

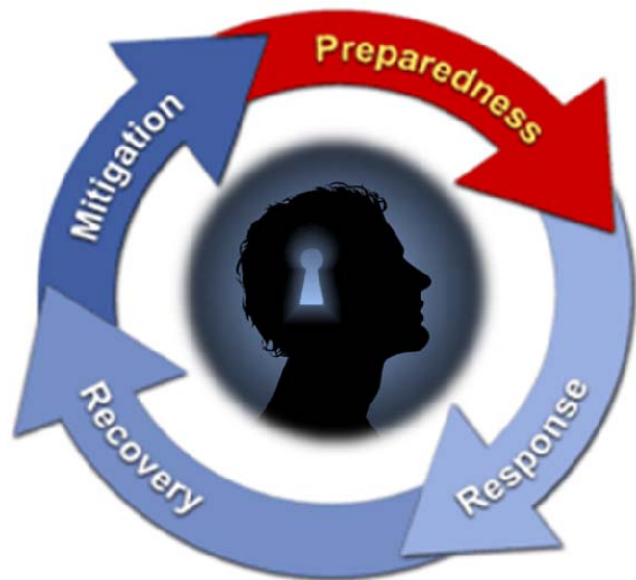
THE HUMAN FACTOR IN BUSINESS CONTINUITY

Better Informed Business Continuity Management

Extreme Behavioral Risk Management (XBRM), a division of AllSector Technology Group, Inc., is a Professional Services practice specializing in Business and Technology Resiliency including: business continuity management, disaster recovery, emergency management and homeland security services. Our services help prepare and support an organization, its decision-makers and first responders by providing **Professional Services, Training and Education** and **TeleCrisis™ Threat and Incident Management software**.

Effective Business Resiliency requires effective evaluation and mitigation of risks to business disruption, planning and testing – which many organizations perform. Where some organizations fail, is in recognizing that the key tipping point for success during a response relies on the perceived efficacy of individuals and their leadership. Investment in the efficacy of people through awareness and skill building training and realistic testing are keys to efficient recovery. That investment is the difference in the timely recovery of Business Operations as well as your brand/reputation, customer loyalty and retention.

Our portfolio of products and services employ a NIMS-compliant all-hazards model and address business, technology and the important – and often overlooked – aspect of creating plans that accurately anticipate



emotional and behavioral responses of people during response and recovery. Our team includes some of the foremost experts in business continuity management and disaster human factors planning, and their work is informed by first-hand experience responding to events and recovering business operations and technology.

XBRM is a part of AllSector Technology Group. AllSector is a New York City based company that provides technology and applications solutions.



www.XBRM.com
A division of AllSector technology Group, Inc.



Professional Services BCP^h

XBRM offers Business Continuity Management (BCM) and Continuity of Operations (COOP) Planning that includes: Business Continuity Planning, Disaster Recovery Planning, Emergency Operations Planning, Audits and Assessments, Training & Education, Testing and expert Response and Recovery Support during an incident, event or emergency.

Our services are distinguished from others because:

- Our team includes trained behavioral experts that understand how people will react and perform during response and recovery, a key component that will impact your ability to sustain or resume business operations;
- We use our first-hand inside experience as responders to assure that the plans we develop are informed by that experience;
- Our team provides assistance during a response and recovery as a member of your team resuming business operations.

XBRM services include expert assistance to address threats of violence in the workplace including threats to individuals or the organization.

Training and Education

During a response or recovery to an event, people will either be part of the problem or part of the solution. Significant research indicates the following items will dramatically impact their performance and, therefore, an organization's ability to meet its recovery objectives:

- Perceived efficacy of individuals and their leaders to perform the response and recovery tasks required,
- Clarity of role,
- *Perception* of importance of role,
- Understanding of consequences of not performing tasks.

XBRM Training and Education can improve your organization's ability to respond to an incident or event and enhance your ability to accurately integrate critical human factors into policies, plans, procedures and exercises to mitigate negative emotional and behavioral reactions that can compromise recovery and crisis management efforts. We offer a comprehensive

curriculum of on-site instructor led training & web-based eLearning.

DRII (Disaster Recovery Institute International, which is the premier BCP certification board) has approved the XBRM's eLearning programs for 2 Continuing Education Activity Points (CEAPs) each.

Threat Management Software

Mitigating the impact of foreseeable threats is a critical element of bolstering an organizations resiliency and hardening its defense against crisis-related liabilities. When a threat to an individual, the business or property is received, call-takers are prepared because they can instantly open TeleCrisis™ on their desktop to better manage the situation. TeleCrisis™ supports and guides any staff member handling a high-risk contact by helping them **control** and manage the situation, **capture** the right information and **communicate** by automatically notifying the right people to report the incident.

The use of the TeleCrisis™ model allows for a standardize approach to crisis call management as well as intra- and inter-call-taker consistence in handling high-risk contacts.

TeleCrisis™ provides scripts and protocols developed by recognized crisis management experts to help the call-taker remain calm and focused. Those scripts direct call-takers through the process of capturing vital information that supports real-time evaluation of the event, possible security or law enforcement response and later incident reporting. As soon as the call-taker initiates the software, TeleCrisis™ instantly alerts supervisors and others to enhance situational awareness. This alert helps management understand if the event is isolated or not and enables them to provide real-time assistance and coaching to the call-taker through the software's chat and alert features.

The intuitive TeleCrisis™ "Command Center" dashboard allows supervisors to monitor, administer and manage threat-related activity and supports post-incident reporting. TeleCrisis™ is pre-configured with twelve threat scenario response protocols, expert coaching and scripting and allows for customization of protocols and development of additional protocols to address an organization's unique incidents.

Visit our website or call today for more information on TeleCrisis™
Call toll free at 800.280.6606 or E-mail: info@XBRM.com

www.XBRM.com