

Critical IMS: WHAT WE OFFER



Purpose

The incident management service:

- 1 Helps clients make the best decisions during a critical incident to reduce error.
- 2 Decreases the impact of the incident to minimize loss of reputation, assets and people.
3. Transfers liability for decisions to a third party (us) to protect you legally.

Service Description

When a staff member recognises that an incident has occurred, a system is activated to deal with the incident optimally.

This system involves notifying a company "Incident Coordinator" who immediately contacts the Critical IMS Incident Manager.

The Incident Manager "models" the situation to understand what is happening and where the risks and potential impacts lie.

The Incident Manager then consults with the company representative and sets up conference calls with various subject matter experts as required in order to draw up a best practices Incident Action Plan (IAP).

This is sent in writing to stakeholders who fill roles within the organisation's Incident Management System.

The parties then respond in accordance with the IAP. The Incident Manager monitors this process and provides periodic updates and corrects actions which go off-plan.

Service Scope

The following list of specifics defines what the service does and does not do. See below for add-on options:

What is included:

- t/ 24/7/365 telephonic access to an Incident Manager
- t/ Access to 24/7/365 telemedical consultation
- t/ Creating an incident action plan
- t/ Incident notification to appropriate stakeholders
- t/ Facilitating consultation with subject matter experts
- t/ Hospital referrals for admissions
- t/ Incident Management data capturing
- t/ Facilitating and obtaining payments from insurers
- t/ Legal risk, reputation and media management
- t/ Transfer of liability for decisions made by us

Refer to the Service Level Agreement (SLA) or the shortened guide to the SLA document for more detailed information on services offered with additional costs.

What is not included:

- f. first aid or other emergency skills training
- f. fire suppression or fire management training
- f. incident management training
- f. key staff training on this service
- f. supply of any first aid equipment
- f. supply of any fire equipment
- f. supply of any other incident related equipment
- f. "Membership" payments to any service providers.
- f. setting up a dedicated phone number
- f. Customized & branded protocol documents

A standard information pack is available for training should you wish to do this yourself

The above services could be arranged as bespoke solutions for an additional fee

We strongly recommend purchasing key staff training if staff are not familiar with the Incident Command System

'and its affiliated partners'

SATIB24