Risktec is an independent and specialist provider of risk management consulting, resourcing, learning, inspection and research and development services, and is part of the TÜV Rheinland Group.
About Risktec

Risktec was formed with the specific aim of helping clients to manage health, safety, security, environment (HSSE) and business risk, and has been part of the TÜV Rheinland Group since 2014.

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

**OUR VALUES & 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 10). This feedback drives continuous improvement across the business.
Research and Development

Risktec is actively involved in R&D to help society meet its evolving needs in a safe and sustainable way.
Our R&D activities span six key areas, all of which share the common goal of preventing accidents and avoiding loss:

**ENGINEERING, SCIENCE & TECHNOLOGY**
Helping society harness developments and innovations in engineering, science and technology to meet its evolving needs, aspirations and challenges in a safe, sustainable and ethical way.

**ASSET INTEGRITY MANAGEMENT**
Researching and developing innovative approaches to help industry manage asset integrity to reduce lifecycle risk and through-life costs, increase availability and reliability and extend operating life.

**TRAINING & EDUCATION**
Researching, developing and innovating new approaches to learning to improve effectiveness, enhance value and increase impact.

**HSSE RISK MANAGEMENT**
Researching and developing innovative ways to better manage known health, safety, security and environmental risks and cost-effectively and proportionately manage new risks from emerging technologies.

**SOFTWARE TOOLS**
Developing cost-effective, practical, intuitive and accessible software tools to enable better risk management.

**RISKTEC PHD**
Delivering relevant, useful, state-of-the-art research in risk and safety management to help industry reduce risk and avoid loss.
Our Experience

Our research and development capability and experience is particularly suited to companies and organisations operating in the high hazard industries and other sectors where the impact of loss is high. Some example focus areas are listed below.

### Engineering, Science & Technology

- Clean energy and climate action:
  - Renewable energy
  - Energy storage (including batteries)
  - Energy transmission and distribution
  - Hydrogen economy
  - Next generation nuclear reactors, including small modular reactors and fusion energy
  - Carbon capture and storage
- Transportation:
  - Electric vehicles
  - Hydrogen (road, rail, sea and air)
  - Autonomous vehicles (land and sea)
  - Drones/Unmanned Aerial Vehicles (UAVs)

### HSSE Risk Management

- Safety analysis methods
- Lifecycle risk management approach
- Digitalisation risk management framework
- Integration of process/functional safety and cyber security
- Human factors engineering and behavioral safety
- Safety culture improvement
- Use of a “digital twin” to reduce risk

### Asset Integrity Management

- Reliability analysis methods
- Non-destructive testing
- Remote inspection
- Failure investigation and repair strategies
- Corrosion management
- Outage optimisation
- Life extension and decommissioning

### Software Tools

- Quantitative risk tools
- Physical effects tools
- Quantitative barrier analysis
- Electronic safety cases
- Learning apps

### Training & Education

- Digital learning
- MSc delivering >100 research projects
- PhD delivering state-of-the-art research
- Degree apprenticeship
- Game based learning
Six key areas, one common goal – preventing accidents and avoiding loss
Innovation

An integrated part of our solutions ethos

We help our clients embrace innovation and digitalisation to reduce their existing risks, improve what they’re currently doing, or do something new. We move with the times to help clients manage their evolving risks effectively so that they can reap the benefits of advancing technology in a safe, sustainable and ethical way.

We pride ourselves on delivering the right solution to our clients. We are creative and innovative where a fresh approach is warranted, but also recommend tried-and-tested methods where that is best. We are pragmatic innovators and this is at the heart of everything we do.

We practice what we preach and embrace innovation and digitalisation wherever this helps us work quicker and smarter, passing on efficiency savings to our clients to deliver even better solutions.
We are passionate about sharing our knowledge and experience. Helping and supporting our clients builds lasting, trusting relationships which strengthen our business. So, because we can help our clients in the long-term by transferring knowledge, that’s what we do.

Moreover, we recognise that by sharing our knowledge and experience, we can play our part in making the industries we support safer for the benefit of society as a whole.

As such, knowledge sharing is fundamental to the working culture which spans our four key services of Consulting, Learning, Resourcing and Inspection. But it doesn’t stop there. We work hard to share our knowledge and experience more widely to help promote a greater understanding of safety and risk management across society through a wide range of accessible media and innovative delivery vehicles.

Knowledge Sharing

More power to the people
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.
- 99.6% 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, South East Asia 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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Muscat

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