

The following services are described in detail in our Service Level Agreement.

This document is a one page summary of the services section of the SLA to help you quickly understand what our team does for you.



MAINTENANCE OF A 24 HOUR TELEPHONIC INFRASTRUCTURE

Incidents managers are available 24/7 to receive emergency call & making sure communication equipment is in place (working radios, cellphones & sat phones)

RECEIVING EMERGENCY CALLS

The Incident manager will gather information about the incident, model the situation and draw up an incident management plan.

PROVIDING TELEMEDICAL CONSULTATIONS

We have an in-house qualified doctor who specializes in tele medicine. He will consult with the patient and prescribe the necessary medication.

PROVISION OF WRITTEN VERBAL UPDATES

We will keep the client updated on the progress of the incident

DEFINING THE SITUATION

The Incident manager will gather information from the parties affected to understand the problem is and what caused it.

CREATING AN INCIDENT ACTION PLAN

On notification of the incident we model the situation to come up with a plan. This action plan details who is going to be responsible for which tasks, timelines and feedback.

INCIDENT NOTIFICATION TO APPROPRIATE STAKEHOLDERS

We send out email notifications to the relevant stakeholders notifying them of the incident.

INCIDENT RECORDING AND RECORD KEEPING

Communication is recorded and can be presented to our clients and/or third party if the need arises.

MEDIA MANAGEMENT

We provide a media management services. We guide the client when writing a media release report, edit, proofread and manage the media.

LEGAL MANAGEMENT

We provide legal advise and arrange consultation with legal professionals.

FACILITATING CONSULTATION WITH SUBJECT MATTER EXPERTS

We provide legal, logistics, media, and incident management services.

FACILITATING THE SERVICES OF INTERPRETERS

We will outsource the services of an interpreter to communicate to the client in a language they understand.

MAKING REFERRALS AND FACILITATING HOSPITAL ADMISSIONS

We will assist with hospital admin by contacting the hospital to inform them of your details and our doctor will communicate with the hospitals doctor.

LIAISING WITH INSURERS

We draw up a conclusion with the insurers incase there is an evacuation to cover the cost therefore we wait for the approval from them.

PLACEMENT OF GUARANTEES OF PAYMENT

We contact your travel agent/ insurers and get them to approve payment.

LEGAL RISK REDUCTION

When we take over the managing of the incident we take liability for all decisions made by us.

INCIDENT MANAGEMENT SYSTEM DESIGN

To prevent your organization from making mistakes in responding to a critical incidents ensure the most rational, appropriate response to any situation, anything less than this optimal response is an error.

TRAUMA EFFECTS SCREENING, COUNSELING AND REFERRALS

An in-house trauma counselor intern, will asses and refer the patient to a qualified trauma counsellor if required.

INCIDENT DATA ANALYSIS AND REPORTING

We gather the right data and filter it appropriately and present it to our clients to ensure that "intelligence" arises from "information:!"

INCIDENT MANAGEMENT SKILLS TRAINING

We have training workshops that your staff can attend to learn how to deal and handle incidents.

'and its affiliated partners'

SATIB24