

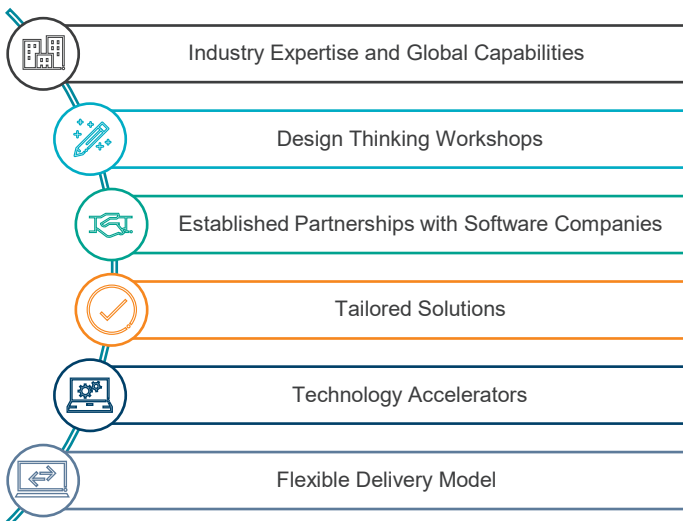
BUILDING SOCIETIES PRACTICE OVERVIEW

Building Societies are a cornerstone of The UK's financial landscape, having existed since the late 18th century. Despite market changes and economic challenges, their key values remain - providing mortgages and savings products without judgement and having the key focus of helping their members.

In a constantly evolving economic and technological market, Protiviti can help Building Societies and Mutuals re-evaluate their strategies to enable greater efficiencies and speed to market, whilst keeping these key values at your core.

We can work *with* you to achieve a variety of objectives, using our knowledgeable teams and wide-ranging industry experience. No two business problems are the same, and neither are two of our solutions.

Key Benefits of Protiviti's Approach



Shared Core Values



Putting Members First

Building Societies always put members above anything else, whether that's concerning them for a loan, mortgage or other financial product. Regardless of their position, they are heard.

One of our 4 company values is inclusion – success is best achieved through teamwork, diversity and respect for each other.



Capability Through Agility

Being structurally different to retail banks, building societies are often able to react quickly to industry wide challenges or opportunities.

We can harness this agility, as innovation is another company value of ours, using a highly collaborative approach and novel problem-solving techniques.



Long-Term Value

Building Societies want long term members, not short-term financial success, by caring for members and treating them fairly and consistently.

We empower our people to drive the success of our clients, colleagues and our communities. We aim to deliver high quality work and build long-term relationships with clients.



Tailored Approaches

Due to the locality of Building Societies, you are likely to be more conscious of local variances and nuances, giving members more personalised interactions.

We can tailor solutions completely to your exact needs and requirements, due to our innovative and highly collaborative approaches.



Supporting Local Causes

Building Societies are key members of communities, and their focus on Charity work is a perfect example of this, working together with and closely supporting their local communities.

Protiviti also recognises the importance of charity work, we offering mentoring at a local school, and employees regularly volunteer at London Food charities to prepare meals

Protiviti's Building Society Solutions

How Can Protiviti Help?

Protiviti provides specialised solutions at Building Societies, using our extensive expertise. We will work with you, allowing you to manage, expand and future proof your operations through process design, regulatory expertise, technology, data and analytics. These solutions can use any combination of our firm-wide expertise and teams:



Technology

Our Technology Consulting practice can make a key difference in process changes that support solutions in:

- Core applications and legacy modernisation
- Vendor selection
- IT risk and security
- Enterprise resource planning
- Service delivery
- Cloud Integration/Advisory
- Cyber risk



Data & Analytics

Our Data teams can enhance your models, strengthen your data strategy and provide insights, covering:

- Audit and risk management
- Investments
- Business Intelligence
- Environment, Social and Governance (ESG) & Sustainability
- Implementation of Artificial Intelligence (AI) and Machine Learning (ML)



Internal Audit (IA)

We can help start or manage your IA function or work closely with your existing team. Our IA teams have extensive capabilities in:

- Outsourcing / co-sourcing
- Change audit support
- Audit committee advisory
- Audit transformation
- IT audit and cyber risk audit



Risk & Compliance

Our Risk and Compliance teams can assist you to preparing for or responding to complexities involving:

- Enterprise risk management
- Preparation for upcoming regulatory frameworks
- Operational resilience
- Conduct risk and consumer duty



Business Processes

Our Business Performance teams can increase operational efficiencies and execute growth plans. These services include:

- Customer Experience
- Target operating models
- Project Assurance Services/Reviews
- Robotic Processes
- Automation
- HR and People Advisory
- Design Thinking

Case Studies

Agile Change Audit Support

UK Building Society

- The client was undertaking an Internal Audit review of its Agile change management framework and methodology to understand its adequacy in relation to the controls in place to address key change risks.
- Protiviti brought deep Agile Change expertise and experience, which enabled us to raise new observations and insights that hadn't previously been considered by the client.
- Following these observations, Protiviti guided the client to develop a prioritised roadmap

Cloud

UK Building Society

- The client engaged Protiviti to support development of a Cloud Strategy that outlined the strategic direction for Cloud.
- Protiviti conducted a review of the client's infrastructure and business goals which enabled us to create a contemporary and pragmatic Cloud strategy for the client that sets out core enabling activities to commence their cloud journey.
- We provided the client with a clear vision for the Cloud strategy and a step-by-step roadmap to begin their journey.

Operational Resilience Transformation

UK Building Society

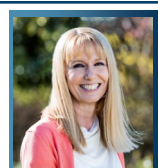
- Protiviti supported the client on their Operational Resilience (OpRes) journey with a comprehensive maturity assessment against UK regulation, industry best practices and work done by their peers.
- Leveraging findings from the maturity assessment, Protiviti are now helping the client to refine, implement and embed their OpRes framework.
- The end-to-end programme includes a focus on proportionate scenario testing and self-assessment, always keeping members as the focus.

Embedded Change Assurance

UK Building Society

- The client was interested in conducting a review and analysis around the delivery of change across its organisation.
- Protiviti facilitated a number of working sessions, applying human-centred design to explore the client's current landscape. These sessions helped create a roadmap of prioritised solutions, including quick-wins.
- We were able to help key stakeholders at the client to think clearly and strategically, gaining consensus on an actionable and achievable roadmap.

Contact Us



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