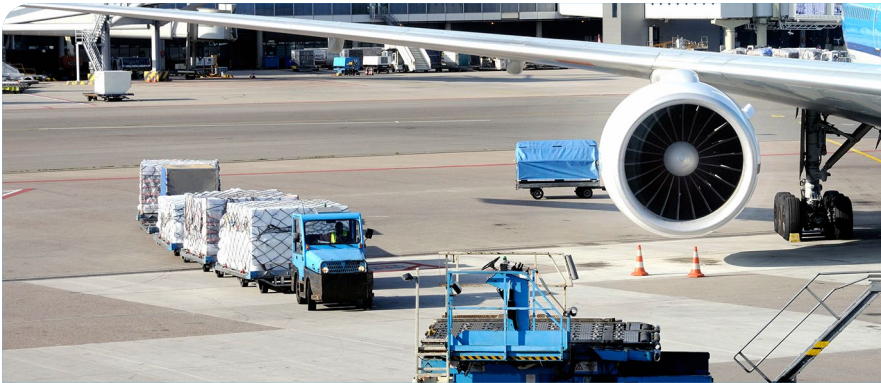




CRISES CONTROL FOR AIR CARGO



THE CUSTOMER

Air cargo is used by global importers and exporters when they need to get goods somewhere rapidly and reliably. Events such as severe weather, security threats, airport and air traffic incidents are becoming increasingly frequent. During such events organisations, authorities and people must respond rapidly to return to regular operations.

Crises Control enables these organisations to reliably update and send tasks to individuals throughout the event whilst allowing a centrally managed approach to recovery. Using real-time dashboards and map-based visualizations, organisations can view a clear status of users, tasks, incidents and notifications. This helps keep people safe and accelerates the return to regular operations.

THE BUSINESS CHALLENGE

- Air cargo will remain a preferred solution for the rapid, reliable and controlled transportation of time sensitive and economically perishable goods. At the same time, the airline industry is subject to a wide range of predictable events that have the potential to disrupt its smooth operations, including severe weather, industrial action and the security threat.
- When disruption events take place, operators, including air freight companies, ground handling agents and airport authorities, need to be able to respond quickly to alert and activate their response teams and provide them with instructions on how to resolve the problem. They also need to keep their supply chain and customers informed.
- To maintain continuity of business during these disruption events, and return to smooth operations as quickly as possible, managers need to put effective communications platforms in place. These platforms need to be one-to-many as well as one-to-one and must be able to track the delegation, acceptance and completion of tasks by operational staff.
- In critical situations, air cargo handlers face significant operational challenges related to logistics, work-flow and knock on impacts around the world. Crises Control equips them with the integrated mass communications platform needed to reach out to their response teams and stakeholders, handle the emergency and return to normal operations as quickly as possible.

STATISTICS

- IATA forecasts a rise in cargo carried to 62.5 million tonnes in 2018 representing less than 1% of world trade by volume, but over 35% by value.
- The value of goods carried by airlines is expected to exceed \$6.2 trillion in

BENEFITS OF CRISES CONTROL

- **Supply Chain Communications**
Manage your critical supply chain and stakeholder communications in time of crises, using multi-channel notifications. Crises Control gives you full control of the many notifications networks available, so you can stay in control.
- **Reporting and Analytics**
Our platform provides real-time dashboards, map-based visualization and ad-hoc reporting to make sure you always know the status of your travellers and your infrastructure.
- **Workflow Automation**
Automate your response team's course of action according to the business continuity plan, quickly resolve any issue to cut expenses and get back on track as soon as possible.

SOME CRISIS PLANNING TIPS

- Consider the more unpredictable events. Is your risk register based entirely on what has happened in the past? If so, you're missing a trick. Make sure you're considering new and emerging risks, as well as more random events.
- Ensure your plan is fit for use during the panic that will ensue when an event strikes. Do this by creating a series of shorter action plans to fit each of your major threat scenarios.
- Make sure that your action plans will be available to you under all circumstances. Having a well written plan in place is absolutely no use to you if you cannot access it in an emergency because your IT servers have been taken out by the flood or power failure.
- Involve a variety of communications channels, so that external stakeholders can choose which channels they prefer to use, and the message is guaranteed to get through to them.
- Ensure that your communications platform can create an automatic audit trail of communications and actions for post-incident review so that you can capture and report back on your performance against KPIs.
- Finally, make sure that you have a testing and exercising programme in place. This should include a mixture of virtual, desktop and live tests and exercises.

2018, representing 7.4% of world GDP.

- Air cargo is essential to many facets of modern life. Moving perishable goods from one side of the world to the other would not be possible without air transport.
- The pharmaceutical industry relies on air transport for its speed and efficiency in transporting high-value, time and temperature sensitive cargo, particularly vaccines.

USES FOR CRISES CONTROL

Quality assurance programme

The air freight industry must comply with many different regulations that govern their activities and has a major challenge to maintain high quality standards throughout their operations. Saudia Cargo has selected Crises Control to be their partner for the Saudia Cargo Handling Programme, an industry leading quality assurance programme for the air freight sector.

Saudia Cargo's global network spans 225 international and 26 domestic destinations, with a dedicated freighter fleet and capacity on passenger flights across Asia, Africa, Europe and the USA.

Task Manager - Crises Control supports quality assurance programmes, such as the CHP, through the delivery and tracking of documented operating instructions and automated performance reporting by department, team and even individual. The Task Manager function can be used to create, assign and delegate tasks, and track their completion within deadlines.

Ground handling disruptions

Worldwide Flight Services is one of the world's leading ground handling organisations, providing high quality cargo, passenger, premium, ramp, baggage and technical services across a network spanning over 188 locations in more than 22 countries on five continents.

WFS chose the Crises Control incident management tool to help them be prepared to respond to the typical business disruption events that affect the air freight sector. These include security incidents, leakage of dangerous goods, loss of power, loss of internet and severe weather.

Ping Message - The Operations Team can use the Incident function to alert employees working across single or multiple sites, locally or globally to a critical incident (such as a security incident or leakage of dangerous goods) via SMS, telephone call and push notification. They can also distribute response plans and instructions to the response team.

SOS Message - Individual on-site or remote working employees who encounter difficulties can call for assistance from the operations/security team using the one touch SOS button. GPS tracking of the employee can then be utilised to locate them and help.



For more information please visit www.crisis-control.com/industries/air-cargo or call us on +44 (0)20 8584 1385. Email: sales@crisis-control.com

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