



Choose the right critical tool

to effectively manage incidents in your organisation

Written by: Cosafe Technology

Introduction

Maintaining an incident and crisis management plan for a business is challenging in an ever-changing environment. Smarter organisations have already put effort into developing action plans, but it's the execution that will determine the triumph or failure of management's preparations.

Here are some of the most asked questions:

- Rapid alerts: Can everyone easily trigger alerts in an incident?
- Targeted communication: Will alert messages reach the right people instantly?
- Universal access: Will the action plans be accessible to all employees from everywhere?
- Delegation and follow-up: How are action plan tasks managed and improved upon?
- Efficient communication: How can we manage crises by avoiding time-consuming and ineffective calls, emails and SMS?
- Safety assurance: Can we assure all our employees are safe and unharmed during a crisis?
- Comprehensive documentation: Who can be responsible for logging all important information?

The good news is that various platforms do exist today to address these concerns and upgrade your incident management capabilities. The solutions enable your organisation to perform the following:

- Swift info circulation: Information reaches the right people instantly.
- Accurate data collection: Facilitating the collection of accurate data points through nurtured communication.
- Command & control: Be in charge, regain control of the situation and delegate the next steps.

Investing in designing your incident and crisis management processes is crucial. Do so by ensuring the safety and well-being of your personnel with software that everyone can access and knows how to use.

"What worries many security managers is usually not a lack of action plans but rather how effectively they are applied by everyone in the organization in a real crisis situation."

Who we are

Hello, I'm Alexis Nicou – the CEO and founder of Cosafe Technology.

At Cosafe we participate in daily discussions about crisis management and preparations in collaboration with global and local organisations.

We work with over 100 security experts in charge of safety in corporations, municipalities, and schools. Their experience involves many serious events, including acts of violence, terrorist attacks, natural disasters, fires, electricity and water outages, work accidents, brand crises, ransomware attacks, and more. This abundance of feedback has shaped Cosafe into a user-friendly platform optimised for easy implementation.

Our unique perspective allows us to offer valuable deep insights into the common challenges faced by security managers across multiple industries.

This guide shares those insights and demonstrates opportunities a communication platform harbours in incident and crisis management. Learn what organisations like yours have needed for setting up their crisis management solutions; and which requirements to consider when procuring for such technology.

"We have common challenges as security managers regardless of the type of organization."



Alexis Nicou, CEO and founder of Cosafe.

Who This Guide Is For?

Intended for professionals who bear responsibilities related to organisation's work environment or safety. Some have already established action plans for various crises, and their commitment to improving preparedness and incident handling is unwavering. They might have heard of other organisations using digital platforms to manage critical communication. In consequence, becoming interested in understanding how such solutions could benefit their organisation.

Our guide gives valuable insights and know-how for people dedicated to improving emergency management and the continued well-being of their personnel. Whether you are experienced in this field or just beginning your journey, this guide will offer support and knowledge to help you make informed decisions in your crisis management strategy.

Challenges Facing Organisations Today – Can You Relate?

In today's fast-paced world, many organisations deal with several common challenges. You, too, could recognise some of these issues:



High Preparedness but Uncertain Effectiveness

Challenge: Most organisations pride themselves on having comprehensive action plans and checklists. However many plans exist in the form of paper documents or computer files hidden within intranets. This can lead to a list of difficulties:

- Struggling to find relevant information when it's actually needed.
- Personnel unable to access the information when away from the office.
- Static documents becoming outdated requiring constant reminders to update.

Lack of an Efficient Alarm and Warning System

Challenge: Remote work has become increasingly common, making it challenging to alert and connect with staff across all locations. Traditional speaker systems in office buildings are outdated, and expensive to purchase and maintain.

For an organisation it's essential to:

- Ensure complete evacuation of personnel during incidents.
- Alert and communicate with the affected.
- Abandon inefficient communication channels such as calls, SMS and email.
- Establish the means to reach people with accurate information without any delay.

Real-time Remote Crisis Management

Challenge: Employees handling crisis management bear significant responsibilities. Taking into account remote work setups, geographically dispersed operations, multiple communication channels, misinformation on social media, lean organisational structures, and limited resources – it raises questions like:

- How can we provide a clear overview of the incident detailing – who did what, when, how and why?
- How to delegate responsibility for new tasks and ensure everyone receives synchronised information?
- How can we hand over processes to newcomers and provide additional resources?
- How to log all work and service notes when information is spread across multiple devices?

Remote crisis management in real-time

The crisis management team has responsibility which requires them to stay available and prepared. The challenges are posed by remote work, geographically scattered operations, multiple communication channels, misinformation in social media, lean organisations and limited resources.

- How do we get a clear overview of the incident? Understanding who has done what, when, how and why?
- How do we delegate responsibility for new tasks with synchronised information?
- How can an organisation keep its additional resources up to date?
- How can employees log all their work and service notes?
- How do we gather information spread across multiple devices?

Increased Work Environment Responsibility

Challenge: Employers are accountable for taking preventive measures to minimise health risks and workplace accidents. This leads to questions such as:

- Have we made competent preparations for handling incidents?
- Have the preventative measures been adequately documented?
- How do we conduct regular drills and practices with all employees to ensure they are prepared?

Our goal is to help you navigate those challenges by offering a list of solutions. With our expert insights and platform designed to address these issues, your incident and crisis management will become more efficient, accessible and responsive. Let's work together to overcome these challenges and upgrade the safety and well-being of your personnel.

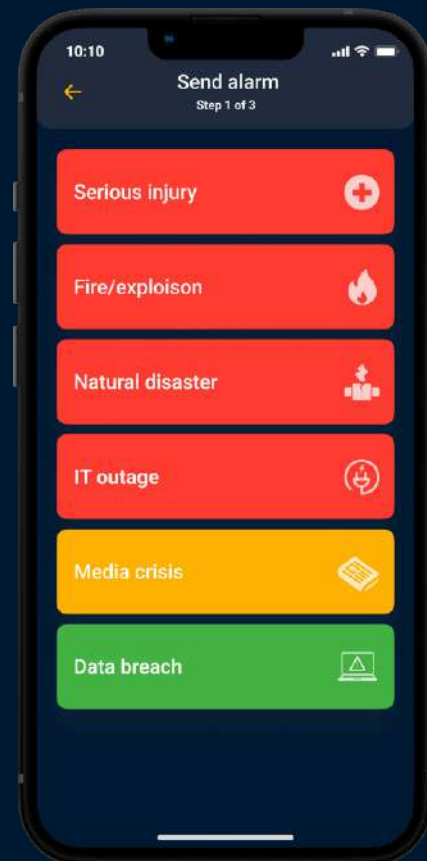


How a Digital Platform Can Assist You

A digital platform can be a game-changer in handling your incident and crisis management. Here's how it helps:

Single-click Alerts:

- Upgraded Security: Real-time alerts about new threats for employees in the office, on the field, at home or travelling.
- Targeted Communication: Ensuring that important information reaches people instantly.
- Flexible Alerts: Trigger alarms with location data and incident descriptions for various scenarios – work injuries, pandemic outbreaks, social media attacks, hacking, equipment failures, threats, violence, ransomware, fire and more.



Personnel Safety Alarms:

- Employee Safety: Create safe zones for people no matter where they work – at the office, on the field, during commuting or while travelling for business.
- Lone Worker Support: Provide a safety solution for workers on duty alone. Use a timer and panic button for threatening situations.
- Automatic Alerts: Personal alarms can be triggered manually or automatically with GPS coordinates. A predetermined message is sent to groups about dangerous visitors, meetings with aggressive individuals, unsafe commutes and when working alone.

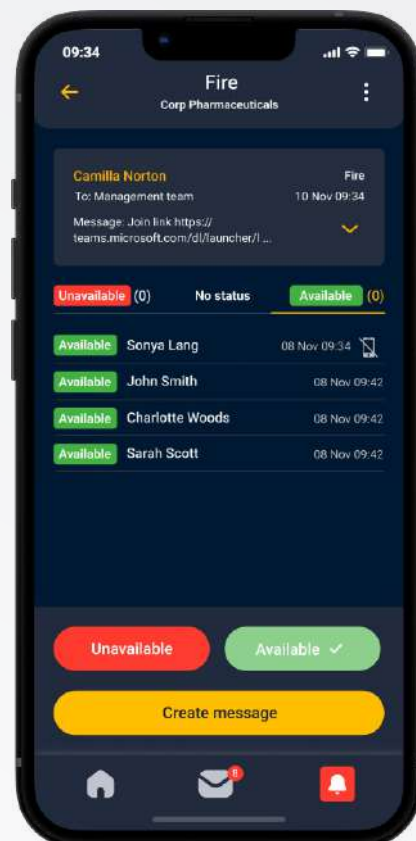
On-Call Alert:

- Efficient Mobilisation: Create on-call procedures and minimise manual tasks.
- Real-time Updates: Receive real-time updates from recipients. For non-responders initiate automatic calls at two-minute intervals until response.
- Crisis Management and Emergency Contacts: Easily mobilise the crisis management team, contact emergency personnel and ensure immediate responders when time is of the essence.

"In the absence of a response, the system automatically calls at two-minute intervals until the recipients answer."

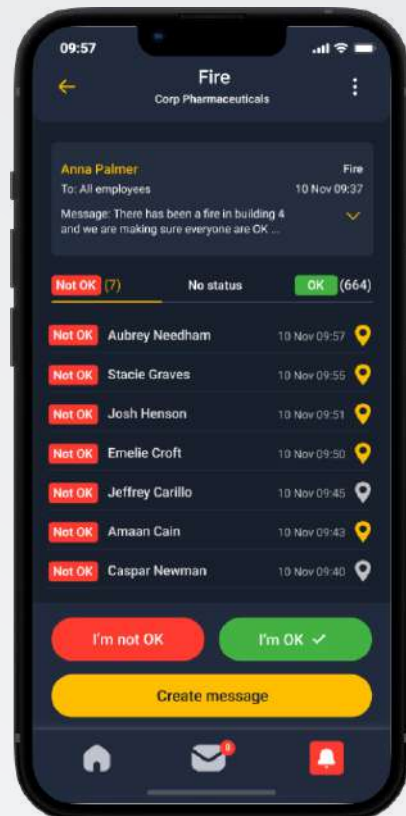
Secure Chat:

- Encrypted Communication: Communicate in real-time on a securely encrypted chat with one or several users and groups.
- Privacy Compliance: Follow GDPR-friendly practices, ensuring effective data protection.
- Collaboration: Escalate situations by involving more users and groups. Make it easy for everyone to stay informed, and understand who hasn't been.



I'm Safe Check-in:

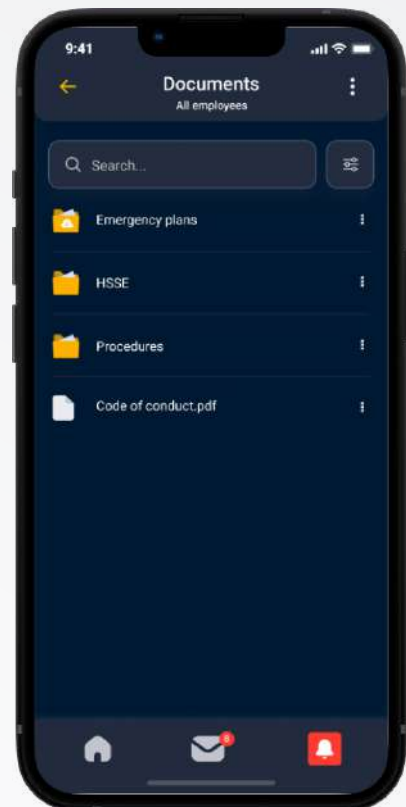
- Employee Safety Confirmation: Confirm the safety of employees during chaotic incidents, regardless of their location. Gather immediate feedback.
- Real-time Overview: Receive real-time overview of who is okay. React by prioritising non-responders.
- Locating Non-Responders: People who don't respond can be found using location data. Reach out to those individuals and start preparing for rescue.



Document Management:

A digital platform can provide continuous access to vital documents, policies, and action plans. This access can be tailored to different sub-accounts and groups within your organisation.

- Importance of Document Access: During a severe incident, crisis plans, checklists, CPR instructions, and other crucial documents must be available to all personnel. Whether they are at the workplace, on their way to work, travelling for business or at home – access to these documents must be seamless.



Checklists

Checklists are a valuable tool to streamline various aspects of your organisation, including business continuity and incident reporting. Here's how they can be beneficial:

- Streamlined Instructions: Provide your staff with clear, step-by-step instructions through interactive checklists.

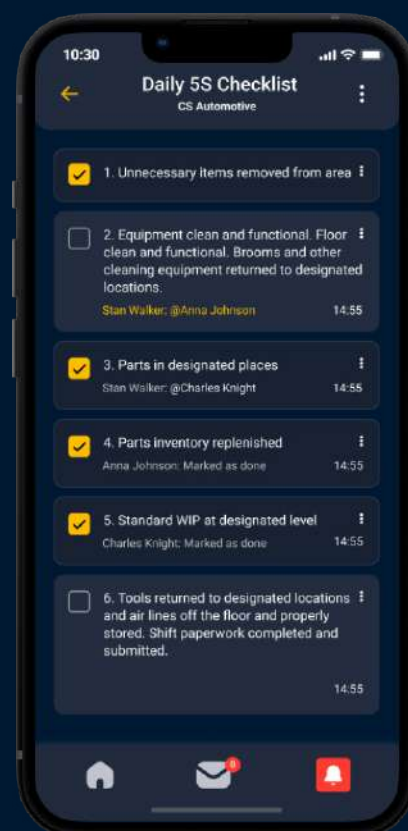
Customisation and Collaboration:

- Customise checklists based on templates to fit your needs.
- Share these checklists with selected groups and enable them to be completed regardless of location and time.
- Foster collaboration among different groups within your organisation by sharing and delegating tasks.

Multiple Use Cases for Checklists:

- Use checklists as a preventive measure to ensure systematic safety and enhance the work environment. Examples include safety rounds and risk analyses.
- Employ checklists as effective action and activity plans when responding to incidents or crises.
- Enable easy tracking of tasks, responsible parties, and completion details to understand who did what, when, and how it was done.

"Provide your staff with clear, step-by-step instructions during a crisis."



Crisis Management and Action Plans Remotely:

A smart software service can significantly improve your organisation's ability to respond to unforeseen incidents – severe weather conditions, major traffic accidents, terrorist attacks, pandemic outbreaks or fires. It allows you to take control of situations and ensure the well-being of your personnel regardless of their location.

Enabling an organisation to respond actively to crises and manage action plans from remote locations. Creating most value for security patrols, systematic fire protection work, risk analyses and workplace introductions.

Centralising your document management and leveraging interactive checklists raises the efficiency of your operations. Ensure the accessibility of essential information and build collaboration across your organisation. These tools are designed to help you work smarter and more confidently to prepare for the unexpected and execute the day-to-day.

“Navigate crises confidently with smart software, ensuring well-being, centralizing documents, and fostering collaboration for efficient operations.”



Checklist for Avoiding Pitfalls:

Choose the Right Digital Platform

The benefits of a software service for incident and crisis management are clear, but ensure you choose the right platform and provider.

Here's a checklist to help you avoid common pitfalls and make an informed decision:



User-Friendly Design:

The platform is understandable for all users regardless of their computer/mobile habits, age, or workplace. During high-stress situations, intuitive design is a must.



Scalability and Cost-Effective Pricing:

The platform has customisable features that can scale with your organisation. Ensuring the pricing model allows for more users without significant upfront investments. Modern platforms offer two-way communication and lower monthly costs for thousands of users compared to traditional solutions.



Hardware-Free Solution:

Avoid platforms that require investments in new hardware, alarms or installation of wall panels. Rather opt for a 100% software solution to use your existing computers and mobile phones.



Integrated Implementation:

Your supplier should provide comprehensive documentation about their system, information classifications and information security policies to satisfy your purchasing department's requirements. Go for a platform where system setup and training can be done fully online, reducing lead time and implementation costs. Later only minimal administration should be necessary once the system is configured.



Reliable Data Security:

Ensure your data is stored in secure data centres within the EU according to GDPR regulation. Data centres need to have top-tier security, geographically separated backup and redundancy in electricity and communication. Suppliers should be able to present certificates or satisfactory documentation of systematic information security work by ISO 27001 and GDPR.



Comprehensive Logging of Events:

Feature with the ability to log events effectively. Your crisis platform should compile reports about individual actions, decision-making and the arrival of information. Post-crisis information is crucial for evaluating and analysing organisation actions to foster continuous improvement.

Next Steps

We hope this information has been valuable for those considering implementing a digital platform for crisis management. Such tools can significantly ease administration and enhance incident management to mitigate adverse effects.

If you're interested in exploring Cosafe as a critical communication platform further book a meeting with one of our specialists through this link.

[Book demo](#)