



 **CIM**® Incident and Crisis Management Software

Trusted by:

easyJet

 **AVINOR**

 **MAG**


Thomas Cook
Group

CITYJET

CIM for Airlines

All airlines have a duty to be prepared for and to respond to emergencies. No one can fully prevent incidents from happening but with a well-structured management system in place you can fulfill this obligation during both daily operations and emergency events.

CIM is Europe's leading software for incident and emergency management professionals and provides a comprehensive platform to plan for, manage and review incidents and emergencies in a structured and user-friendly environment.

In the aviation industry, when the unexpected happens it's often too late to make plans there and then. With CIM you can limit the damage, take care of those involved and ultimately reduce the impact on your business.

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Plan

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Companies operating in aviation spend millions each year ensuring that they are ready to respond to anything that hits them. CIM gives you the tools you need to create and maintain a preparedness framework that's accessible wherever you are, whenever you need it:

- ✓ Set plan owners and create reminders for when they need updating
- ✓ Regulate who is qualified to hold key response positions
- ✓ Embed plans and checklists for different roles and incident types- daily use as well as emergency management
- ✓ Create duty rosters for on-call personnel

Manage

Manage

Information management is key to an efficient response process and in today's interconnected world, having the facts at your fingertips informs decision critical making. CIM can be configured to match the flow of information through your organisation and ensure that key information is not missed when you need it most. Our clients use CIM to:

- ✓ Notify your team using email, SMS, voice and push notifications
- ✓ Handle casualties and next-of-kin enquiries
- ✓ Conduct and record crisis team meetings
- ✓ Manage the media
- ✓ Log day to day and more serious events, keeping track of what's impacting your business
- ✓ Keep a full, chronological log of incident information in real-time
- ✓ Access your checklist on all your devices and assign tasks

Review

Review

Do you have a clear and complete record of information you received, decisions you made and actions you took during the time that your team was mobilised? Increasing regulation, accountability and litigation means that it is more important than ever to use the information you gather during an incident. CIM customers can:

- ✓ Search for specific cases
- ✓ Filter between certain types and categories of information
- ✓ Review the response on a timeline and recommend improvements
- ✓ Retrieve a time-stamped, incorruptible record of every interaction they have during a response
- ✓ Compile and distribute customisable reporting templates (e.g. HAZMAT)

Daily Operational Use

Our customers in the aviation industry have helped us to adapt CIM over time into a truly operational tool that has become a part of daily life. For our airline customers, this means recording minor events such as delays, diversions and cancellations, as well as aircraft maintenance or business continuity events:

- ✓ Keep a full record of minor incident information which could be vital further down the line
- ✓ Report on trends across multiple incident types
- ✓ Use checklists and SOPs during daily operations
- ✓ Adopt a tool that's familiar and easily scalable into 'crisis management mode'

Media Management

CIM includes a fully integrated media and communications management module, which interlinks with other modules to provide visibility and transparency of interaction with the press, public and other stakeholders. Users can log calls from the media and track them to resolution, issue media statements and press releases, as well as activating a 'dark site' for use in crisis situations.





Family Liaison/Go Team Mobilisation

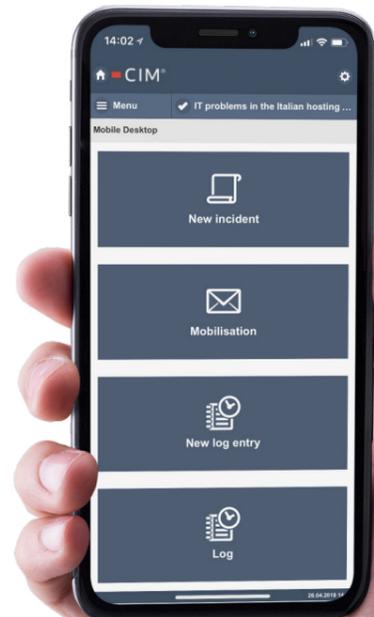
CIM's flexible notification module allows you to create different templates for mobilising the teams you need when an incident happens. Our customers use the system to alert, gather availabilities and control family liaison teams, go-teams and a range of other specialist units. All of this can be done at the click of a button, saving precious time when you need it most.

Secure Access Whenever and Wherever

Crises often hit when we least expect it, therefore it is important that any tools we use are accessible and secure, 24/7.

CIM can be accessed from any internet enabled device, including smart phones and tablets, for which we also provide a mobile app for easy authentication.

As a software provider for local and national government, energy, aviation and critical national infrastructure, One Voice operates strict internal and external quality and security policies.



NOK

CIM has a NOK (Next of Kin) module which allows Airlines to manage the information that they have in relation to those affected by an incident. It also allows them to manage the interaction that the family liaison team have with those people who are calling in to enquire about colleagues, friends and relatives.

Dashboards

Workspace is a module within CIM that gives you the functionality to create and configure existing content into dashboards with the correct shortcuts, functions and information for a specific role or department. Examples of this are an Operational Dashboard which could contain delay, cancellation and disruption notification template buttons or a Crisis Dashboard that would contain a button to invoke a CMT mobilisation call along with several core modules such as Incident Register, Notifications, Checklists and Tasks.

Statements from customers:

"We've set it up so that each view upon login is specific to your role and the user only sees what they need to see. An external partner, such as a local government department, might only be able to add information to the log and cannot actually view anything else"



Johan Lindstrøm, AVINOR

"One overall goal for me has been that every function a user performs within CIM requires a maximum of three clicks - we've pretty much got there now, which makes it even easier for our teams to use"

"What's the best thing about CIM?"

CIM provides us with a user-friendly, central platform for managing all incident related data. One Voice as an organisation invests heavily in developing the tool to meet the ever evolving needs of the industry

Want to know more about CIM and One Voice?

Get in touch by email, phone or through our website to learn more about how we help hundreds of organisations prepare, respond and improve.

Visit onevoice.co.uk.



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