

walkthewalk
solutions

Risk Management with a Difference



John Wayne is often credited with the phrase...

"Ya' talk the talk, but do ya' walk the walk?"

The essence of this sentiment is simple, do you talk a good game or do you actually do what you say!

We're not big on talk!

So what is it that makes us different?

CREATING VALUE

If something doesn't deliver value then why do it or buy it; it's just a cost of time, effort, money or all three.

Value is created by fulfilling need.

IDENTIFY NEED

We start by getting a clear understanding of what our clients needs are, and not just the "headlines", we look to understand why ; the impacts and implications.

Only then can we start looking at the solution and build this with the client.

BUSINESS MIND-SET

We run a business so we understand the needs of operational management, income and profit generation and how to make things happen in a business – we've done it.

What we deliver has to support this not rail against it.

DELIVER

In some areas of business it has become fashionable to say one thing and do another; once the sale is made that's the job done.

To us the job is done when value is delivered and when supplying services and solutions it never stops... and Customer Service is not an oxymoron as far as we are concerned.

RESPONSIVE

We are a small, fast and focussed team which has set a business up to deliver maximum client time and therefore delivery – think special forces unit as opposed to army brigade!

COMPETITIVE EDGE

We fully embrace limited distribution as a means of enhancing competitive advantage – you've got to have an edge (and we love to compete)

riskmanagementsystems



BCARM

BECAUSE

**CACAS NON
FIERI HABENT**

BCARM - Business Continuity and Risk Management

An online risk management “business” system that provides day to day functionality to manage and control risk in the business.

Single site or multi-location it supports any size of organisation and workforce.

Reporting Tools create transparency and visibility allowing responsibilities and activities to be delegated and managed.

Risk data and audit trails will support due diligence, insurance program placement, risk transfer pricing and claims defensibility.

www.bcarm.co.uk

BUSINESS CONTINUITY PLANNING

Business Impact Analysis
Asset/Resource Database
Continuity Strategies
Incident Response Planning
Communication Planning
Managing Recovery Resources
Risk Reduction and Recovery measures
Maintenance and Testing

HEALTH & SAFETY E LEARNING

15 standard courses including:
Induction
Fire Safety
Manual Handling
COSHH
Driving Safely
Display Screen Equipment
Food Hygiene
H&S for Managers
Integrated Employee Checklists into training
Training administration
Suite of additional E Learning courses
European Language Packs available
Critical Risk Alerts

HEALTH & SAFETY + ENVIRONMENTAL MANAGEMENT

Policy Production
Managing Risk Assessments
Checklists
Safe Systems of Work
Project Management
Accident Management
Control PPE
Training Management
Self Audit
Toolbox Talks
Management Reporting

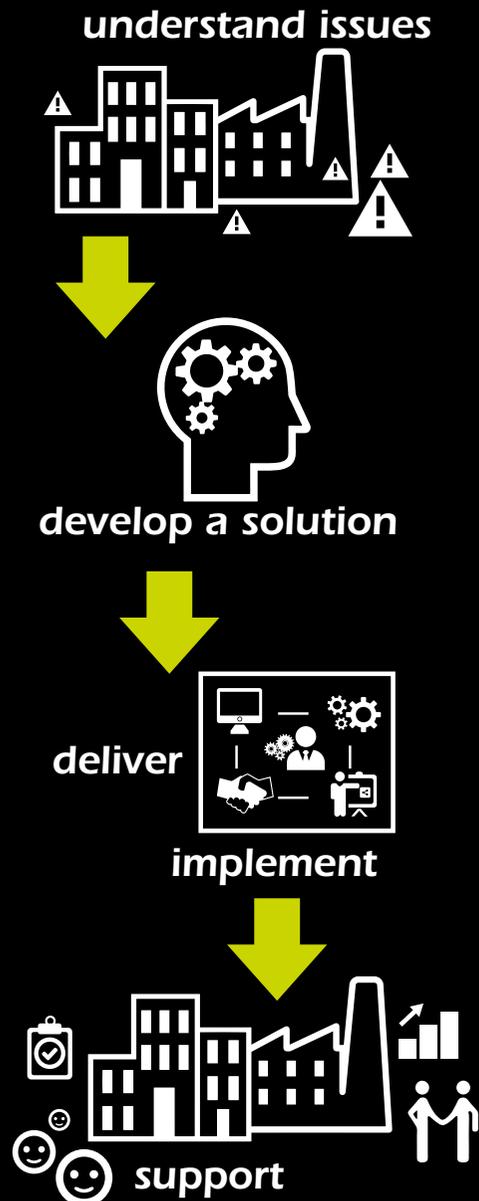
LEGAL & EMPLOYMENT SUPPORT

Legal Library
Document Template Library
Document Legal Review
24 Legal Advice Line
Confidential Employee Counselling
Data Protection

And it doesn't stop there. We also provide Consultancy to help develop the risk management processes and controls.

What our Clients say

walkthewalk
solutions



Every business is unique, so we make sure we have a proper understanding of their requirements, not just in terms of risk management but the wider business. Businesses run like trains on a track so whatever we provide has to be either another carriage on the train or a tractor unit.

UNDERSTAND ISSUES

This may take the form of site audits, review of existing risk controls, understanding the business process and culture.

At this point its essential we (the client and us) understand both the symptoms and the causes. There's no point in applying a plaster to a broken leg or vice versa.

DEVELOP A SOLUTION

With a clear understanding of what has to be addressed an appropriate solution can be developed.

This has to be collaborative process, once the client defines what will work in their business, we look to deliver it.

DELIVER

The solution may be a combination of consultancy, systems, project management, training all of which has to be coordinated for the client (not us) and delivered at the right pace.

SUPPORT

The process isn't complete until the client has successfully implemented the solution and the results are self-evident. As people are a key part in any delivery, our people are on-hand to support.



You wouldn't eat an elephant in one go and tackling risk is no different!

BUSINESS CONTINUITY – its good to have a Plan B

Business Continuity is increasingly a trading requirement whether driven by supply chain, contract conditions, accreditations or business finance. Not surprising that in a recent CMI survey, 44% of companies with Continuity Plans reported they were getting a competitive advantage because of them.

The biggest challenges with continuity planning is where to start and getting buy-in. We work with clients to understand the Business Continuity requirements and then develop an appropriate action plan and once up and running, we can support the process. This can involve:

- Scoping Sessions
- Undertaking Business Impact Analysis
- Management Awareness Training
- Desktop Exercises

And when it comes to creating buy-in we like to liven things up with an incident management exercise turning a crisis into drama and giving a real taste of what it would feel like not to have a Plan B!

HEALTH & SAFETY – business prevention in the wrong hands, in the right ones, a performance enhancing management system

Health & Safety when integrated into day-to-day business operations delivers a range of benefits to the business beyond just safety – is a tidy warehouse more or less efficient than an untidy one?

As the biggest moving part in the Health and Safety process is people, the 3 critical structural components are:

1. Robust but workable procedures and controls
2. Performance reporting on those procedures and controls
3. Performance Management

So to support this we can provide the following:

- Audit
- Site Inspections
- Development of Risk Controls
- Bespoke Training
- Development of Management Reporting
- Facilitation of Cultural Change Programs
- Health and Safety Documentation
- Project Management

All delivered with the understanding that you have a business to run.

clientengagement



Oxygen NOT Oxymoron!

In our world customer service is not an oxymoron, it's an essential element of what we do day in day out, without thinking.

Like the air we breathe!

Our systems only deliver value if they are used, and they are used by people. So for us it is critical that we do whatever we need to build their comfort and confidence in something new or a change to the way they work and with the knowledge that help is only a phone call away.

Client Engagement is what we call the support and assistance we provide our clients to get them up and running as quickly and efficiently as possible, a.k.a. customer service.

Putting together implementation plans including launch communications and webinars, migrating existing risk controls and documentation, uploading employee data or hosting online meetings and training sessions using screen sharing software are day-to-day occurrences.

// From the outset the team have been patient, sympathetic, helpful and professional at all times. No matter how many times you call they are always there to help and respond to your queries with a smile! //

// Help is always on hand especially when setting up the system and installing it. The system is fully supported by friendly, patient and knowledgeable advisors to give you help and guidance every step of the way //

// Whenever I have had reason to contact BCARM I have always found them extremely helpful, nothing is ever too much trouble //

// Every time I have called the support team I could not have been happier with their responses. They patiently talk me through my issue (human error every time!) until it is resolved //

// I made one phone call to the BCARM Team and they talked through getting started. I supplied a list of employees and they entered the details on to the system. Job done! We started E-Learning the next day //

// The backup and training received from the suppliers of the system has been very good and the help line does in fact work not like some that we have tried! //



Managing risk is an everyday eat-or-die survival strategy for the Pride of Lions; an injured lion can't hunt, can't eat, doesn't live!

A key element of the Pride's success is utilising the strengths and specialisms of each member; a hunt for water buffalo is lead by the female lions with water buffalo expertise!

www.kingsdowne-rs.co.uk

Kingsdowne RS

KINGSDOWNE RS provides specialist expertise in Health & Safety, Business Continuity, Risk Engineering and Insurance Market Surveys when your team need it.

Our Risk Managers have experience as Health & Safety Executive Inspectors, Environmental Health Officers, Industry Specialists and Loss Adjusting.

We don't provide an off the shelf range of packages as each clients requirements are different so we tailor what we provide accordingly

FOR UNDERWRITERS

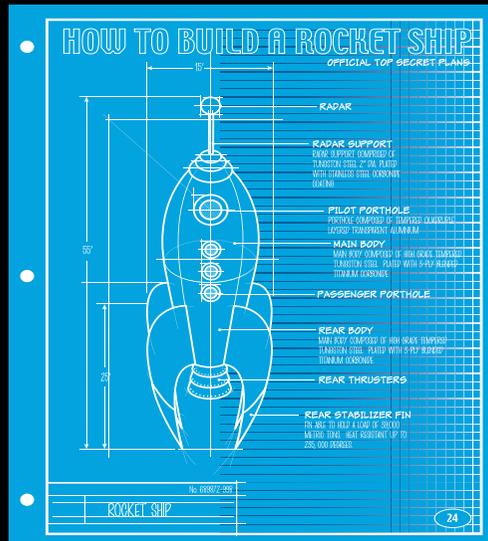
- Property, Liability, Combined, Value at Risk and Risk Engineering reports
- Experienced in delivering reports to supplier requirements

FOR COVER HOLDERS/MGA'S

- Survey programmes to meet capacity provider requirements
- FRAP - Risk Sampling and account management risk database

FOR BROKERS

- Insurance Market risk reports
- Onsite support Insurer/Loss Adjustor liaison
- Risk Improvement programmes and consultancy
- Technical Bulletins
- Staff Training
- Support implementing Risk Improvements



Only 10% of the population can apply theoretical training into practice;

That's why our training is delivered in context so it's real for the individual and the learning sticks.

We can provide training to build the necessary sales skills and technical knowledge to sell risk management solutions whether into a distribution channel or direct with clients.

One thing it's not is rocket science!

Consultative Selling

THE BUYING PROCESS

A sales person needs to have a clear understanding of how we buy; if the sales process doesn't match up with the natural steps of the buying process we encounter resistance or objections, even if our proposition is perfect for the buyer!

OFFER APPLICATION

Offer Analysis is a technique to turn product knowledge in to tangible and deliverable solutions, making it real for the buyer.

CONSULTATIVE SALES STRATEGY

A questioning and sales strategy that takes the above and allows the sales person to identify their client's issues and needs and then develop a solution with them with a clearly established "value" which can then be related to cost.

Technical Training

To support our systems we provide both clients and insurance partners with technical training and development. From one-off courses to education programmes these are tailor made to the clients specific requirements. Recent examples include:

- Accident Investigation
- Health and Safety – Supervisors in the work place
- Senior Management - Business Continuity Awareness
- Risk Awareness
- Business Continuity in practice

BUYING STYLES

Creating an awareness of the buying styles, their motivators and de-motivators, priorities and needs will allow the sales people to recognize different buying requirements to their own.

They can then apply this in the sales process building higher levels of empathy and appreciation for other types of buyer and through this improve sales performance and build stronger business relationships.

OBJECTION HANDLING & CLOSING

Some sales close themselves because needs are established and the right solution offered in the right way. Some don't.

Objection handling if done well can provide a powerful element to the business relationship as a means of resolving differences.

lookwho'swalking

clear philosophy
+ quality people! = good business
+ the right infrastructure

STEVE WILLIAMS

Managing Director

28 years of Insurance, Sales, Management and Risk Management experience. Started WTWS as an MBO in 2009. Ultrarunner, Triathlete, Adventure Racer (including the Marathon de Sables) and Scuba Diver... loves a challenge, not at all competitive, possibly mad!

SHARON EDE

Operations Manager

Operational Management from Leisure to Insurance and HR. Sharon joined WTWS at the very beginning as part of the MBO. Former GB Canoe Slalom team member, all round perfectionist and secretly the most competitive person alive!

ALISON THORNTON

Help Desk

Experience in Banking and a Trade Union has fortunately left Alison unscarred. Possibly the nicest person you'll ever meet, she loves dogs, horses and Mumford and Sons.

NICK MORRALL

Head of Risk Services

30 years of Loss Adjusting, Insurance, Risk Management experience. Joined WTWS with the KRS acquisition. Nick is a field sports devotee... if it runs, swims or flies, it doesn't want to be anywhere near Nick on his day off.

MARK HUTCHINSON

Senior Risk Consultant

Mark has 30 years Risk Management experience across a vast range of industries and lots of initials after his name. At the weekend Mark likes nothing more than to slip in to the lycra and hit the road on 2 wheels.

Contact us...

Walk the Walk Solutions Limited
145 High Street
Sevenoaks
Kent
TN13 1XJ

T: 01732 450903

E: info@walkthewalksolutions.co.uk

www.walkthewalksolutions.co.uk

walk**the**walk
solutions

www.bcarm.co.uk
www.kingsdowne-rs.co.uk
