



# ALARM

## ALARM RISK AWARDS 2019

DEADLINE FOR ENTRIES:  
FRIDAY 15 MARCH

THE PRINCIPAL MANCHESTER  
OXFORD STREET  
MANCHESTER M60 7HA

NEW CATEGORIES  
FOR THE 2019  
RISK AWARDS

# CHAIR'S WELCOME

The ALARM Risk Awards are returning to The Principal Manchester on Monday 24 June 2019 as part of our Conference. The Risk Awards are free and easy to enter and entering the Awards is an excellent opportunity to showcase the great work undertaken by your team or organisation, raising awareness and credibility of your profession and highlighting the innovative work across the sector.

Our new strapline 'embrace risk' reflects the positive attitude we are bringing to ALARM and underpins all that risk management professionals try to achieve for their organisations and clients. We want to promote risk management as a powerful tool in innovation and business development. So in line with our new look brand we have refreshed the Awards categories with the introduction of new categories that celebrate the accomplishments of ALARM members and public service organisations.

Criteria and entry requirements of each category are detailed in this brochure. The organisational awards are open to anyone so I strongly encourage you to review your work over the past year and submit an entry, or more. You can enter as many categories as you like, and remember, if you don't enter you can't win!

The winners will be announced at our annual Risk Awards dinner. I wish you all the best of luck.

**Chris Walker, Chair**



## ORGANISATIONAL AWARDS

### OPERATIONAL RISK AWARD

Managing the operational risks affecting your organisation.

This Award recognises innovative management of operational risk including those risks that affect the organisation's day-to-day service delivery, those that impact on efficiency, health and safety risk, governance, insurable risk and effective business continuity. Entries will be judged on the evaluation of innovation, challenges and success of the initiative. Entries should include:

- The risk(s) identified and reason (s) the risk management initiative was necessary.
- The strategy and processes used in the planning and implementation of the initiative.
- The resultant output and how this has positively impacted on improving operational service delivery.

### COMMUNITY RISK AWARD

Managing risks within your community.

This Award recognises those initiatives that have identified and improved risk within the community. This can include civil contingency risks; initiatives that help deliver better services to citizens or where there is evidence of improved community cohesion. Entries will be judged on success of the project in reducing risk and improving outcomes for the community. Entries should include:

- The risk(s) identified and reason(s) the initiative was necessary.
- The strategy and processes used in the planning and implementation of the initiative.
- Evidence of partnership and stakeholder engagement.
- The resultant outcomes and how this has positively impacted on citizens and the community.

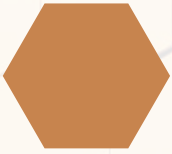
### BEST RESPONSE TO CRITICAL INCIDENT AWARD

How has your organisation managed the response to a critical incident?

This Award recognises the achievements of an organisation/team in leading on or contributing to the effective recovery following a significant incident. The incident could be related to serious weather, fire, cyber-attack/data breach, reputational risk, or health and safety. Entries will be judged on the effectiveness of work taken in response and the effectiveness of business recovery. Entries should include:

- A summary of the event.
- The challenges and obstacles faced.
- The response of the organisation and interaction with stakeholders.
- The implemented strategy and resultants outcomes.





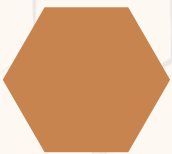
### **BEST USE OF TECHNOLOGY IN RISK MANAGEMENT AWARD**

Using technology to better identify, manage and mitigate risk.

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This Award will be presented to the organisation/team that demonstrates how, with the use of technology, risks are identified, measured and managed, with positive impacts to business and operational objectives. This can include the use of technology in the capture and analysis of risk management information, in delivering risk initiatives, in delivering claims and insurance services, in horizon scanning or by using technology in business recovery/continuity. Entries should include:

- The technology used including examples of software and partner involvement.
- The objectives to achieve in the project plan.
- How this was implemented and the data it captured.
- The outcomes and evidence of improvement to risk management and/or business and operational service delivery.



### **BEST INITIATIVE IN COMBATTING FRAUD AWARD**

Managing and mitigating fraud that affects your organisation.

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This Award recognises those organisations/teams that had led on or supported the implementation of risk management initiatives that have helped reduce and combat fraud within their organisation and their community. This can include fraud that occurs in any part of the organisation or affects the wider community such as within claims handling, revenue and benefits, procurement, tenants and leaseholders or preventing citizens from becoming victims of fraud. Entries should include:

- The reason(s) for the initiative and the risk(s) it addresses.
- The approach taken in implementing the initiative.
- Work undertaken with stakeholders and partners.
- Evidence of the initiative produced.
- The resultant outcomes and impact.



### **BEST INSURANCE INITIATIVE AWARD**

Insurance and claims handling initiatives.

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This Award recognises organisations/teams that have implemented innovative and effective initiatives relating to public service insurance and associated claims handling. Judges are looking for initiatives that have produced innovative insurance/risk transfer solutions; improved claims handling and a demonstrable benefit financially, to the operation achievements of the organisation or to stakeholders and customers. Entries should include:

- The reason(s) the initiative was required.
- The output and outcomes to achieve.
- The strategy and process for planning and implementing the initiative.
- Evidence of the outcomes.
- How this has been shared with other ALARM members and used to support like-minded organisations.



### **COLLABORATIVE WORKING WITH EXTERNAL PARTNERS AWARD**

Managing risk through collaborative working.

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This Award will be presented to an organisation that demonstrates innovative and effective risk management/insurance/claims handling initiatives that are achieved through collaborative working. This Award is judged based on evidence that partnership and collaborative working, to produce a product, process or to manage a risk, has been effective and resulted in better outcomes and mitigation of the risk(s) identified. Entries should include:

- The risk(s) identified and the reason(s) the initiative was necessary.
- The partners involved and the benefits of collaborative working.
- The strategy and processes used in the planning and implementation of the initiative.
- The resultant output and evidence of outcomes.

# MEMBER AWARDS

These Awards are open to ALARM members only.



## PROFESSIONAL OF THE YEAR AWARD

This Award will be presented to an outstanding professional who demonstrates achievement, commitment and enthusiasm in the promotion and delivery of risk and insurance within public services. Judges will consider:

- Experience and understanding of the management of risk, insurance and associated claims.
- Achievements in the profession.
- Evidence of innovative working, commitment and professionalism.
- Evidence of leadership and being exemplars in their field.
- Involvement in ALARM or other relevant organisations and evidence of the promotion of risk management to the wider community.



## TEAM OF THE YEAR AWARD

This Award recognises the accomplishments of a team in delivering effective risk management. Any team contributing to the management of risk in their organisation is eligible, including governance, claims handling, health and safety, fraud investigation and finance. Entries should include:

- The team's responsibilities and the services they deliver.
- Initiatives the team has delivered or how they have grown/changed/improved and for what reason.
- Evidence of how the initiative or team was developed and the challenges faced.
- Evidence of achievements and how the team has added value to their organisation.
- How the team are exemplary in their field and how they have shared best practice.

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**DEADLINE FOR ENTRIES: 17:00, FRIDAY 15 MARCH 2019**

### How to enter

- Carefully consider the judging criteria for each category.
- Entry forms can be requested from [awards@alarmrisk.com](mailto:awards@alarmrisk.com).
- Ensure that you follow the entry instructions on the form.
- Entries should be submitted to [awards@alarmrisk.com](mailto:awards@alarmrisk.com) by no later than 17:00, Friday 15 March 2019.

### Judging process

There is a two-stage judging process and all entries are anonymised for judging.

1. All entries are independently assessed by a panel of judges drawn from the risk management profession.
2. Shortlisted entries are then assessed by a second panel of specialist judges.

We aim to notify shortlisted applicants in writing by the end of May.

### Terms and conditions of entry

- Entries must be received by 17:00 on Friday 15 March 2019. Late entries may not be considered.
- There is no application fee.
- You must submit a separate application form for each category, using the correct application form.
- Entry forms must be requested from and sent to [awards@alarmrisk.com](mailto:awards@alarmrisk.com). Entries sent to any other email addresses will not be considered.
- ALARM Board Directors are not eligible to enter the Professional of the Year Award.
- Entrants for the Professional of the Year Award must seek approval from their line manager to undertake the ambassadorial role implicit in winning the Award.
- ALARM and the Awards sponsors reserve the right to withdraw the presentation of any Award should the expected level of quality not be met.
- The judge's decisions are final. Feedback will be provided where possible.
- All entries become the property of ALARM.
- In the interest of promoting good practice in the management of risk, ALARM reserves the right to publish entries in full or in summary and produce feature articles based on their contents, on our website, in our journal, *stronger*, and through other media channels.
- Photographs of winners accepting their award will be taken and used for future ALARM publicity.