

CRISISREACH





THE CHALLENGE

→ A major crisis unfolds. The incident is international in nature, occurring thousands of kilometers and several time zones away from the Foreign Ministry's crisis centre operation. The details and impact of the crisis are still emerging and changing by the hour.

Crisis Managers need to quickly get up to speed with their plans for the impacted area, search for citizens potentially traveling or living in the area and seek real-time clarity on the situation.

Phones calls and emails are pouring in at an astonishing rate from concerned friends and family members eager to learn the whereabouts of their loved ones. Resources manning the phones are already strained and at capacity. The media is requesting confirmation on the number of the country's citizens that are affected by this incident. Government officials are calling, seeking the most up-to-date information for their reporting needs. Expectations are rising and assurances that the Ministry of Foreign Affairs is doing everything in its power to properly respond to the crisis are being sought.

Crisis management provides an immediate gauge of a Ministry of Foreign Affairs' (MFA) ability to manage and operate during crises. Scenario and simulation exercises provide good crisis management training and are important tools for optimal preparedness. However, during a real crisis is where the true value of WorldReach Software's products is seen. Our solutions have been used and refined through extensive operational usage in real life consular crises.

When a crisis occurs the pressures on a Ministry to act swiftly, decisively and properly are imperative and intense. Mounting pressures arise from a variety of sources and the manner in which a Ministry is judged hinges on the handling of several key success response factors:

- Mitigating the impact on citizens;
- Seeking out and providing accurate and timely information;
- Managing and demonstrating leadership;
- Maintaining public confidence;
- Possessing a proper level of preparedness.

THE SOLUTION

Consular crisis management entails very much of a two-pronged approach involving both proactive and reactive measures. Proactive measures taken in advance can significantly help mitigate the negative impacts of crises. Reactive measures provide flexibility to scale the level of response up or down based on the severity and impact of a crisis. WorldReach's CrisisReach product is a comprehensive crisis management solution that provides an ideal balance of proactive and reactive tools and extends the reach of a government beyond its borders to help provide assistance to citizens in need - wherever the crisis may occur.

To date all manner of consular crises have been managed by CrisisReach.



HAITI & CHILE EARTHQUAKES

- Date
January/February 2010
- Description
Two catastrophic earthquakes in successive months ravaged two countries resulting in tens of thousands dead and scores of affected foreign national citizens.

ASIAN TSUNAMI

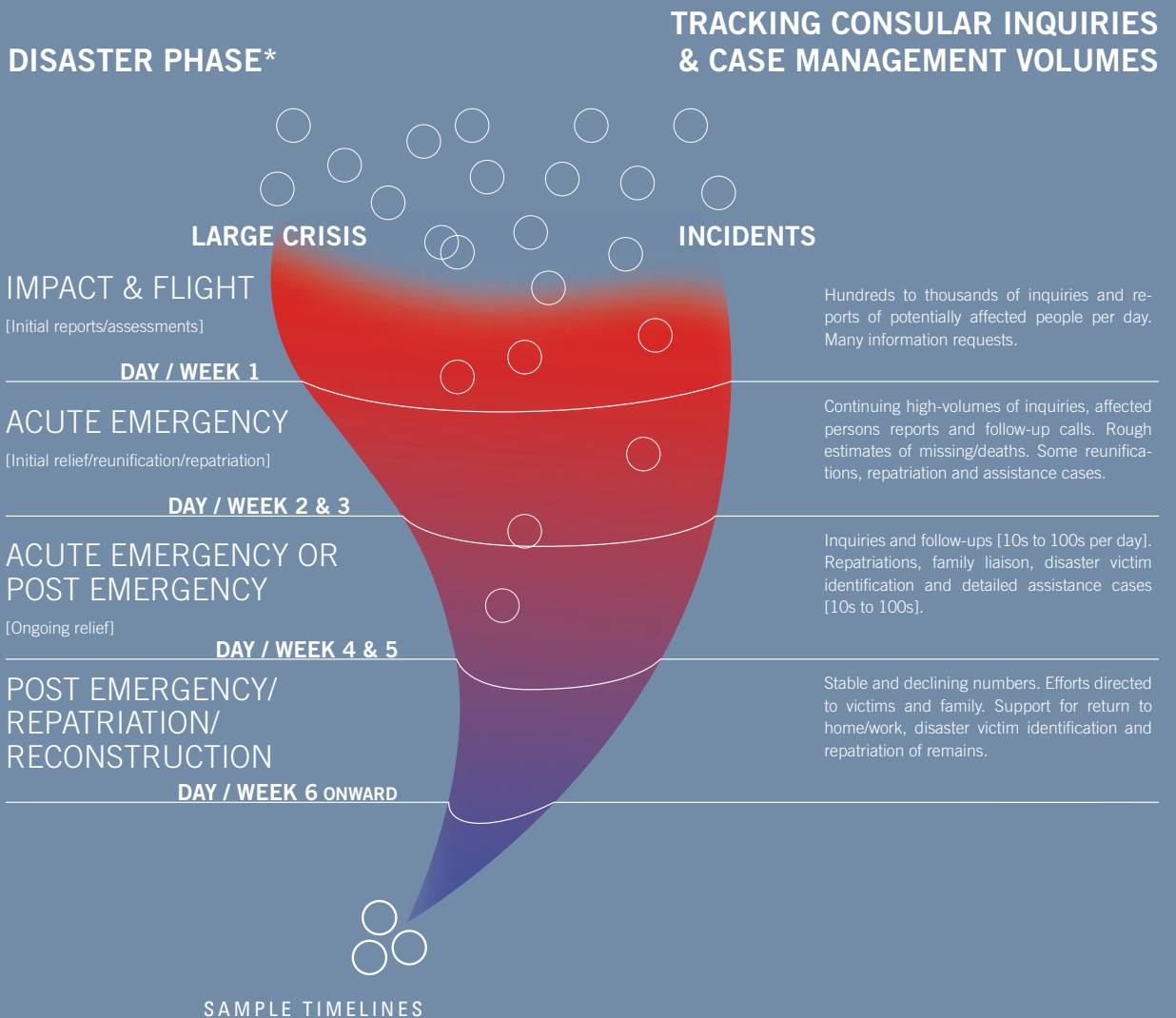
- Date
December 26th, 2004
- Description
A major 9.1 undersea earthquake off the coast of Indonesia resulted in one of the deadliest disasters in modern day history killing nearly a quarter of a million people, including thousands of foreign citizens.

LEBANON CRISIS

- Date
July/August 2006
- Description
One of the largest mass evacuations since World War II, involved over 50 countries evacuating tens of thousands of foreign citizens from war-torn Lebanon in a short period of time.

THE SOLUTION [con't]

As illustrated by the diagram below, there are several phases that occur in a disaster. As the crisis flows from one phase to the next there is a natural flow of affected people – scores of people at the beginning eventually lead to a finite group of people that are treated at an individual case level.



*Defined by International Federation of the Red Cross. Note: The timeline could be days, weeks or months, depending on the scale of the disaster and local capabilities.

CRISISREACH



CrisisReach is a consular crisis management solution comprised of an integrated set of tools. These include preparedness (travel advice, traveler/resident registration, contingency plans), crisis response (inquiry logging, real-time reports, statistics, information portal) and access to long term consular case management (assistance, victim identification, family liaison).

There are a number of high level objectives that a crisis management system must meet to deliver best value to the consular department which includes:

- Ability to improve consular performance
- Compliance to privacy and security requirements
- Maximize information sharing capabilities
- Flexible management information reporting

These goals were then translated into a rich grouping of features and functions which allow Ministries of Foreign Affairs to maintain a high level of citizen services while providing the flexibility to adapt to changes in procedure or legislation.

The CrisisReach solution is made up of products designed to effectively function both independently and collaboratively with each other - providing flexibility to the Ministry to address their particular needs.

The products of CrisisReach help create tangible outputs and outbound communication for various stakeholders


Product	Output/Outbound Communication
Contingency Plans	Published contingency plans
Travel Advice	Travel Reports
Traveler Registration	Ministry awareness of who is in the area of a potential crisis. Registrants and Warden Networks to become notified of Ministry alerts
Crises	The Ministry stays in contact with affected people and callers until their cases become resolved



Contingency Plans Proactively facilitates the development, storage and exchange of contingency planning information for use by headquarters and missions. These contingency plans can be created using document templates and are implemented when emergencies such as political or civil unrest, major accidents or natural disasters arise in foreign countries. The product allows missions to electronically file their contingency reports for review and approval by headquarters as well as allows headquarters to run reports on plans due for review. Contingency plans can include workflow capabilities for plan approval.

Travel Advice Enables Foreign Affairs to post travel advisories on their website to help educate citizens and allow them to make informed choices prior to departure. This product allows for the selection, creation or modification of a travel report for any country and sub-national unit (geographical area within country) using templates created for standardized categories. CrisisReach has the ability to manage travel alerts as well as the capability to communicate these messages to registrants and affected people whether via SMS or Email. Additionally, travel reports are archived each time a new one is created and can be easily retrieved by country or sub-national unit and sorted by date/time.

Registration Supports the registration of citizens living or traveling abroad. This information aids in emergency situations where it is used to locate citizens, provide emergency communications assistance and to manage the warden system. This product provides citizens with the ability to log on to the MFA's website or through a mobile device, and record their own registration details prior to departure. Information on pre-registered or self-registered citizens from this product can also be accessed by the Crises product in the event of a crisis.



Crises allows Consular Crises Centers to maintain a fully updated common situational awareness picture in all phases of an emergency, from initial reports and assessment through to post-emergency repatriation and reconstruction, while promoting distribution of information to parties involved in the crises (internal or external). Crises has been specifically designed to address the information exchange between departments, 3rd party agencies and ministries in time of crises and can operate under intermittent connectivity through enhanced disconnected operations and multi-tier architectures.

Crises provides management of the large numbers of assistance requests that come from affected people, concerned friends and family during a crisis. It allows for authorized users to quickly record pertinent information and proceed to the next call to support large-scale call centre operations. Information can be entered and immediately retrieved by case officers at both headquarters and missions via a shared database.

The product also has vital functionality to avoid and alert users to the possibility of duplicate entries of the same individual, allowing reconciliation and ultimately the production of accurate reports. The duplication of individuals during a crisis is a major factor in Ministries incorrectly gauging the true number of citizens affected by a crisis. Inaccurate report totals impacts not only the proper allocation of physical and human resources to the scene, but also the public's perception of competent crisis response.

Enhanced functionality within CrisisReach includes evacuation management. As a direct result of the 2006 Lebanon evacuation, the largest mass evacuation of citizens since WWII, WorldReach has developed a comprehensive set of evacuation management capabilities, which include: management of evacuees, evacuation route definition; the ability to map evacuations and routes, the ability to display multiple points on a map - evacuees, affected persons, registered travelers, points of interest, etc.

THE BENEFITS

- Scalable crisis solution to handle all sizes and manner of consular incidents
- Automated solution that fully supports all aspects of a crisis manager's way to handle crises and help improve consular performance
- Allows Ministries to proactively assess potentially affected persons during crises
- Secure access from any location
- Flexible management information reporting through enhanced real-time information retrieval and reports on services and case types
- Enhanced consular security through role-based access control, authentication and authorization
- Enhanced crisis management through disconnected operations, new evacuation procedures and mapping
- Extended information sharing capabilities and improved consular operations through seamless inter product data access
- Operation under intermittent connectivity through enhanced disconnected operations
- Two-way cooperative contingency planning between missions and headquarters
- Generates real-time reports and statistics
- Proven solution with known costs
- Multilingual
- Leverages consular experience and lessons learned from client interactions since 1993



ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software Corporation is the leading provider of consular management solutions. Since 1993, WorldReach products have been used by national governments for consular assistance, consular crises and passports abroad. WorldReach products are licensed to over 850 sites with more than 3000 daily users with Ministries of Foreign Affairs including: Canada, the United Kingdom, The Netherlands, Spain, New Zealand, and Ireland.

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