

RMSS Solutions for the Retail Industry**Key Risk Management Challenges for the Retail Industry**

Every day, retail organisations must manage risks that significantly threaten overall profitability while responding to changing consumer demands and globalisation. The retail industry has a wide variety of business needs and production requirements, and organisations must address complex challenges in the struggle to overcome fierce competition and remain profitable.

Some of the key risks for retail organisations include:

- Theft and fraud
- Government legislation and compliance regulations
- Security threats
- Trade barriers
- Economic declines
- Damage to reputation or public image
- Workers compensation
- Supply chain delay or failure.

Our Solutions

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

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

Retail Business Benefits

RMSS' solutions provide the following business benefits:

- Allow the organisation to more effectively safeguard the human, property, and financial resources of the retailer and their brand
- Reinforce management confidence that retail operations are free from ethical and compliance breaches, waste, fraud, abuse and threats to the health and safety of customers or employees
- The ability to access and utilise risk data to target spend on improvements in workplace safety and security
- Aids the organisation in achieving economy, efficiency and compliance across all retail operations.

Brisbane Perth London Kuala Lumpur Manila Hong Kong Palo Alto



PHONE (07) 3252 1400 or 1300 850 625

EMAIL enquiries@rmss.com.au

WEBSITE www.rmss.com.au

HEAD OFFICE

Unit 10, London Offices
30 Florence Street
Newstead QLD 4006



The RMSS Suite:

riskmanager ■ Efficiently identify, assess, control, monitor and review risks using a unique patented workflow, allowing organisations to use a variety of risk assessment methodologies, terminology and workflows.

compliancemanager ■ Quantify compliance and performance using a flexible, web-based, real-time audit framework. Manage internal and external audits using any criteria, including customised scoring options and flexible scripting text.

eventmanager ■ Manage events as they happen through a unique workflow that allows even non-system users (e.g. contractors) to notify of potential events. Follows Australian standard process of recording, investigation, correction and review.

claimsmanager ■ Create and manage claims cases. Manage disparate claim types, including workers compensation, insurance and general liability claims whether they operate in one or multiple schemes or jurisdictions.

enhancements ■ RMSS offer a range of enhancements that include **chemicalmanager**, **competencymanager**, **contentmanager**, **actionmanager**, **chemicalmanager**, **healthmanager** and **permitmanager**.

RMSS Suite Key Features:

- A unique, patented process that allows organisations to use multiple risk assessment methodologies for different master categories of risk, e.g. Health and Safety, Legal and Compliance, Public Image, Environmental, Financial, Security and Projects
- Zero footprint, web-based software that is flexible and scalable – integrates with enterprise systems such as HR and payroll systems and enables deployment at multiple levels from master risk categories (e.g. Health and Safety), through to an organisation-wide/enterprise level
- Mobile Technology accessed via a Personal Digital Assistant (PDA) for onsite risk identification, capturing of incidents data and assessment
- Optional Hosting Services, including fully managed cloud solutions
- Communication with the application via sms and email mediums including automatic escalation/notification
- Fast, flexible reporting via organisational and system filters
- Ease of use and configuration flexibility e.g. terminology wizard, giving users the ability to customise the application to match industry “speak” and terminology.

An Integrated Solution

RMSS products can be used individually, or can integrate for an enterprise-wide, comprehensive business solution. The benefits include:

- Provides a comprehensive view of the inter-relationships between all risk categories
- Proactive analysis and treatment of risks and hazards before they lead to avoidable injury, legal action or death
- Extensive, flexible report generation and data export
- Maintain legislative, regulatory and internal compliance
- Overview of operational costs
- Complete OHS safety management through comprehensive claim, incident, rehabilitation, safety and risk data.

