

RMSS Solutions for the Water Industry



Key Risk Management Challenges for the Water Industry

The Water industry operates sophisticated and costly water and wastewater networks and sewage treatment plants. Managing risks involved in daily operation is difficult, especially in Australia, the driest continent on the planet.

Environmental, financial and political risks must be efficiently and appropriately managed to ensure continuity of service, clean water for the community, and a sustainable future for the water industry.

Key challenges include erosion, floods, storms, droughts, climate change, infectious diseases, regulatory risk, non funded capital expenditure, political risk, revenue risk and macro-economic risk.

Our Solutions

Organisations must implement a dynamic risk management system to improve operational and strategic planning, reducing the impact of unexpected events and compliance breaches.

RMSS is a leading developer of integrated risk, event, compliance and claims management software solutions, providing organisations with a comprehensive overview of primary business risks, as well as the current state of their control framework.

Key Features and Benefits

- Improves decision making and understanding of risk exposure via consolidated live reporting across disparate risk registers
- Quantifies compliance and performance using flexible, real-time audit framework
- Increases productivity with automated reporting and communication
- Facilitates compliance with key local and international standards including Risk Management Standard AS/NZS ISO 31000:2009, Basel II, COSO, Compliance Management Standard AS 3806, and Workplace Injury and Disease Recording Standard AS 1885
- Intuitive and user-friendly for rapid user uptake
- Zero footprint, web-based software ensuring minimal impact on IT resources
- Mobile technology accessed via a Personal Digital Assistant (PDA) for onsite risk identification, capturing of incident data and assessment

RMSS Solutions

RMSS offers three solutions to accommodate differing business requirements

RMSS Subscription

RMSS Subscription is a single-user software license for a multi-tenant application.

With industry-specific data already contained within the application, the user is able to assess risks, record incidents and conduct audits/observations simply by logging on.

RMSS Subscription is fully maintained and hosted by RMSS.

RMSS Lite

RMSS Lite includes up to 25 user licenses within a dedicated single-tenant application.

RMSS Lite is preconfigured with best-practice industry-specific data, requires minimal configuration and can be hosted by the Client (on site) or by RMSS.

Users are assigned four predetermined roles (Admin, Power User, User, Reader).

RMSS ERI

RMSS ERI integrates risk, compliance, event and claims management at an enterprise level. RMSS ERI optimises the full potential of the application without restrictions, and manages workflows according to organisational requirements.

RMSS ERI caters for all areas of corporate and operational risk including health and safety, environmental, regulatory compliance, security, financial and public image. It can be hosted by the Client (on site) or by RMSS.



Catering for your Organisation

Organisations operating in the Water industry must implement a dynamic risk management system to improve operational and strategic planning, reducing the likelihood and impact of unexpected events and compliance breaches.

To accommodate the unique business requirements of the Water industry, RMSS offers three types of packaged solutions: RMSS Subscription, RMSS Lite and RMSS ERI.

RMSS Subscription and RMSS Lite provides organisations within the Water industry with preconfigured industry-specific data to facilitate rapid uptake of the solution and immediate results.

RMSS ERI is comprehensive and customisable according to individual organisational requirements. It merges compliance obligations, management of events and enterprise risk management frameworks for complete Enterprise Risk Intelligence.

RMSS Solutions

RMSS' preconfigured Water solutions combine the following products to seamlessly integrate risk, compliance and event management.

riskmanager ■

The **riskmanager** efficiently identifies, assesses, controls, monitors and reviews risks using a unique patented workflow, allowing organisations to use a variety of risk assessment methodologies, terminology and workflows.

The **riskmanager** allows organisations to identify and report a broad range of risks through an automated process. Centralised data is accessible through flexible and detailed reporting that proactively identifies trends and reduces costs increasing safety for staff, contractors and visitors.

Risk Matrix: Clicking on a section of the risk matrix with Open Risk Action will open a new window displaying a Risk Register report of those risks and actions.



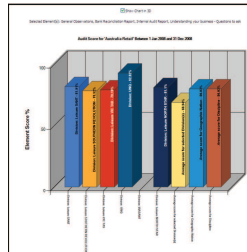
compliancemanager ■

The **compliancemanager** allows organisations to quantify compliance and performance using a flexible, web-based, real-time audit framework.

The **compliancemanager** is used to manage both internal and external audits and inspections using any criteria, customisable scoring options and flexible scripting text. It has been designed to meet the requirements of even the most complicated audit process.

Mobile technology (PDA's) allow users to complete audits in the field increasing efficiencies and reducing paperwork and administration costs.

Audit Score Chart: Summary of numerical representation of the on-going/final result of the audit.



eventmanager ■

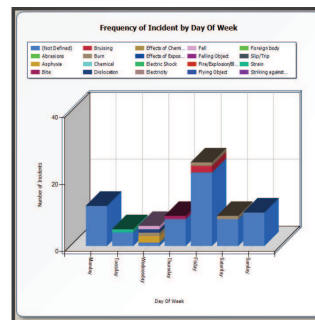
The **eventmanager** is a web-based tool used to manage incidents/events as they happen. Following a unique workflow that allows even non-users to notify of potential events, the **eventmanager** then follows the traditional process of recording, investigation, correction and review.

Built-in escalation rules ensure events are reported and investigated and controls are put in place to reduce the risk of reoccurrence.

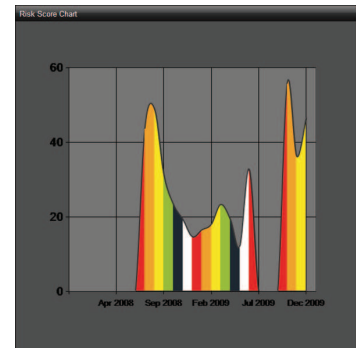


Audit Name	Location	Respondent	Due Date	Audit Outcome	Audit Score	Status	Action
Compliance 4801	Tasmania - Tasmania Region - Derwent	Andrew Howarth	29 Nov 2009	PASS	99.95%	Closed	
Compliance 4801	ACT - ACT Region - Capital	Andrew Howarth	29 Nov 2009	PASS	100.00%	Closed	
Compliance 4801	Western Australia - Western Australia Region - Perth	Admin Admin				Assigned In Progress	
Compliance 4801	Western Australia - Western Australia Region - Goswells	Andrew Howarth	29 Nov 2009	PASS	97.40%	Closed	
Compliance 4801	New South Wales - New South Wales Region - Albury	Andrew Howarth	29 Nov 2009	PASS	100.00%	Closed	
Compliance 4801	Victoria - Western District - Hobart	Andrew Howarth	29 Nov 2009	PASS	91.96%	Closed	
Compliance 4801	Queensland - South East Queensland - Brisbane East	Andrew Howarth	29 Nov 2009	Not Started		Assigned In Progress	
Compliance 4801	South Australia - South Australia Region - North Adelaide	Andrew Howarth	29 Nov 2009	PASS	100.00%	Closed	
Compliance 4801	Northern Territory - Northern Territory Region - Darwin	Andrew Howarth	29 Nov 2009	Not Started		Assigned In Progress	

Audit Central: Users are able to view any outstanding actions that have been assigned from an audit in the audit actions table.



Event Graphs: Displays data relating to incident/event types that have occurred within the organisation, can be generated by incident/event by day of the week.



Risk Score Chart: displays average risk score for newly assessed and reassessed risks for each month.