

resilienceOS®

Respond

Adapts to the Way You Want to Operate.

The **Action and Response Centre (ARC)** empowers your team to quickly understand and respond to events with real-time insights. Using tools like the Impact Calculation and Location Convergence Engines, ARC facilitates instant triage and decisive action. Seamlessly integrating with resilienceOS, including Critical Mass Communication, it ensures effective messaging during critical events. For severe situations, the **Incident and Crisis Manager (ICM)** enhances these capabilities by digitising emergency response, improving situational awareness, and streamlining decision-making across your organisation. Together, ARC and ICM provide a complete solution for rapid, adaptable crisis management.



Incident and Crisis Manager (ICM)

Anticipate, prepare for, and respond to incidents and crises with greater speed and adaptability.

ICM digitizes emergency response processes, providing real-time unified situational awareness that supports swift collaboration across teams and helps deliver faster, better-informed responses to dynamic risks, incidents and crises.

Underpinned by robust auditing, separate logs, real-time dashboards and reporting, Incident and Crisis connects all three levels of your response, enabling site response teams, incident management teams and crisis management teams to deliver the best possible outcome, quicker.

Incident and Crisis can be used either as standalone or integrated as part of a wider resilienceOS deployment, supporting an escalation pathway from the Action and Response Centre (ARC).

Summary of Key Features and Benefits *:

- **Integrated Incident Management:**
Streamline response with configurable case types, real-time dashboards, and secure audit trails, enabling swift, informed decision-making and comprehensive post-event analysis.
- **Dynamic Team and Role Coordination:**
Effectively manage response teams with role-based permissions, real-time status tracking, and seamless cross-team collaboration, ensuring unified and efficient operations.
- **Situational Awareness and Briefings:**
Enhance situational awareness with configurable briefings, task assignments, and real-time updates, keeping all stakeholders aligned and informed throughout the incident.
- **Logistics and Safety Monitoring:**
Coordinate the movement of personnel and assets while tracking the safety of individuals in real-time, ensuring effective resource management and duty of care.
- **Media and Communication Control:**
Maintain transparency and control in media engagements, manage press releases, and facilitate accurate, targeted communication across all channels.

Incident and Crisis Manager (ICM)

Case Monitoring and Creation

View and Manage Both Live and Historic Cases

Enhance situational awareness and streamline your incident management. Configure case types, allow teams to determine how cases are handled by setting severity levels, workflows, team roles, and permissions.

- **Tailored User Permissions and Cases Dashboard**

Create tailored user permissions to view and triage all new and ongoing cases on a single dashboard and map, filtering by case type and severity. This allows users to switch between a map and list view of all open and closed cases, providing a comprehensive overview of case statuses.

- **Incident Monitoring and Triage**

Monitor incidents and crises highlighted at their primary and associated locations. Users can triage and categorise each case, noting the source of information and designating the case owner.

- **Historical Case Analysis and Auditing**

Search and analyse historic cases to identify trends, assess the effectiveness of responses, and export details of user activities and collected information for auditing purposes.

- **Comprehensive Location Impact Visualisation**

Display all primary and associated locations, not just the incident's direct location, to demonstrate the broader impact of incidents. Filters allow users to refine views based on case type, severity, and status.

- **Simplified Case Creation**

Easily create new cases using predefined case types tailored for different incidents, streamlining the process and ensuring consistency across case management.

Incident and Crisis Manager (ICM)

Teams and Roles

Manage Response Teams Across all Levels Including Changes of Personnel Over Time.

Manage response teams and personnel changes over time. System administrators can set user and team permissions, defining access and team structure. In remote environments, this feature also tracks which team members are online.

- **Customisable User and Team Permissions**

This feature empowers system administrators to set individual user and team permissions across the ICM product area, controlling team structure and access levels. In the remote work environment, it also allows you to monitor which team members are online.

- **Efficient Team Mobilisation and Role Assignment**

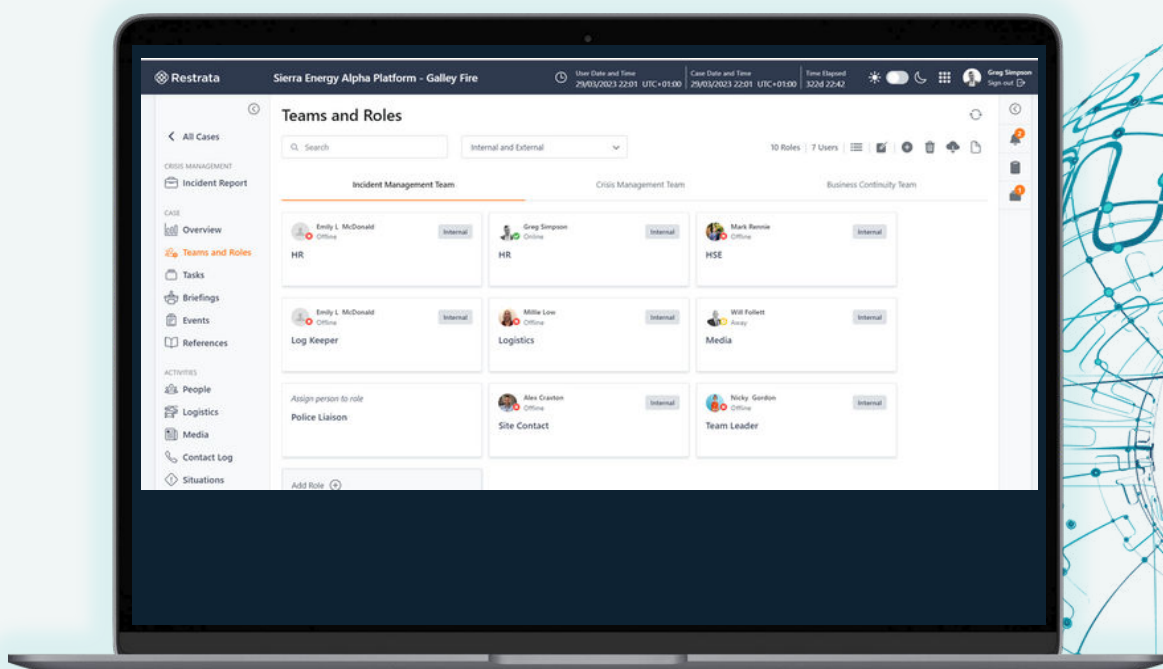
Easily mobilise and assign teams and roles, manage shift changeovers, and rotate response teams over time to maintain operational efficiency.

- **Tailored External Role Configuration**

Configure and create external roles with customised access permissions for stakeholders such as police liaisons, regulatory bodies, or other external entities.

- **Expanded Team Support with Synced Teams**

Utilise our synced teams feature to enable unlimited additional teams, each with their own dedicated logs and boards. This supports auxiliary teams involved in the response, such as business continuity, relative response, evacuee reception, environmental, or process safety teams.



Incident and Crisis Manager (ICM)

Personal User Notification Panel

Maintain user-specific checklists, notifications and tasks.

The personal user notification panel is seamlessly integrated into the system and always accessible, offering a range of essential features to enhance user efficiency.

- **Role-Specific Checklist Management**

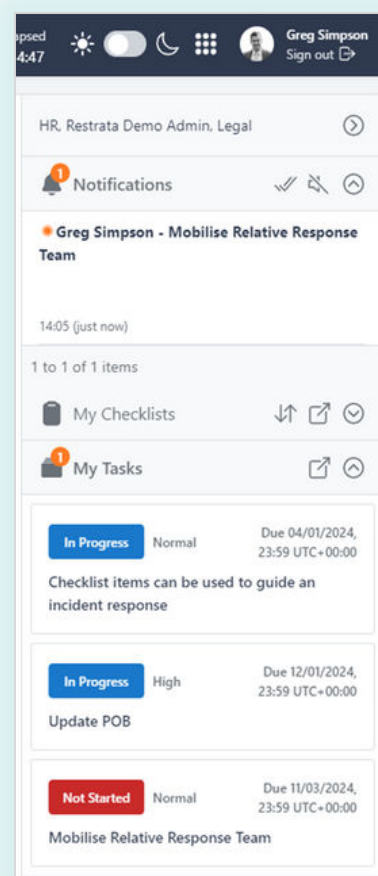
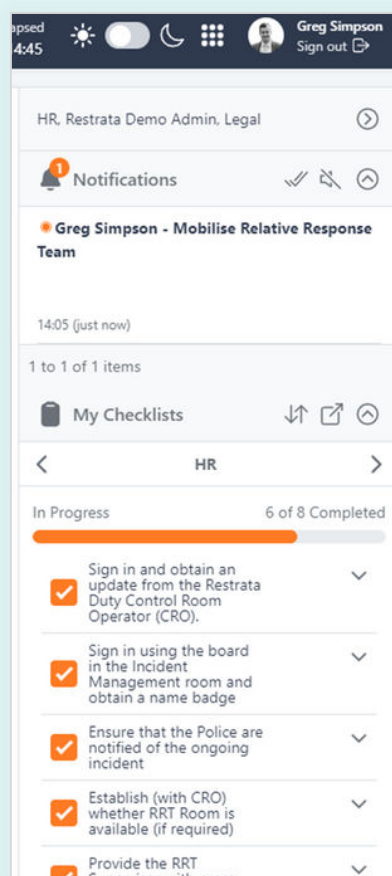
Utilise the Checklists Log to create and manage role-specific checklists, allowing users to complete items, report on progress, and assign tasks directly from checklist items. Easily hand over checklists and tasks to replacement responders for smooth transitions.

- **Customised User Notifications**

Access the Notifications Log to receive both visual and audio alerts tailored to each user, ensuring that critical updates and information are promptly delivered.

- **Task Review and Management**

The Tasks Log enables users to effortlessly review and manage their assigned tasks, streamlining task completion and ensuring nothing is overlooked.



Incident and Crisis Manager (ICM)

Briefings

Schedule and Deliver Briefings and Manage Priorities.

Plan, review, and document incident briefings in advance or retrospectively. Track the current situation, priorities, and task assignments, providing a summary of incident status and actions at various stages of the response.

- **Advanced Briefing Planning and Review**

This feature enables response teams to plan or review status briefings both in advance and retrospectively. Teams can document the current situation, outline priorities, and assign tasks to specific personnel or teams efficiently.

- **Incident Status Summarisation and Task Assignment**

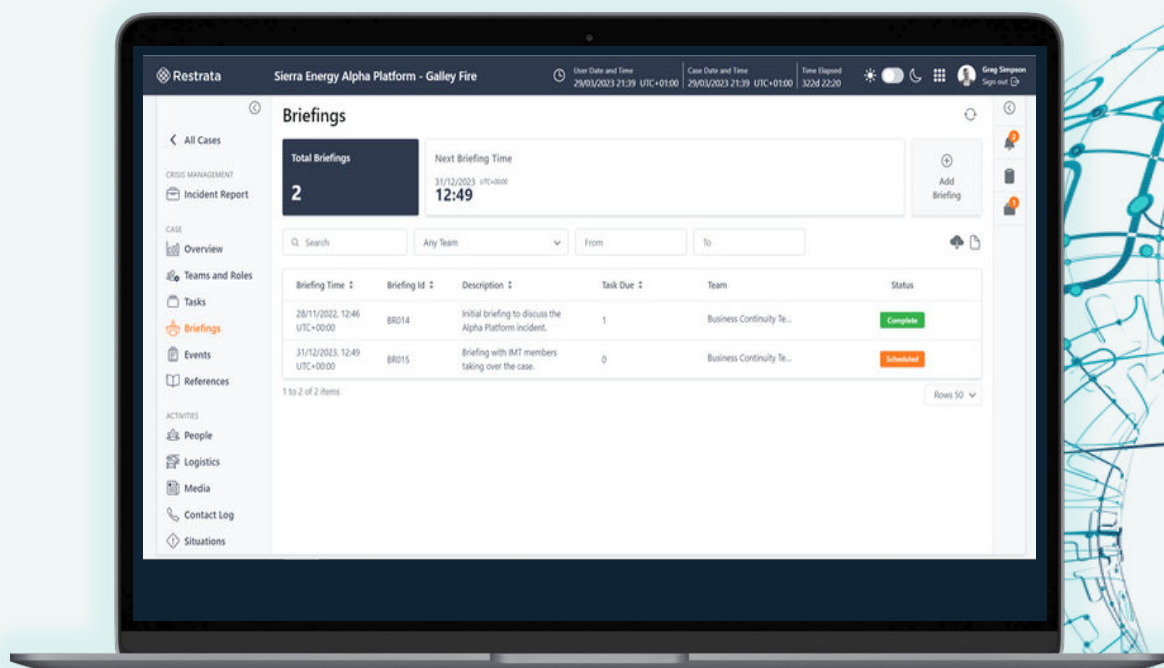
Teams can access a summary of the incident status, priorities, and actions issued at various stages throughout the incident, ensuring clear communication and focused response efforts.

- **Efficient Information Capture and Task Allocation**

Quickly capture and communicate the available information during status meetings, and allocate tasks aligned with company-specific priorities to ensure effective incident management.

- **Scheduled Briefing Notifications**

Opt to notify relevant users before the start of a scheduled briefing, ensuring that all necessary participants are prepared and informed in advance.



Incident and Crisis Manager (ICM)

Event Log

View Full Events Log and Audit Trail of Response

Log all user activities within a case, creating a compliant audit trail for post-event reporting. Events are pulled from other areas to prevent duplicate entries, and users can filter by specific activities or timeframes to focus on key data.

- **Comprehensive Audit Trail Creation**

This feature generates a compliant audit trail of all activities during the response, ensuring thorough documentation for post-event reporting purposes.

- **Historic Event Log with Advanced Filtering**

Users can access a historic log of all events, with the ability to filter between 'key,' 'escalated,' or 'shared' events, providing a clear overview of critical moments.

- **Real-Time Activity Integration**

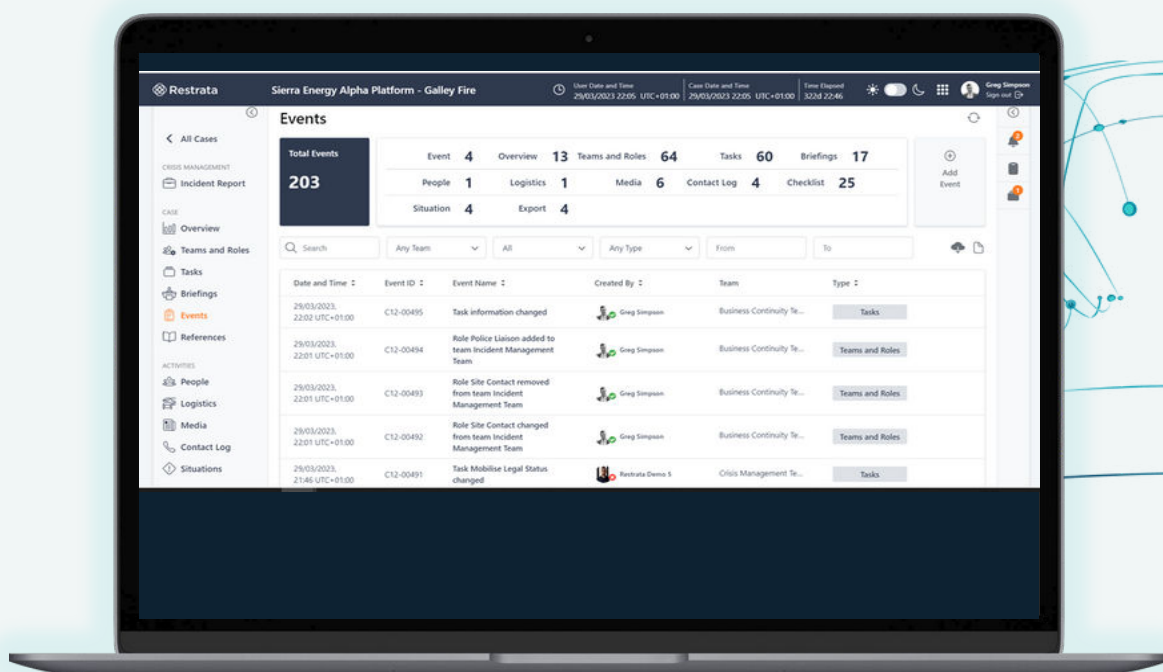
ICM pulls information from all logged activities in real time, eliminating the need for duplicate entries and ensuring accurate, up-to-date records throughout the incident.

- **Focused Log Filtering**

The event log can be filtered to focus on specific activities or timeframes, allowing users to zero in on particular aspects of the response for detailed analysis.

- **Flexible Search and Export Options**

Take advantage of highly flexible options to search, filter, and export user or team activities within the event log, making it easy to access and analyse relevant data for detailed review or reporting.



Incident and Crisis Manager (ICM)

People

Manage People On-Site at Each Location and Assign their Status.

Track and manage the safety status of individuals associated with the incident. Real-time data from the location convergence engine helps identify affected personnel, facilitating informed decision-making to ensure their safety.

- **Comprehensive Personnel Identification**

Identify all individuals associated with the incident, noting their location, status, and profile information. This can be captured from integrated Connected Locations, imported from files, or created as provisional profiles until real identities are confirmed.

- **Seamless Data Import**

Easily upload Vantage PoB lists or other spreadsheets from various PoB or Access Control systems used within your organisation, ensuring quick and accurate data integration.

- **Efficient PoB Tracking and Updates**

Easily update and track Persons on Board (PoB) statuses and locations, with the flexibility to update either individuals or entire groups simultaneously.

- **Secure Access and Notes Management**

Maintain strict user permission controls and securely add notes about individuals involved in the incident, ensuring sensitive information is handled appropriately.

- **Advanced Filtering Options**

Filter individuals by type, location, status, or keyword search, allowing for quick identification and management of relevant personnel during an incident.

- **Enhanced Information Sharing**

Facilitate the sharing of relevant information and access between Relative Response teams and Evacuee Reception Centre Management teams, ensuring coordinated efforts during an incident

Incident and Crisis Manager (ICM)

Logistics

Manage all Logistical Activity Throughout the Incident Response.

Manage all logistical operations throughout the incident response. Track movements of people, teams, and assets across land, sea, and air, ensuring efficient coordination of personnel and resources.

- **Detailed Movement Tracking**

Capture and monitor the movements of people and vehicles from point to point, whether by land, sea, or air. Record detailed vehicle information, track status updates, and monitor passenger numbers in real time.

- **Trip Management and Status Monitoring**

Effectively manage trips and continuously update the status as movements progress, ensuring all logistical details are current and accurate.

- **Live and Historical Logistics Visualisation**

View both live and historical logistics movements directly on the incident map, providing a clear and detailed overview of all transportation activities related to the incident.

Incident and Crisis Manager (ICM)

Media

Capture and Manage Press Releases, Media Responses, Events and Enquiries.

Manage press releases, media responses, and inquiries. Assign tasks to teams, maintain checklists, and log communications with stakeholders. Ensure transparency and control over messaging to protect your reputation and ensure efficient media engagement.

- **Centralised Logging of Statements and Press Releases**

Log holding statements and media press releases issued throughout a response, ensuring a clear record of communications. Assign tasks for approvals before press release distribution and share documents with other responders and teams seamlessly.

- **Complete Communication Audit Trail**

Log conversations to maintain an audit trail of communications, including details such as participants, timing, method, and duration. This ensures all stakeholders are informed and up to date with the latest developments.

- **Media Coverage Tracking and Impact Assessment**

Track and assess the impact of media coverage across various channels, including physical, online, and social media sources, enabling a thorough evaluation of public perception.

- **Essential Tools for Reputation Management**

This suite of essential features equips you with the tools needed to manage reputation effectively and control the narrative presented to key stakeholders and the general public.

Incident and Crisis Manager (ICM)

Contact Log

Maintain a Log of Conversations and Correspondence.

Document every conversation with internal and external contacts, highlighting key topics and interaction times. Use advanced search and filters to manage contact logs by type and organization. Easily add and track follow-up communications from your reference library. Maintain a complete history of recent interactions and shared information for thorough communication records.

- **Detailed Capture of Conversations and Correspondence**

Record every conversation and correspondence with both internal and external contacts, highlighting key topics discussed and the time frame of each interaction.

- **Advanced Search and Filter Capabilities**

Search and filter contact logs by type and organization, making it easy to retrieve specific interactions and manage communications effectively.

- **Seamless Contact Management and Follow-Up**

Add contacts directly into the log from your reference library's contacts area. Easily schedule and log follow-up communications with stakeholders as you engage with them throughout the response.

- **Comprehensive Communication History Tracking**

Maintain a detailed log of the most recent contact with each organisation, along with the information shared, ensuring a complete record of all communications.

Incident and Crisis Manager (ICM)

Situations

Provide Deeper Situational Awareness Relevant to the People and Locations for the Incident.

Capture and map events near an incident using the Situations Board, detailing and categorising each situation and its impacted area. Customise categorisation and severity models, adding analysis, tags, and relevant documentation. Quickly document all events affecting the incident, both directly and indirectly, to assess their impact on the incident location.

- **Situational Event Capture and Mapping**

Utilise the Situations Board to capture and map events occurring in the vicinity of an incident. Accurately locate, detail, and categorise each situation, including the impacted area.

- **Customisable Categorisation and Severity Models**

Tailor situation categorisation and severity models to meet your specific needs. Add in-depth analysis, tag relevant information, and attach crucial documentation to each situation for a comprehensive overview.

- **Rapid Event Documentation and Impact Assessment**

Quickly document all events that directly or indirectly affect the incident, enabling a clear understanding of their exposure and impact relative to the incident location.

Incident and Crisis Manager (ICM)

Training Mode

Safe Training Mode for All Training Exercises and An Audit Trail of All Exercises For Future Reference.

Activate a safe training mode for simulation exercises, complete with an audit trail for post-exercise review. Enhance team preparedness by refining processes and maintaining readiness for real incidents.

- **Realistic Exercise Simulations**

Conduct training exercises using the exact same processes and tools your team will utilise during real incidents, ensuring a seamless transition from practice to actual response.

- **Review and Audit Training Effectiveness**

Review and audit historic training cases to verify that the team is well-prepared and adhering to the correct procedures, ensuring readiness for real-life incidents.

- **Consistent Training Environment**

Train your team using the same logins, tools, and procedures they will use during actual incidents, fostering familiarity and confidence in the system.

- **Fully Auditable Exercise Logs**

Maintain a comprehensive, auditable log of all exercises and create training cases that users can access anytime to refresh their knowledge and stay proficient with the system.

Incident and Crisis Manager (ICM)

Optional Modules

Cross Team Collaboration

Dedicated module for Crisis Management and other Teams.

Teams maintain their own boards to focus on specific priorities, while Crisis Manager enables cross-team collaboration with real-time information sharing. This allows multiple response teams to operate from a unified, accurate source of truth.

- **Autonomous Team Event Logs and Collaboration**

Each team involved in an incident can independently maintain their own event log, manage tasks, and conduct briefings. Teams also have the option to share their logs and participate in combined status briefings for unified communication.

- **Crisis Management Team Support**

Dedicated functionality is available for Crisis Management Teams (CMT), allowing them to effectively support the Incident Management Team and the impacted incident site with specialised tools.

- **Strategic Response and Stakeholder Management**

Tailored features for the CMT enable efficient management of strategic responses, business recovery efforts, stakeholder engagement, and media strategy, ensuring a coordinated and effective approach to crisis management.

Incident and Crisis Manager (ICM)

Optional Modules

Incident Report

Gain Full Visibility on the Status of an Incident in Real Time.

Real-time dashboards provide live updates on incident status, accessible from any device. This reduces the time spent on gathering, compiling, and sharing information, accelerating decision-making by up to 60%.

- **Unified Real-Time Incident Status Report**

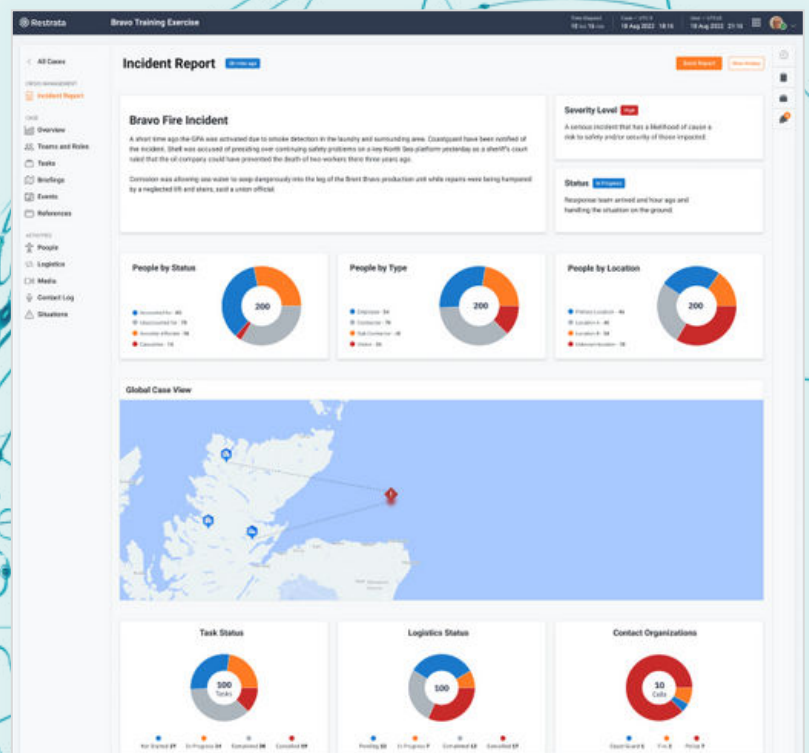
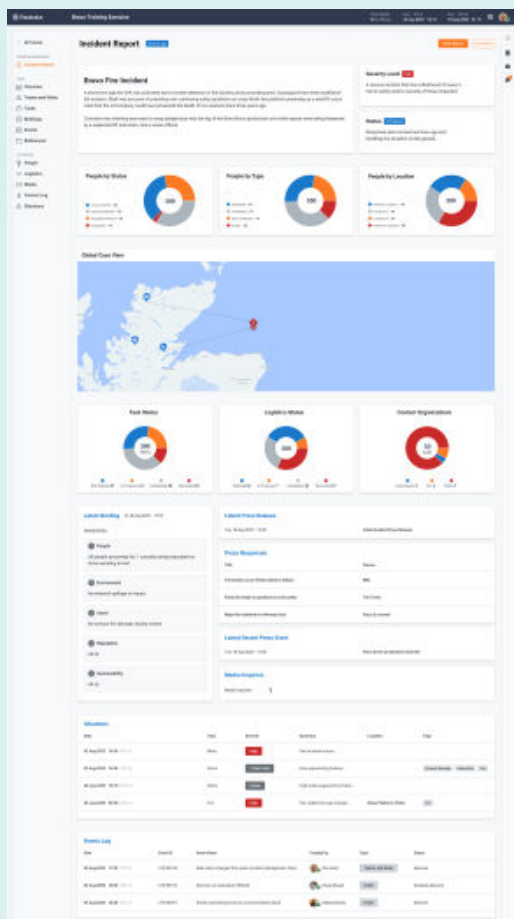
Maintain a single, real-time, accurate view of an ongoing incident with a live report, ensuring all teams have a consistent understanding for coordinated responses.

- **Efficient Report Creation and Sharing**

Generate and share reports quickly, minimizing the time spent on data gathering, analysis, and formatting, allowing teams to focus on critical tasks.

- **Accelerated Decision-Making and Coordinated Response**

Support faster decision-making and ensure an aligned response across different teams, enhancing overall incident management effectiveness.



Incident and Crisis Manager (ICM)

Optional Modules

Duty Rota

Manage Response Teams' Rota's

Manage your response team rota across daily, weekly, and annual schedules, with options for users to update or swap shifts based on permissions. Quickly notify and mobilize the rota into the appropriate response team when needed.

- **Response Team Rota Management**

Create and manage your response team rota with ease, handling daily, weekly, and annual scheduling to ensure continuous coverage.

- **Flexible Rota Adjustments**

Allow users, based on their permissions, to update, amend, or swap days and weeks within the rota, providing flexibility and adaptability.

- **Rapid Rota Mobilisation**

Quickly notify and mobilise the assigned rota into the relevant response team following a mobilisation request, ensuring timely and organised response efforts.