

Congratulations to our 2019 RM Advancer finalists for their outstanding risk management achievements. Here are some of their ideas and insights to help our brokers and customers with risk management planning for 2020 and beyond.

Lexon Insurance:

It might sound attractive to manage risk purely with excess and exclusion mechanisms. The idea was if we could convince people to believe in the value of risk management steps then that would have a far deeper effect than policy mechanisms alone.

Rapid Plas:

We have developed a plan to set up hail alerts from weather radar and this gives us enough warning to move all cars undercover in the event of an expected hail event at this site, which is more likely in the summer months. Since putting this in place, despite subsequent hail events, we have not experienced any vehicle hail damage. An example of simple, cost effective and creative risk management.

Royal Agricultural Society of NSW:

We run a "TAKE 5" initiative with 'handprints' and stories from the team to encourage positive action. Giant electronic message boards used during outdoor events with reminders: "Look after your mates" & "free water available."

Aurizon:

We promote a risk-aware culture with an emphasis on frontline accountability for effective risk management.

Costa Group:

By using fire resistant sandwich panels for the new building, over other traditional non-fire-resistant panels, we reduced the risk to the business associated with large fires.

Scalzo Foods:

Scalzo is committed to ensuring that risk management practices are entrenched into all business processes and operations to drive consistent, effective and accountable action.

Airlite Group:

We introduced a programme called "Preparedness for Work" - a workplace pre-shift stretching programme. This was initially introduced at our high-risk sites and the results monitored. When the trial was

successfully completed, we then rolled the "Preparedness for Work" programme out across all our major sites.

Baptistcare WA:

Mental Health First Aid has been added as a core module of the Leadership Development Program we are in the process of rolling out to our top 300 leaders and front-line managers.

Collins Foods:

Key initiatives that made an impact were the WHS consultation framework & the safety campaign titled "Stop & Step Back". This term was developed from investigations conducted on severe injuries involving young workers who often knew something was not quite right before their injury was sustained but didn't "Stop & Step Back" to review & ask for help.

G8 Education:

We implemented an "incident hotline" to allow the network to have immediate access to qualified professionals for advice in the event of an incident or injury along with access to a national network of treating health providers familiar with the health benefits of work.

Sussan Group:

The focus was to ensure that our team members were educated and provided with effective tools to help them not only understand mental health better but be able to support their team mates and create a mentally healthy environment for everyone at work.

AKD Softwoods:

We actively engage with relevant regulators and insurance risk engineers and treat visits as audits of our processes. We are happy to take on board any ideas that improve risk management and therefore ensure we meet our objectives. Risk Management is Good Management!

Coca Cola Amatil:

Our Board is committed to achieving the highest standards of risk management and promoting a risk-aware culture to support

corporate governance and business conduct to achieve a safe, sustainable and profitable organisation for the benefit of all.

DP World Australia:

According to an ABS study, 45% of Australians between the ages of 16-85 will experience a mental health condition in their lifetime. It is estimated that untreated mental health conditions cost Australian workplaces approximately \$10.9 billion per year. This comprises \$4.7 billion in absenteeism, \$6.1 billion in presenteeism and \$146 million in compensation claims.

Swick Mining:

Swick has increased access through our communication networks (ipads, safety talks and electronic noticeboards) so safety is truly everyone's responsibility. This has allowed everyone the ability to identify and report risks within their workplace. The result is a greater emphasis being placed on identification through leading indicators and an ambition to proactively implement change prior to incidents occurring.

Common themes:

A number of common risk management themes emerged from the awards this year, including:

- ▼ The importance of risk management education and training.
- ▼ A strong focus on mental health risk management.
- ▼ Ownership of risk at all levels of the organisation and empowerment of front-line workers.
- ▼ Holistic stakeholder engagement and taking a longer-term view to create a robust risk management culture.
- ▼ Clever use of data in risk management decision making.
- ▼ Seeking expert advice around new projects and change initiatives.

Please email riskengineering@vero.com.au if you would like more information about these ideas or insights.