



Good governance essentials: Building a foundation for exceptional performance



Mention the word governance, and often the first things that come to mind are compliance. Bylaws. Robert's Rules of Order. A board meeting.

While all of these are important, the concept of governance encompasses much more, especially when it's practiced at the highest level.

Good governance involves processes — the rules that set a foundation, the policies that guide next steps and the coordinated activities that ensure a secure flow of timely information toward informed oversight.

Good governance depends on people, with leaders setting a tone at the top for fruitful collaboration, thoughtful deliberation and giving all stakeholders a voice.

And increasingly today, good governance is about technology, the tools that keep board members connected to risk and performance indications, compliance obligations, industry best practices and stakeholder expectations — the better to make smart decisions today and look around the corners into the future.

In short, good governance drives exceptional performance.

Read on for four areas to focus on to make your governance practices even better:



Security



Ease of use



Efficiency



Clarity



Good governance is **security**



Today's increasingly digital and on-demand world is full of risk — escalating cyberthreats, reputationally devastating ransomware attacks, the list goes on.

With activist investors, evolving regulations and heightened personal responsibility for oversight, boards need to be ready for anything — and ensure they miss nothing. Meanwhile, activities for risk monitoring and management have to be secure themselves, with data, discussions and decisions protected from vulnerabilities and bad actors.

Technology can help boards achieve this fine balance: bringing documents and data together into one secure platform to make information readily available for risk management and strategic planning, and encrypting sensitive communications about mergers, acquisitions, crises and IPOs.

Strengthen security:

- Replace multiple systems and logins with a secure governance platform that board members can access anytime, from anywhere.
- Swap PDFs, emailed documents and paper binders for digital board books that can be updated in real time, securely stored and shared through the governance portal.
- Move board communications to a secure messaging app — and make sure everyone uses it.

How Diligent helps you **get it done**



Diligent Messenger gives board members a secure, encrypted channel for sensitive board conversations and business.



Diligent Boards turns cumbersome paper materials and disorganised, unsecure shared drives into digital, consolidated, real-time intelligence for directors.



The Diligent One Platform brings it all together into one consolidated view, bringing risks to light before they become crises.

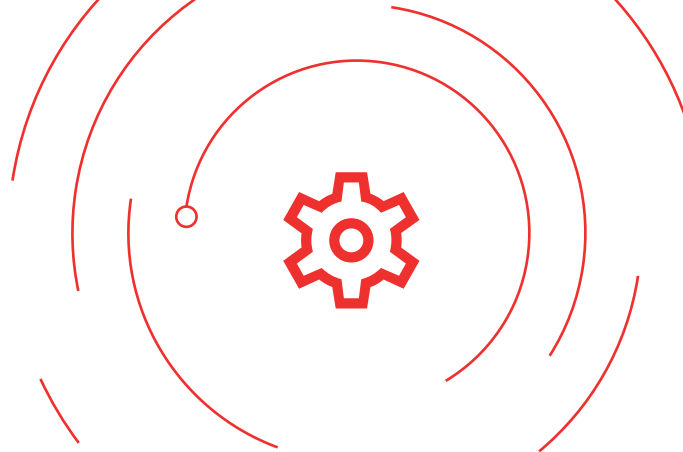
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By partnering with Diligent, the number one takeaway for our organisation is to provide the board with **a very secure sense that their information is protected.**”

Kim Tobin

Director of Corporate Governance, Coverys

Good governance is **efficiency**



Imagine trimming the time you spend on board meeting preparation by 50%-60%.

Getting more done faster, without compromising accuracy and effectiveness, is another hallmark of good governance. Technology plays a powerful role here, too — before, during and after board meetings.

All those hours you and your administrative team spend conducting and compiling questionnaires and board evaluations — the right governance technology streamlines all of that into a few clicks and consolidates the responses into one secure yet accessible location.

Now picture a time-sensitive merger or acquisition. Relying on disconnected (and easily hacked) email chains for board discussions, off-the-shelf software for voting, and disparate documents and systems for entering the decision into the board agenda and minutes wastes valuable time, exposes the information to competitors and increases the risk of errors.

Tools specifically designed for the nuances of governance save boards valuable time. Additionally, board members, executives and trusted third parties get the information they need when they need it, for more timely, informed decisions.

Keep it simple and streamlined:

- Swap out an general-purpose systems you've been retrofitting with secure tools custom-built for your activities and needs.
- Look for opportunities to automate routine, time-consuming manual tasks like building board books, collecting signatures and tracking action items.
- Save time with pre-built templates while ensuring standardisation for activities with no margin for error, like minutes, evaluations and questionnaires.

How Diligent helps you **get it done**



Streamlined agenda-building that automatically attaches related documents and accommodate last-minute updates.



End-to-end minutes management that keeps reviews and approvals on track while protecting sensitive data and eliminating version control issues.



Digital voting through the governance platform board members already use.



Integrated DocuSign e-signatures that make approvals quick and easy for both signatories and the ones coordinating the signoffs.



Conflict of interest questionnaires that let you to gather and store compliance data with one secure application.

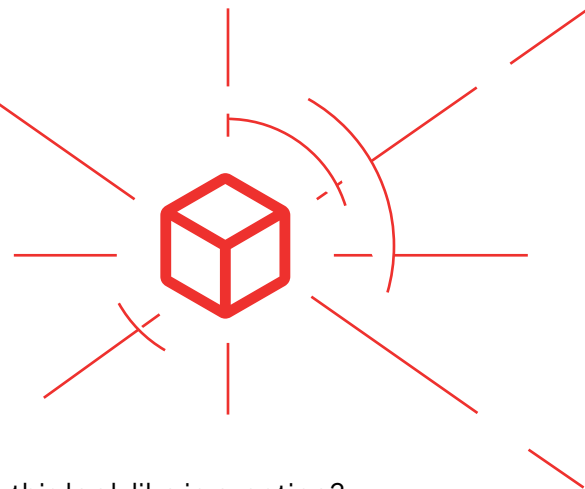


Board evaluations that keep good governance practices consistent and on track, with best-practice templates from global law firm Latham & Watkins.

Tools specifically designed for the nuances of governance save boards valuable time. Additionally, board members, executives and trusted third parties **get the information they need when they need it**, for more timely, informed decisions.



Good governance is **ease of use**



A critical issue arises with an activist shareholder, or a time-sensitive M&A opportunity presents itself.

But as board members try to work toward a quick, yet still informed, decision, they're struggling with unfamiliar software, wondering about next steps and logging into multiple applications for video calls, documents and voting.

If that scenario gives you a headache, you're not alone. Good governance is also about the day-to-day mechanics of getting things done — and successful organisations make things as easy as possible for their directors.

What does this look like in practice?

A centralised governance, risk and compliance platform funnels vital information into one secure location, so everyone has the documents and risk management data they need at their fingertips. Automated workflows keep next steps on track: adding new items to the meeting agenda, collaborating on important policy documents, codifying decisions in the board minutes and more.

Perhaps most importantly, yet frequently overlooked, these tools need to be accessible and intuitive for board members, executives, admins and trusted third parties to use.

Give your governance operations a DIY audit:

- How many systems does your board currently use for communicating and conducting board business?
- Do board members all use the same technology, or do these tools differ?
- Are board members able to work easily from any place at any time?
- Has technology adoption been an issue for your board?
- Do board members or admins frequently complain about technology that's difficult to use?



How Diligent helps you **get it done**



Diligent Boards puts important documents in one secure place and integrates with popular videoconferencing software, for easier, more effective board collaboration.



Diligent Minutes streamlines the creation, review, approval and archival of your board's historic record.

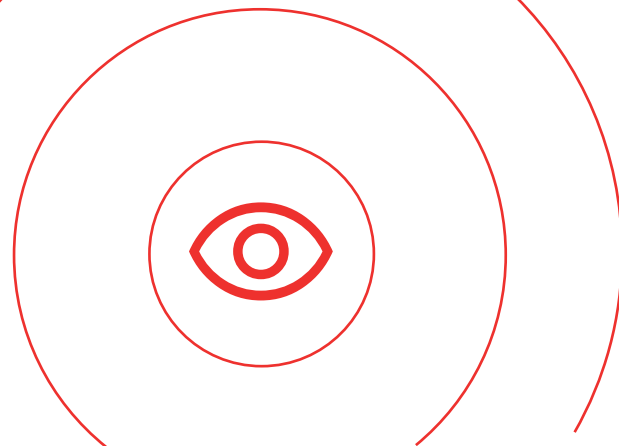


Agenda Builder makes meeting prep easier for admins and board members, even when agenda items include last-minute updates and detailed supporting information.



AI-powered benchmarking capabilities streamline and accelerate the reporting process, while showing you how your organisation compares to your peers.

Good governance is **clarity**



Finally, good governance means finding the signal in the noise, amid the rising decibels of stakeholder expectations and evolving regulations.

How well is your organisation performing against its strategic objectives — and compared to peers in key areas like ESG? Are critical risks rising in your organisation related to cybersecurity or compliance? Are there any reputational challenges lurking on the horizon? Finally, what skills does your board need to shore up to address all of this and more?

Knowing what questions to ask and collecting the right data are the first steps. But the journey doesn't end there. After they get the information, boards need to turn it into actionable insight, so they can fill in the gaps, proactively respond to arising issues and strategically move forward.

Technology can bring information in from multiple sources, accelerate analysis and deliver the highlights in a way that's easy to digest. In terms of good governance, technology is a must-have for being prepared, proactive and ready for the future.

Get focused by asking:

- How are you monitoring key risks in your organisation, and do you have enterprise-wide visibility into internal and external risk factors?
- How are you tracking progress against strategic goals, and tracking the risks that threaten those goals?
- How are you benchmarking your organisation against peers and industry standards?
- Do you feel like you are in touch with stakeholder sentiment, and that you are able to proactively address reputational risk?
- What degree of effort and time is involved in compiling and analysing information to answer the questions above?
- Do you use dashboards and visualisation tools to present your findings?



How Diligent helps you **sharpen** your view



Exclusive board reporting templates, which consolidate, standardise and distill key insights into ERM, ESG, audit, investor relations and cyber/IT risk – making it easy to have productive conversations with directors.



Diligent Enterprise Risk Management, to identify, assess and mitigate risks that could impact your ability to achieve strategic objectives.



Diligent Entities, a centralised corporate record of vital registration and compliance information.



Seamless integration with 70+ systems covering finance, HR and more.



AI-powered analytics via the Diligent One platform, including board book summarisation, ESG benchmarks, internal audit reports, cyber/IT risk reports.

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Making sure that we're in compliance everywhere we do business would be unmanageable without a tool like Diligent Entities. **It's really a one-stop shop for the organisation.** It makes it easy to capture all the information that everyone is plugging into day after day.”

Liane Noureldin
Senior Corporate Paralegal,
Fortive



Bringing the pieces together

What does all of this look like in action?
A few corporate governance leaders
share their experiences.



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Having a tool like Diligent, where we can demonstrate that we know where everything is, **we can access information really quickly**, the directors have access to everything that they need, and in a time-sensitive way.”

Rebecca Sheppard

Global Head of the Company Secretariat,
First State Investments

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Information transfer has just gone a lot better. Board preparation from the internal side and the director's side has just become **faster and more streamlined**. It's a goal that we wanted for a very long time, but really needed the right tool to do so and we feel that we found it with Diligent.”

Jay Joynes

Compliance Program Manager, CRICO

If good governance is the foundation for financial integrity, investor confidence, stakeholder capitalism, and sustainable performance, **the right tech is the catalyst for making it happen**, helping directors and executives be **knowledgeable** and **ready** for complexities and critical decisions.

Take the next step to
elevate your governance.

[Request a demo ▶](#)





About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organisations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view.

For more information or to request a demo:

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