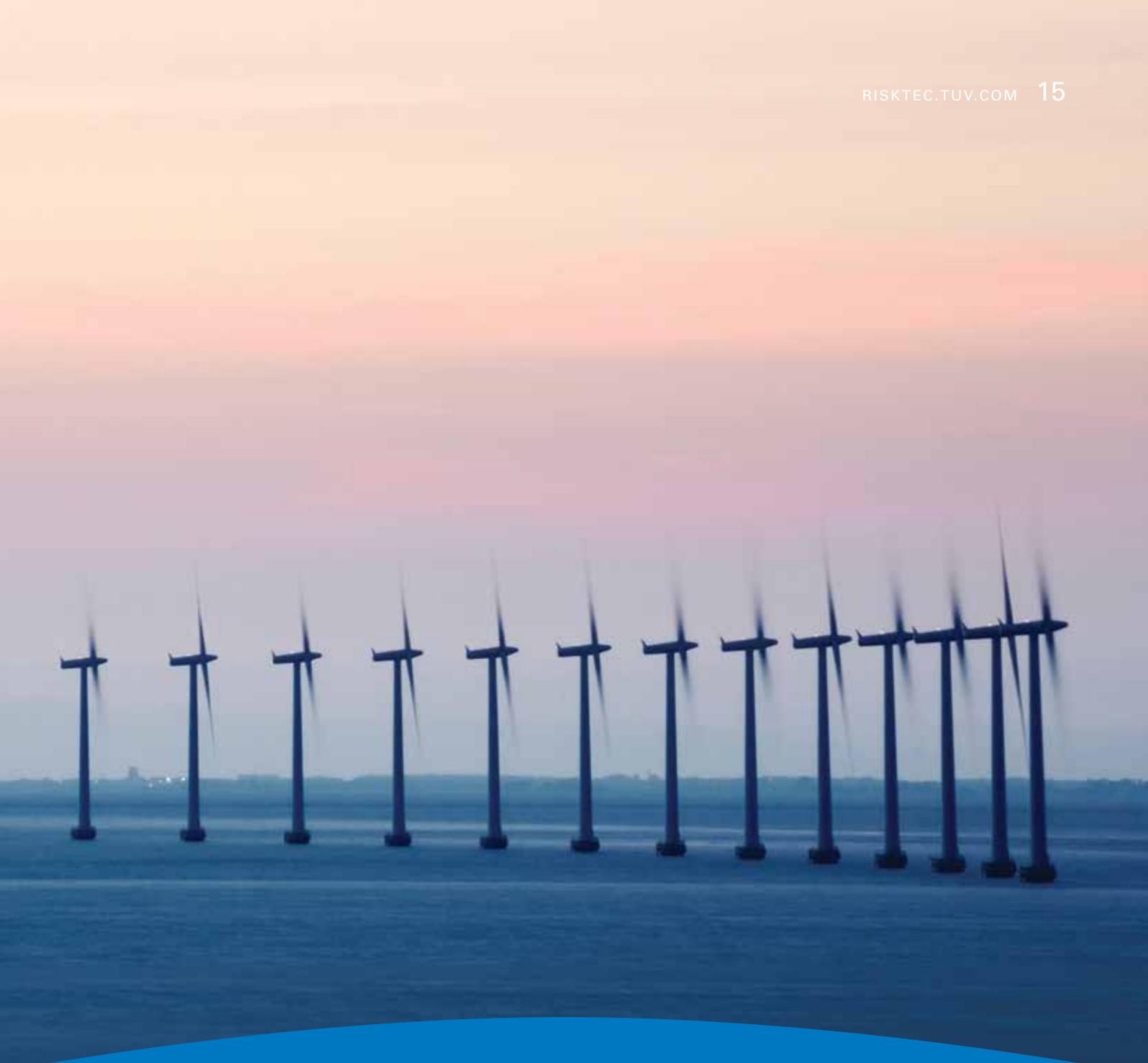
*Cumulative survey results to date. The current scores are displayed on our website risktec.tuv.com

Global Experience with Risktec

Risktec has its principal office in Warrington in the UK, with other offices in key locations in Europe, Middle East and North America. Our activities are supported by a comprehensive network of TÜV Rheinland offices and local representatives in other regions around the world. Our intention is to be close to our clients.

We have delivered projects in over 75 countries worldwide.





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