

# TOOL OVERVIEW

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## INCIDENT MANAGER



## TOOL OVERVIEW – INCIDENT MANAGER

### TOOL SUMMARY

Our Incident Manager tool is Linked to the EU Rapid Alert System for Food and Feed (RASSF) system to give a live flow of information enabling swift action to be undertaken when risks to public health are detected in the supply chain. Additional sources used for tracking food safety alerts can be added manually. These alerts can be used to create incidents where you can manage the alerts that affect your business.

The information from the Incident Manager tool can be pulled to Ingredient risk assessments within your ingredient specification to determine how 'Risky' an ingredient is.

### KEY FUNCTIONALITY

Our Incident Management functionality is a key tool in ensuring that the risk your products pose is fully understood. The table below highlights the main actions you will be able to undertake using this tool and describes how each functionality is utilised within the system.

#### TRACK ISSUES USING RASSF

Our system is integrated with RASSF and all alerts can be viewed and filtered to find those relevant to your company.

#### ADD ADDITIONAL SOURCES AND INCIDENTS

Additional sources and incidents can be recorded regardless of their source.

#### RISK ASSESS INGREDIENTS IN SPECIFICATION MANAGER

Incidents from the Incident Manager tool can be pulled to the specification manager to determine the perceived risk an ingredient used within a specification poses.

E.g. the risk level can be determined based on the number of incidents raised for an ingredient in an allocated time frame.

## CONFIGURATION OPTIONS

The configuration described below enables additional incidents to be entered manually to ensure all incidents relevant to you are recorded in one central location and ensures ingredient risk assessments reflect the true risk.

### OPTION

### DETAILS

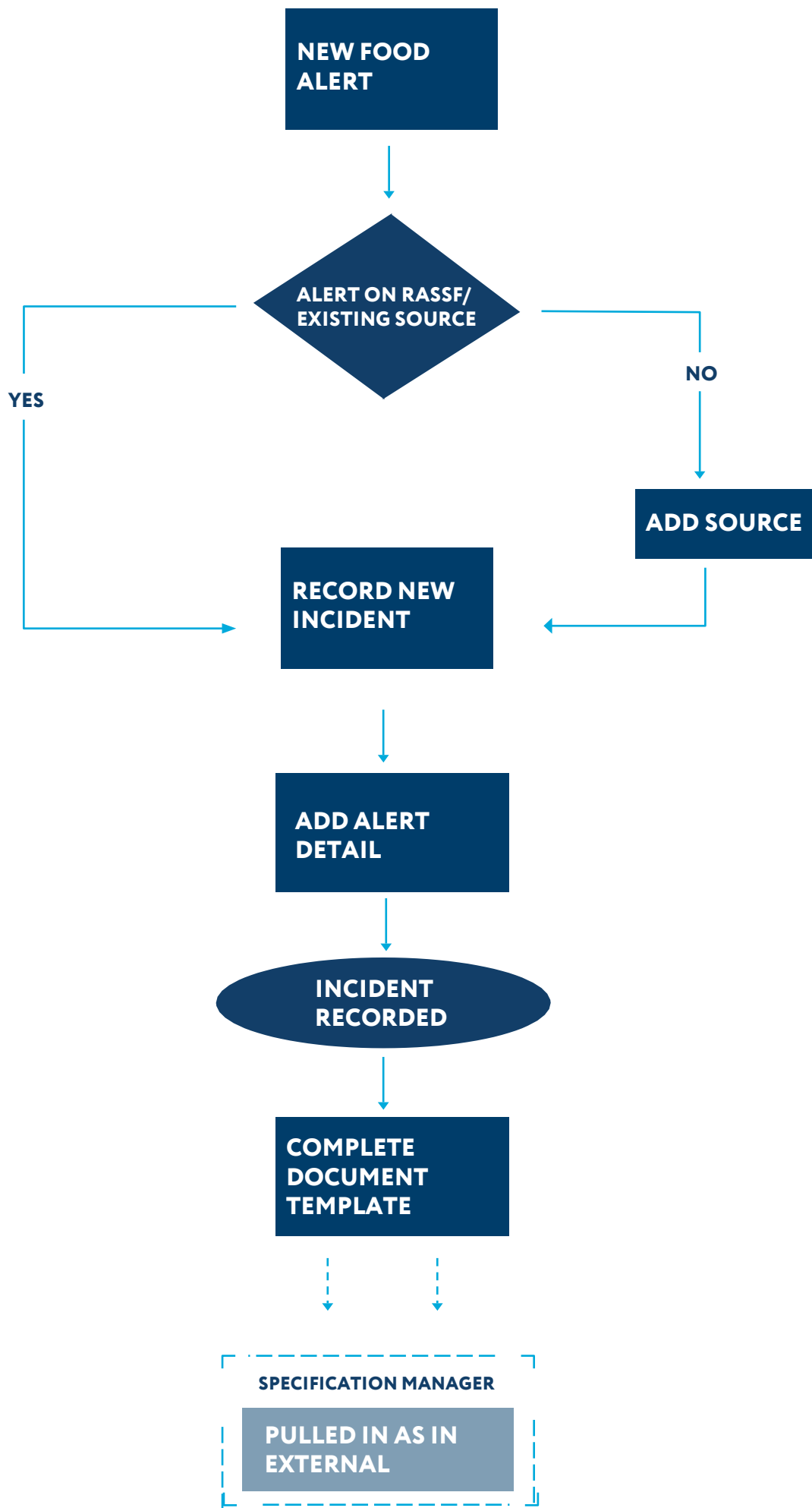
#### ADD ADDITIONAL SOURCES

Additional sources and incidents can be recorded which are not on RASSF.

TOOL PROCESS USAGE FLOW

The below process flow guides you through the steps of recording new incidents and how these incidents interact with our Specification Manager.

USER RECORDING FOOD ALERTS



## INTERACTION WITH OTHER TOOLS

Below describes how our Incident Manager tool can be utilised through interaction with the Specification Manager tool.

### TOOL

### DETAILS

#### SPECIFICATION MANAGER

Incidents from the Incident Manager tool can be pulled to the specification risk assessment manager to determine how 'risky' an ingredient used within a specification is. E.g. the risk level can be determined based on the number of incidents raised for an ingredient in an allocated time frame.

## DATA REQUIREMENTS

Our Incident Manager tool requires minimal set up as it is linked to RASSFF. Detailed below are the data requirements to add a food alert from a manual source.

### REQUIREMENTS

### DETAILS

#### SOURCES

Before an incident is added the source must first be recorded.

#### DETAIL

Once the source has been added the additional details of the incident must then be recorded. This detail included the ingredient affected, date flagged, action taken, affected country and description.