

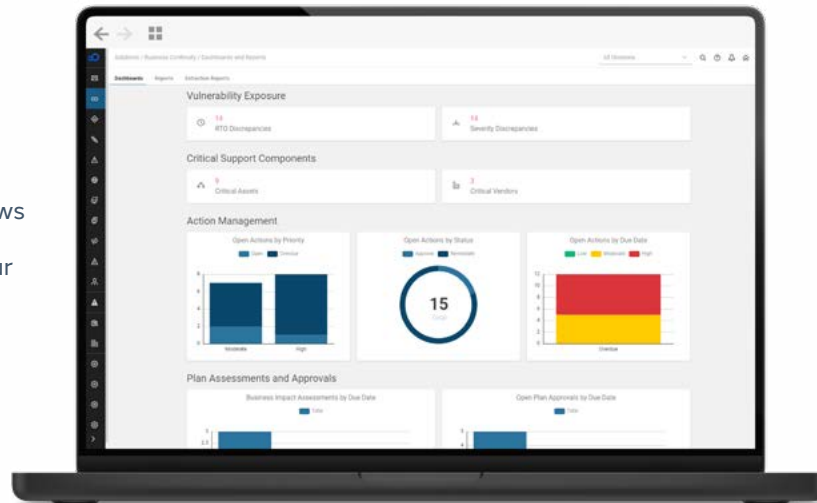
# Incident Management

Whether incidents occur in the form of ethics violations, data privacy and security violations, or potential fraud, waste, and abuse, your ability to create a consistent and effective intake, investigation, and resolution process is imperative for proper risk management and proof of compliance for audits.

SAI360 Incident Management enables your team to manage and automate the incident response lifecycle, including registration, evidence documentation, impact assessment, root cause evaluation and remediation efforts scheduling. With SAI360 you can streamline incident response processes, improve collaboration, enhance documentation, and ultimately minimize the impact of incidents on your operations.

## Noteworthy Features:

- Password protected, secure and confidential
- Submitter anonymity offered in compliance with local privacy laws
- Intuitive online forms include your unique input fields
- Translation options available to support your employees' native language
- Flexible and scalable



## Improve Response Times

Centralize incidents received through multiple channels including hotlines, emails, and web forms and reduce the time to identify and address the root causes of problems.

## Standardize Processes

Ensure that each incident is handled in a consistent and structured manner with a central repository containing searchable documents with uniform workflows to improve efficiency and reduce errors.

## Identify Threats

Without proper analysis and documentation, organizations can miss the opportunity to learn from incidents and prevent future occurrences. Identify root causes, trends, and areas for improvement based on historical incident data using analytics and reporting.

## Ensure Compliance

Establish an audit-ready, closed-loop process from intake through investigation, reporting, analysis, and corrective actions. Demonstrate a culture of compliance by managing investigations in a secure portal.

## KEY FEATURES

### Pre-Built Workflow

Quickly configure forms and workflow using our out-of-the-box best practices to effectively capture, investigate and remediate incidents. Enable automated workflow to automate investigation activities and follow-up tasks.

### Integrated Processes

Link incidents to other items, such as divisions, policies, or risks, to easily classify evidence of compliance. Relate an incident with other incidents, establish teams, record actions, maintain status updates of your investigation, and organize evidence in a single process.

### Analytics & Dashboards

Board-level reporting is simplified with configurable reports and dashboards to show trends, financial implications, corrective actions, and preventative measures.

### Hotline Integration

Calls are answered in the manner you want, collecting the feedback you want. Every call is answered by a live agent 24/7/365 with a unique toll-free number for your business.

*“I’ve been doing business continuity for 16 years. Previously we were working out of Excel and then SharePoint. We moved to SAI360’s business continuity software because it was very straightforward and improved our efficiency over the manual processes we were using. Everything was included. We really really like it and it makes my job a lot easier.”*

– Steve Ritter, Energy Transfer

**Interested in learning more about how Incident Management can help your organization?**

**Contact your SAI360 representative to request a demo.**

## Our unified approach to risk sets us apart

Today’s complex risk landscape demands more. SAI360 leads the way with an integrated GRC platform and Learning solution that spans the entire risk and compliance spectrum.

### Risk Management Solutions

- Risk & Compliance Management Solutions
- Enterprise & Operational Risk Management
- Regulatory Compliance
- Policy Management
- Third-Party / Vendor Risk Management
- Internal Controls
- Internal Audit
- Incident Management
- Conflicts of Interest (COI)
- Gifts and Hospitality
- IT & Cybersecurity
- Business Continuity Management

### Ethics & Compliance Learning Solutions

- Anti-Bribery & Anti-Corruption
- Competition & Anti-Trust
- Conflicts of Interest
- Data Protection & Privacy
- Exports, Imports & Trade Compliance
- Harassment & Discrimination