

RISK MANAGER



RISK MANAGEMENT

SOFTWARE

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Specifications

Nine Lives Risk Manager has been developed in three versions:

1. **Single User:** This version has all of the functionality of the Multi-User version, however it can only be installed on one PC.
2. **Multi-User:** This version has been designed to operate over a wide area network.
3. **Multi-Client:** The Multi-Client version has the functionality to generate separate databases for each client. If the database is retained on the client's server, it is possible to access the database across the Web. In this way you may manage your client's data remotely.

Multi-User and Multi-Client licences may be purchased for any number of concurrent users. There is no restriction on the number of computers that the software is installed, however the concurrent access by users to **Nine Lives Risk Manager** will be restricted by the number of licences.

System Requirements:

The Nine Lives Risk Manager

database engine is the Microsoft SQL Server Desktop Engine (MSDE), which runs on Windows 95, 98, NT, 2000 and later and is incorporated in the Nine Lives Risk Manager software installation. MSDE supports up to 5 concurrent users.

For larger numbers of concurrent users, Microsoft SQL Server (or compatible) licence will be required.

Hardware Requirements:

Minimum -

- ▲ Alpha AXP, Intel or compatible platform
- ▲ Pentium 166 MHz or higher (Pentium Pro, Pentium II or compatible)
- ▲ 32 MB RAM
- ▲ 71-79 MB hard disk space

Recommended -

- ▲ Pentium III processor (500 MHz or faster)
- ▲ 128 MB of RAM

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What does Nine Lives Risk Manager do?

Nine Lives Risk Manager is a risk management software system designed to help you:

- ▲ protect your assets
- ▲ manage your risks cost effectively
- ▲ demonstrate good corporate governance
- ▲ demonstrate due diligence
- ▲ quantify risk reduction for insurance premium negotiations



AT A GLANCE

How will it affect the bottom line?

Nine Lives Risk Manager has been developed in Australia by experienced risk engineers, who understand the Australian Regulatory regime within the context of a worldview of risk management.

Nine Lives Risk Manager has been designed to be simple and intuitive so that the information generated at an operational level can be analysed rapidly for executive decision making.

- ▲ Manage all aspects of risk – occupational health and safety, environmental, property loss, financial and production.
- ▲ Share the development of solutions and skills across your organisation.
- ▲ Establish benchmarks, continuous improvement and state-of-the-art risk management.

Cost effective risk management

Nine Lives Risk Manager enables quantification of risks, and the cost effectiveness of proposed risk control measures - 'Is it cost effective to keep spare windings for my generator?'

Or 'What are my risk exposures in terms of expected normal or expected maximum losses?'

Integrate and rationalise risk management resources

Nine Lives Risk Manager has been designed specifically to integrate and build on existing Risk Management Systems, thereby reducing the cost of maintaining risk management systems and making the best use of resources.

Avoid costly & restrictive software customisation

The recording and reporting functions have been designed with considerable flexibility to avoid the need for costly customisation.

This also means economical system upgrades.

Software support

We know the importance of customer satisfaction.

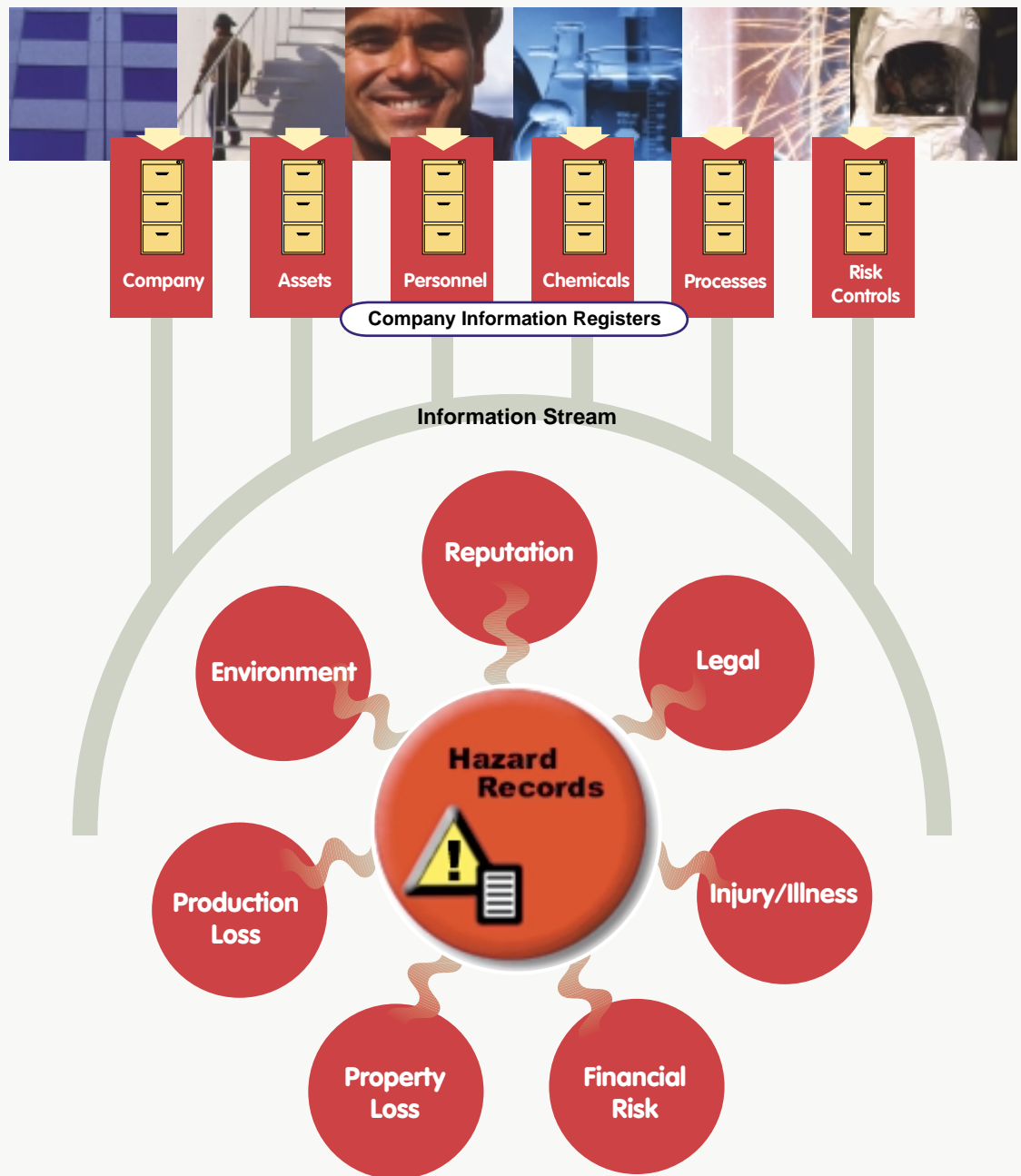
For our Australian customers we provide immediate phone help from friendly, trained and experienced staff.

Our email help guarantees to answer your questions **within 24 hours.**

Visit our website to view our demonstration of **Nine Lives Risk Manager** at www.ninelives.com.au or contact us at email@ninelives.com.au to arrange for a representative to provide you with a demonstration.



Nine Lives Risk Manager



OVERVIEW

In an increasingly litigious society, exposure to liability has become a significant driver in the management of risk. **Nine Lives Risk Manager** is designed to capture, assess, prioritise and manage all of the risks and hazards that are an integral part of any organisation's operations. These may include occupational health and safety, environmental, property loss and production risks.

Nine Lives Risk Manager is a software tool for identifying, recording, assessing and tracking hazards. The system was developed over a period of 10 years by risk engineering practitioners. It was designed originally as a risk assessment and reporting tool. Over the decade it has evolved through practical application, to meet the needs of clients and the changing regulatory environment, into a tool for the identification, assessment, control and tracking of hazards.

Nine Lives Risk Manager incorporates a process of reviews, which enable the monitoring and tracking of risk control activities. In the event of an incident therefore, the organisation can demonstrate due diligence in the management of its risks.

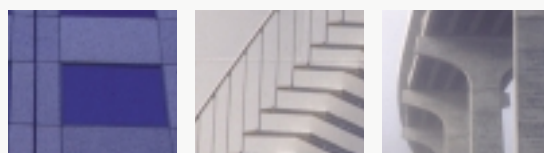
It is common practice for organisations to manage risk through **risk management systems**. For example:

- ▲ Risks to personnel are managed through **Safety Management Systems**
- ▲ Risks to the environment are managed through **Environmental Management Systems**.
- ▲ Major Risks are managed through **Safety Case** or **Safety and Operating Plan**
- ▲ Risks resulting in lost production or property are managed through **Insurance Loss Assessments**

The only thing that distinguishes between the different risks is the outcome. Any hazard may have multiple outcomes and therefore be common to the range of risk management systems.

Take for example the hazard of ammonia leakage from a chiller. This has environmental, occupational health and safety, loss of product and major hazard outcomes. The successful management of this hazard should be independent of the **management system** that initially identified it. However, unless the organisation's **risk management systems** are integrated there is potential for duplication of effort and costly mistakes in the management of the hazard.

Nine Lives Risk Manager provides a mechanism for collecting, integrating and sharing hazard information between risk management systems.



NINE LIVES RISK MANAGER

Risk Manager system

elements **Nine Lives Risk Manager** consists of three basic elements:

Company Information Registers

The Registers contain standard company records such as an asset register and personnel registers. The use of Registers ensures that information is recorded consistently throughout Risk Manager. For example, names of risk assessment team members are selected from the Personnel Register.

Hazard Records

Hazard Records allow for the recording, assessment, tracking and reporting of hazards, including those that have resulted in accidents and incidents.

Management Systems

Management Systems aid in the identification of hazards and recording of hazard identification processes.

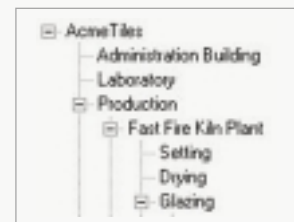


Software icons

Registers

The **Company Register** records company details, including emergency contacts.

Assets Register consists of a register of all of the organisation's assets. It is presented as a 'tree' structure that describes the location of each item of equipment or location. Existing company asset registers may be imported.



Details of employees and contractors are recorded in the **Personnel Register**. These include Login details and contact details, which can be used for emailing reminders of overdue actions for example.

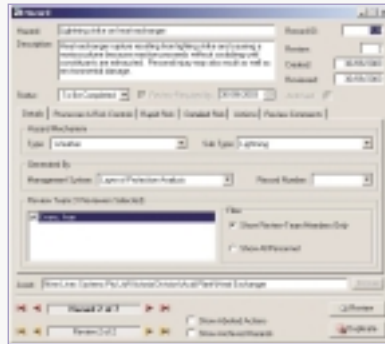
The **Chemicals Register** is used for recording chemical product details, including such classifications as Dangerous Goods, Hazardous Substances or National Pollution Inventory chemicals. The Register also records the location and date of the relevant Material Safety Data Sheet.

The **Risk Controls Register** is used for recording existing risk control measures implemented by the organisation. The Register documents the purpose, parameters and performance of the existing risk controls and provides a listing of all of the hazards currently controlled by each of the risk control measures.

A listing of work processes, such as Work Instructions and Work Procedures are stored in the **Processes Register**.

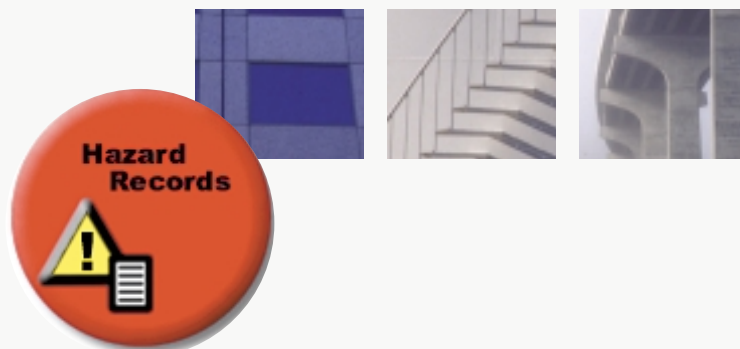
Hazard records

This is the core component of **Nine Lives Risk Manager**. Each Hazard Record stores information about the hazard, including risk assessments and proposed risk control actions. A history of how the hazard is managed is also recorded.



The following is a list of some of the variables recorded with every hazard record:

- ▲ **Description**
- ▲ **Hazard status** (To be completed, In Progress, Complete, Aborted)
- ▲ **Hazard Mechanism**
- ▲ **Management System** that generated the hazard. For example, an Incident Investigation may identify a number of hazards as the incident cause.
- ▲ **Risk Assessment Team**
- ▲ **Asset** (or location/equipment) to which the hazard belongs
- ▲ **Work Process** to which the hazard belongs
- ▲ **Existing Risk Controls**
- ▲ **Rapid Risk** ranking
- ▲ **Detailed** (quantitative) **Risk**
- ▲ Risk Control **Actions** (multiple actions assigned to each hazard)
- ▲ **Hazard Reviews**
- ▲ **Review Team**



Risk assessment

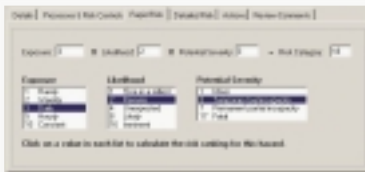
Nine Lives Risk Manager provides two methods of assessing risk. The first is **Rapid Risk** estimation and the second is a quantitative **Detailed Risk** assessment. These are described in the following.

Rapid Risk



Two methods of **Rapid Risk** ranking are incorporated in the software. The user selects the method to be adopted by the organisation in the initial setup.

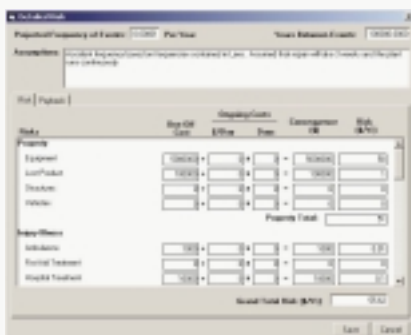
The first **Rapid Risk** ranking is based on the risk assessment method contained in Australian New Zealand Standard AS/NZS 4360.



The alternative **Rapid Risk** method is based on the estimation of risk applying the variables 'Exposure', 'Likelihood' and 'Potential Severity'.

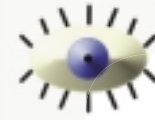
Detailed Risk

The **Detailed Risk** calculator provides a process for the user to quantify risk and consequence in dollar terms. This can be used by Insurance/Risk Managers to determine maximum foreseeable losses and exposures.



The Consequence variables are tailored by the user under the headings of property loss, injuries, illness, environmental damage, loss of production, damage to reputation, financial risks and legal costs.

Payback periods for proposed risk control options may also be calculated using the **Detailed Risk** calculator.



Hazard reviews

Demonstration of due diligence in the management of risk is imperative to both the organisation and to key management individuals in our increasingly litigious society.

The **Review** process is a mechanism for maintaining a history of risk management activity on each hazard. Each **Review** provides a 'snapshot' of the current status of the hazard.

Reviews are stored so that the entire history of the hazard may be displayed.

The user is always presented with the latest **Review** in the hazard records, which represents the current hazard details and risk control actions.

Management systems

Most organisations manage risk through discrete Management Systems.

Essentially, Management Systems are designed to identify and capture organisational hazards and to manage the associated risk control activities.

Management Systems could include systems such as:

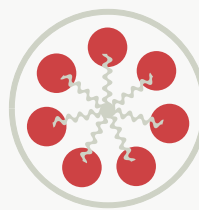
- ▲ Accident/Incident Reporting
- ▲ Hazard Report
- ▲ Workplace Inspections
- ▲ Insurance Audits
- ▲ Underwriter audits
- ▲ Plant Risk Assessments
- ▲ Manual Handling Risk Assessments
- ▲ Process Hazard Analysis
- ▲ Environmental Audits



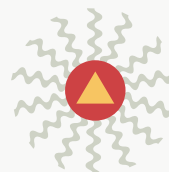
Risk Management Systems frequently overlap, however historically such systems have been implemented by discrete areas of the business. Consequently, the management of individual hazards may be fragmented and may involve considerable duplication of effort.

By recording all of the organisation's hazards within **Nine Lives Risk Manager**, risk management activities that are common to multiple Management Systems are not duplicated.

For example, an Environmental Management System may identify a gas escape hazard with environmental impacts. The same gas escape hazard may also have safety repercussions and be identified through the Plant Risk Assessment.

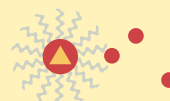


Management Systems are continuously under development as modular add-ins to **Nine Lives Risk Manager**. These Systems are designed to share hazard information and unify the management of risk.



Management system plug-ins

Integrated Management Systems designed to 'plug-in' to Nine Lives Risk Manager are constantly under development. To find out more contact email@ninelives.com.au or visit our web-site at www.ninelives.com.au



Reporting

A wide range of reporting tools is available to the user through **Nine Lives Risk Manager**.

Reports Menu

The first method is by means of the **Reports Menu option**. This opens a form that enables the user to filter and sort the information to be displayed on the report.



Reports

Filters and sorting include:

- ▲ **Hazard Status**
(complete, in-progress, etc.)
- ▲ **Required Review Date**
- ▲ **Hazard Mechanism**
- ▲ **Management System**
(through which the hazard was identified)
- ▲ **Action Due Dates**
- ▲ **Rapid Risk value**
- ▲ **Detailed Risk value**
- ▲ **Asset** or location
- ▲ **Action Responsible Person**

One of two report formats may be selected for viewing the filtered information – a **Detailed Report** containing all of the information or a **Summary Report**.

Once all of the filters have been set, the user can save the format as a **Report Template** so that it is not necessary to re-set the filters to generate the same report at a later date.

Reports may be printed and saved to Microsoft Word or to a pdf file.



List Function

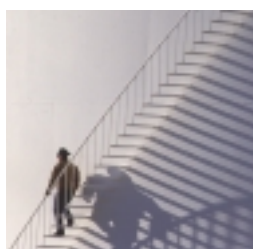
By using the List Function with any open form, the user generates a table of all of the information contained in each record of the form. This information may be sorted and filtered or exported as a CSV file. CSV files may be viewed and sorted in Microsoft Excel or Word.



Linked Microsoft Access Database

For the more skilled user, the linked Microsoft Access database Add-On is available. This provides a link to the database tables so that the user may tailor reports using Access functionality.

CASE STUDY



An accident occurred during the filling of two above ground storage tanks with petrol from a ship. The tank is located dockside and is neither fitted with automatic shutoff valves nor with high level alarms and to switch from filling one tank to another requires operation of a manual valve. It has become common practice for operators to fill the tanks past the normal fill point in order to help out the ship's crew. The operator's hut is located some distance from the tanks.

One evening, following an exceptionally long shift due to other operators being on sick leave, the operator's concentration lapses while filling the first tank. He first notices petrol spilling from the top of the tank. He runs some distance from his hut to the valve at the tank, then has to pass through the shower of overflowing petrol in order to access the valve.

The operator receives chemical burns, the fire brigade is called to deal with the petrol that has spilled into the drainage system and the spill team is mobilised to try to contain the petrol that is spilling into the sea.

Hazard records



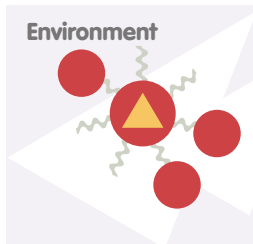
Financial Risk

Accident Investigation and Recording System. High level management is brought in to co-ordinate the accident investigation. They immediately decide that one of their number, who has contacts within the automation industry, should investigate suitable control measures. The accident report is entered into the **Nine Lives Risk Manager** accident module and linked to a spill hazard.



Injury/Illness

Independently, the OHS team has been directed by Worksafe to conduct a **Hazardous Substances Risk Assessment** of the ship unloading. Their first step is to query **Nine Lives Risk Manager** to identify all of the existing hazards that relate to the process. In this way the information generated by the accident investigation is captured in the **Hazardous Substances Risk Assessment**.



Environment

The environment group swings into action and proceeds to conduct an **Environmental Risk Assessment** of the entire dock area. The team identifies the tank overflow hazard and is about to implement an independent investigation into suitable automation, however on entering the assessment into **Nine Lives Risk Manager** it is noted that the action is already underway. A review of the proposed actions is conducted by the team as a record.



Property Loss

As part of it's annual re-insurance premium negotiations, the property group conducts a **Loss Adjustment Review**. **Nine Lives Risk Manager** is queried to quantify the reduction in risk of fire and loss of product resulting from the implementation of an automated filling process.

SERVICES

Nine Lives Systems Pty Ltd provides a number of support services for the implementation and management of your **Nine Lives Risk Manager** system. These are designed to ensure that your system is tailored to suit your business needs and that your employees are trained and competent.

Importantly, these services are delivered by **risk management practitioners based in Australia**.



Support

A **Maintenance Agreement** makes your organisation eligible for:

- ▲ System implementation
- ▲ Telephone support 8:30AM to 5:00PM Eastern Standard Time, Monday to Friday

Alternatively, support time may be charged at an hourly rate and upgrades can be purchased.

Nine Lives Systems can also provide valuable support in the implementation of your **Nine Lives Risk Manager**. We can help to set your system up in ways that make the transfer from your existing systems as seamless as possible.

Customisation

Nine Lives Systems can provide the same team that developed the software to customise your software to meet the specific needs of your organisation. However, we believe that the design of **Nine Lives Risk Manager** is sufficiently flexible to avoid the need to customise the software. This means that the purchaser is not hit with additional development costs and software upgrades are readily available.

Training

Training services cover the range of risk management activities, including the implementation and maintenance of **Nine Lives Risk Manager**:

- ▲ Risk Management
- ▲ Hazard Identification, Risk Assessment & Risk Control
- ▲ Implementing and using Nine Lives Risk Manager

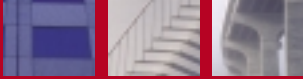
The training services can be delivered at your premises or in off-site training facilities.

Transferring existing company data

Nine Lives Systems can provide assistance to populate **Nine Lives Risk Manager with your organisation's existing risk information, such as accident reports, Job Safety Analyses and hazard reports.**

Alternatively, we can assist your organisation to generate information about its hazards and risks. Services include:

- ▲ Import existing electronic data
- ▲ Data entry of existing data
- ▲ Facilitate hazard identification and risk assessment workshops and Hazops
- ▲ Plant risk assessments
- ▲ Manual handling risk assessments
- ▲ Equipment failure modes analysis
- ▲ Property loss assessments



Features and functionality

Functionality	Features
Company Registers:	
Assets	May be imported from electronic files.
Chemicals	Specify Dangerous Goods, Hazardous Substances, National Pollution Inventory.
Personnel	Link to existing electronic systems.
Processes	Operating Procedures, Work Instructions, etc.
Existing Risk Controls	Purpose, Parameters, Performance.
Hazard Records:	
Hazard Mechanisms	Can be tailored by the user. Includes all types of risk.
Link hazards to work processes	Generate reports of hazards associated with work processes.
Link hazards to existing risk controls	Establish degree of reliance on existing risk controls.
Link hazards to management systems	Records the management system that first identified the hazard.
Archive function	Archived items can be viewed.
Review function	Tracks risk control activities – unlimited number of reviews.
Multiple hazard risk control actions	Unlimited number of actions to control each hazard.
Action abort function	Actions can be aborted and replaced with new actions.
Hazard status	To be completed, In progress, Complete, Aborted.
Responsible personnel/completion dates	Due dates for actions.
Assessment team members	Record personnel conducting the risk assessment or review.
Risk Assessment:	
Choice of Rapid Risk calculator	Nine Lives Risk Calculator or AS4360 Matrix.
Detailed risk assessment	Quantify risk in dollar terms.
Risk control Payback period calculation	Calculate pay back period based on detailed risk assessment.
Reports:	
Report design function	Apply a range of filters and sorting of data and selection of report type.
Template generation	To retain frequently used report designs.
List function with export	Manipulate data in Microsoft Excel.
Sorting and filtering	Most fields.
Microsoft Access report Plug-In	Access to tables for customising reports in Microsoft Access.
Tools:	
Specify Hazard Mechanisms	
Manual handling calculator	NIOSH revised lifting equation.
Security	Specify Users and Groups.
Management Systems:	
Plug-in functionality	

Contact us:

