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Webinar Summary

	Date	Topic
1	Thursday 9 April	A pragmatic analysis of COVID-19 risks including interconnections with other risks
2	Thursday 16 April	An analysis of COVID-19 risk treatments and controls
3	Thursday 23 April	A practical approach for processes to manage COVID-19 risks (including decision making)
4	Thursday 30 April	Effective Risk Governance, Reporting and Communication for COVID-19
5	Thursday 7 April	Identifying effective KRIs for monitoring operational risks
6	Thursday 14 May	Recovering from COVID-19 – Thriving not just surviving
7	Thursday 21 May	Practical demonstration of ERM processes applied to COVID-19 using Protect.ERM

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Your Presenters



David Tattam

Director, Research and
Training
The Protecht Group



Adel Fakhreddine

Head of Sales -APAC



Jason Smith

CEO and Executive
Director at Risk
Management Institute of
Australasia



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Agenda

- 1** | Introduction and Housekeeping
- 2** | Presentation: Key ERM processes and system features required in a post COVID-19 world
- 3** | Presentation: Visualisation in Protecht.ERM
- 4** | Q&A
- 5** | Final conclusions and where to next?



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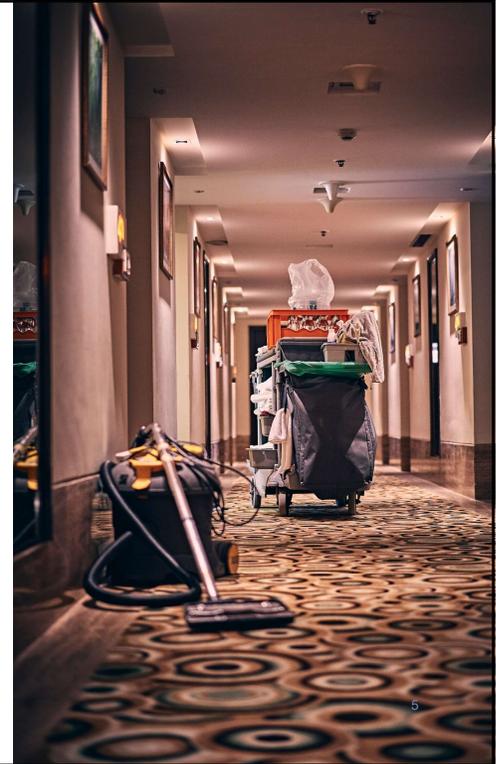
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Housekeeping

1. The webinar will go for 60 minutes.
 - Introduction 5 mins
 - Presentation 30 mins
 - Q&A 20 mins
 - Concluding Remarks 5 mins
2. Ask questions as we go. Enter your question in the question section on the GOTO control panel. If the question input area is not visible, click on the orange arrow at the top of the panel to expand the viewing area.
3. Please complete the post webinar feedback questions at the end of the webinar
4. You will be sent a pdf copy of the slides and a recording of the webinar will be made available to registered participants on our websites:

www.protechtgroup.com www.rmia.org.au



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What has COVID-19 taught us?

1. **Never say never!** Low Frequency, High Impact risks do happen!
2. **Focus on stress events** and ensure we are resilient. Focus on Operational Resilience, DRP / BCP
3. **Real Time Risk management.** Management and reporting needs to be more real time and forward looking. Static and historical is not appropriate.
4. **Risk Management needs to more agile:** tailor processes rapidly and build new processes. COVID-19 moves very fast!
5. **Risk Management is the responsibility of everyone.** We need to engage with everyone and provide fit for purpose tools to engage with.



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Questions and Answers

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Concluding Thoughts – Jason Smith - RMIA



We are dealing with relatively complex societal, business and economic systems in a dynamically evolving COVID-19 organisational and business operating environment. It is important to understand key points of connectivity as to the explicit and implicit flow through impacts on our Operational Risk environment and the new risk complexions which should be considered...

- ❖ Keep staff health, safety and wellbeing as your key focus and priority – plan to support staff beyond infection risk re Mental Health
- ❖ Focus beyond just Pandemic Plan response and establish your Business Restoration Team with Risk having a seat at the end of the table
- ❖ Develop a multiple of plausible scenarios across a Positive-to-Pessimistic spectrum as part of planning your road to recovery with the key focus being bouncing up and forward out of the pandemic
- ❖ Undertake a systematic approach to your scenario planning and build the learnings / outcomes back into your Business Recovery Team planning
- ❖ The shockwaves from the current COVID-19 pandemic on our society will be profound not only because of massive and sustained economic shock, but because it will reshape how;
 - we behave as consumers
 - how organisations will reshape their operating models and how employees work within them
 - how the fortunes and balance of power between nations and trading blocs will be suddenly changed for a generation
- ❖ In our reasonably digitised and globally connected organisations of today – business do not exist by themselves, they exist within complex economic and societal systems and connected integrated business ecosystems.



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Our Purpose is to promote recognition & reward for our members and deliver:

- Cutting edge education and professional development
- Recognised certification of professional standards, competency and ethics
- The opportunity to network with the Australasian and global risk management communities
- Value added services which benefit members careers, business and personal development

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membership@rmia.org.au



Thank you!

The Risk Management Institute of Australasia (RMIA) is the premier professional institution and industry association for Risk Managers in the Asia Pacific region and beyond.

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Concluding Thoughts – David Tattam - Protecht



1. COVID-19 was not a new risk. No black swan, maybe grey rhino!
2. Risk Management is the core against which all the related risks should be managed.
3. COVID-19 has been the ultimate test of risk management. It has shown that some risk management is:
 - Too static and backward looking
 - Not agile
 - Not embedded adequately in the business
 - Not taken seriously enough
4. As a profession we have an opportunity to:
 - Learn from the experience
 - Grab peoples attention, as they will be listening



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What is next in May and June. Protecht webinars



Topic: The “New Normal” of Risk Management. What we will learn from COVID-19

With Michael Rasmussen and David Tattam

Thursday, June 18th. 11:00 a.m. BST (London) and 8:00 p.m. AEST, (Syd)



Webinar Series: WHS – EHS

Some of the topics will cover: Risk Metrics, Controls Assurance, Reporting and Response, and others.

Dates TBA.

Engage with us – we’re just human!

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Thank you!



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AUSTRALIA, ASIA PACIFIC
& AMERICAS

+61 2 8005 1265
Level 8, 299 Elizabeth St.
Sydney NSW 2000, Australia

UNITED KINGDOM,
EUROPE & MIDDLE EAST

+44 (0) 7828 163 802 First Floor,
60 Gresham St. London EC2V
7BB, UK

info@protechtgroup.com

protechtgroup.com

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