

An academically certified program for Boards, CEO's and senior managers to ensure greater customer experience and decrease exposure to risk.

Raise the Bar maximises competitive advantage and minimises risk to the organisation by embedding:

- Ethical corporate and human resource practices
- Practices which support a favorable corporate identity and culture
- Practices that attract, retain and get the best out of talent
- Practices that attract, retain and match the values and standards which stakeholders, including clients, customers and partners demand.



*“Bridging the gap between your company’s values and ethics, and the experience of your customers, staff and stakeholders”*

We do this through an innovative, in-depth review and analysis of your current systems and practices and deliver action ready recommendations.

**Professional and proactive organisations ask hard questions of themselves every day. Here are questions we ask our clients:**

- What assurances do Boards and CEOs have that they are providing an ethical and proper service to meet the requirements of the new Code of Practice?
- Are you confident that your staff provide good service and act ethically? How do you know that? How do you measure that?
- If we interviewed your customers and staff, how would they rate your organisation?
- Are ethics and integrity high on your agenda, and do you need to do more to ensure it is on everyone’s agenda?

**Our solution:** Using an academically-certified (QUT) ethics and integrity methodology, our program, can assist your organisation to understand and reduce behavioural related risks.

Our analytical tools help your accountability to clients by providing education, strategies and techniques to align your organisation’s ethics and values with your intended service delivery standards.

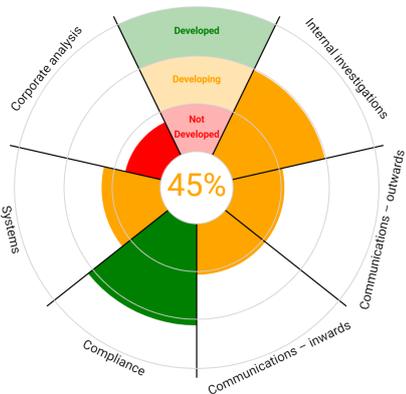
#### **Raise the BAR Focussed Four Components**

1. Enhanced service delivery & market share
2. Improved performance through positive workplaces and organisational culture
3. Enhanced organisational leadership
4. Improved corporate risk management capability

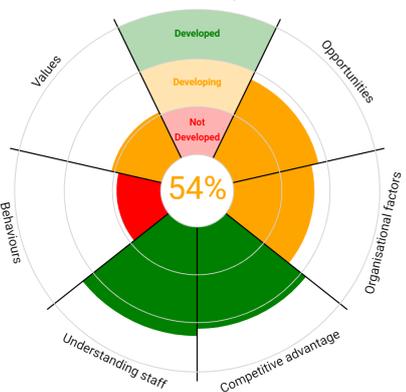
### Improved performance through positive workplaces and organisational culture



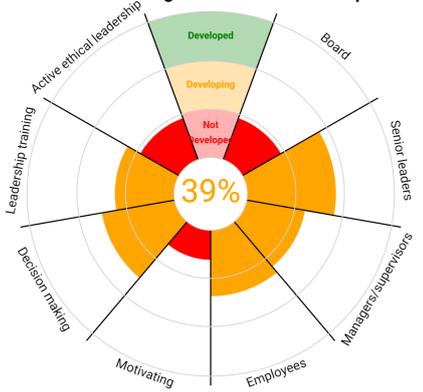
### Improved corporate risk management capability



### Enhanced service delivery & market share



### Enhanced organisational leadership



### The system enables:

- Enhanced enterprise-wide, client-oriented service delivery
- Improved performance through positive, safe workplaces
- Improved organisational culture
- Enhanced organisational leadership and management practices
- Greater competitiveness (as all government agencies compete for their share of government resourcing and increasingly for outcomes through greater commercialisation)
- Improved corporate risk management capability
- A real-time understanding of emerging potential unethical conduct risks
- A comprehensive understanding of strategies to address emerging potential unethical conduct risks to avoid crisis
- Assessment of readiness to manage an organisation crisis, including crisis communications

### The approach and solution:

*Raise the Bar* delivers the alignment between the values and expectations of the organisation, its customers and stakeholders (including regulatory and legal requirements) and actual organisational practices. Through this assessment and response costs are minimised, crisis and issues are avoided, and opportunities are maximised.

Here's how you can realise the benefits of *Raise the Bar*:

- 1 You complete the guided on-line self-assessment in core areas of corporate administration and performance
- 2 We prepare a tailored report based on this information
- 3 We discuss the outcomes, and areas for further development and protection
- 4 Tailored ethical leadership training by QUTeX to meet identified needs (optional)
- 5 You receive a QUT endorsed 'Raise the Bar' certification.

**For further information and to schedule an obligation-free consultation, please contact:**

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