Risk Assurance
Trust and Transparency Solutions

Middle East
Supply chain provenance

Consumers and other stakeholders care more than ever about where products come from. The retail, consumer goods, manufacturing and renewables sectors are likely to be at most risk of supply chain incidents or failures. Organisations need to better understand and control their supply chains and demonstrate provenance to their stakeholders – there is an increasing role for independent assurance to build trust where greater transparency and confidence is required.

Examples include:
- Sustainable sourcing
- Biofuels subsidiaries
- Workers’ welfare

Customer experience and product promises

Delivering on product and service promises is becoming increasingly important for customer experience and brand reputation. Organisations need to be confident that they have the right governance, processes and controls to deliver, be ready to respond to incidents when they arise and prove that they are delivering on their promises and obligations.

Examples include:
- Green finance
- Investment mandates
- Treating customers fairly

Critical service provider dependencies

Service providers are increasingly becoming a critical part of an organisation’s extended delivery model. Customers, regulators and other interested stakeholders continually expect greater transparency and confidence in established operational control environments; and in performance around emerging issues such as resilience, security and privacy.

Examples include:
- Operational Control Reports (ISAE 3402, SSAE 16)
- Service Organisation Controls (SOC 2)

Key performance indicator reporting

With a drive for greater transparency, organisations are reporting more information around their operational performance and strategically important activities. This can be either mandatory, in line with laws and regulations, or voluntary, to meet specific stakeholder needs. Independent assurance of the reported information is an important part of building trust with key stakeholders.

Examples include:
- Greenhouse gas emissions and sustainability KPIs
- Investment track record reporting
- Media audience statistics

Market platform resilience

Market platforms provide a variety of critical functions, such as clearing, settlement, marketplaces, social media, taxi booking, crowd sourcing and money/information exchanges. The failure of a market platform could have industry-wide implications. With limited regulatory oversight, platforms are increasingly being expected to prove they operate a resilient, secure and well-functioning service, in line with their obligations.

Examples include:
- Revenue settlement, allocation and leakage
- Sharing economy business systems and controls
- Price comparison claims and activities

Drivers for reporting

There are three key drivers behind issuing a report of independently assured information.

Regulations and compliance
Responding to regulatory reporting requirements or presenting public claims of compliance.

Competitive advantage
Setting yourself apart from the competition by giving customers the type of information they need to trust you.

Ethical considerations
Demonstrating your Corporate Social Responsibility and sustainability commitment to customers and employees.

What you gain

- You are leading with trust – Embedding a governance and monitoring framework that promotes the right behaviours across your organisation and your third parties, and improves information reliability.
- Your reputation is protected – Safeguarding your most important asset – your brand – through employing appropriate measures.
- Business is put on the front foot – Enhancing your internal controls and performance, and establishing a clear view of the chain of dependencies.

Trust and Transparency Solutions
Establishing trust with your stakeholders through transparent and relevant reporting

Today’s marketplace is crowded, and customers – whether businesses or individuals – are more discerning than ever. For organisations to succeed, they need to be trusted. Stakeholders are looking for information that is clear, relevant and reliable. Information they can trust.

Some organisations are already having their sustainability metrics checked, their adherence to ethical codes verified, and the systems and processes that produce information assured. We can help you do this too, and help you establish trust through communicating the right information, to the right people, at the right time.

Our solutions

Our Trust and Transparency Solutions offer independent, expert opinions on all areas of business performance and information, for external publication. In line with international standards, we help organisations respond to demands for increased transparency and industry comparability, and increase the credibility of that reporting.

We help you when you’ve got something important to say, to someone external and you want to be believed.

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