

### Background

TBI, owner of eight international airports across three continents, had no efficient method of logging daily events. Employees were manually tracking events through a time-consuming management log, which was prone to human error as well as difficult to update and share with other managers.

### Challenge

TBI searched for a program that would allow users to immediately notify key staff in the event of an emergency, aid the team in fast resolutions and employ accurate and rapid record keeping. Finding a way to streamline the log process and keep everyone informed of incidents in real time would vastly improve the successful operation of the TBI airports.

### Solution

TBI found MissionMode after an exhaustive search. Through MissionMode, operations managers can log in at any time throughout the day to see an overview of the day's operations, reducing the need for detailed meetings between shifts. MissionMode also allows centralized staff to see activities taking place throughout the airports, from any location. MissionMode will also instantly notify appropriate personnel in the event of an emergency situation.

### Results

After TBI implemented MissionMode, users have up to the minute tracking of events as they occur landside and airside. All events are transferred and recorded in the MissionMode virtual command center and are accessible from any place at any time. MissionMode also ensures that the correct personnel are immediately notified in the event of an emergency. Through MissionMode, TBI has the tools to run an efficient and safe organization.



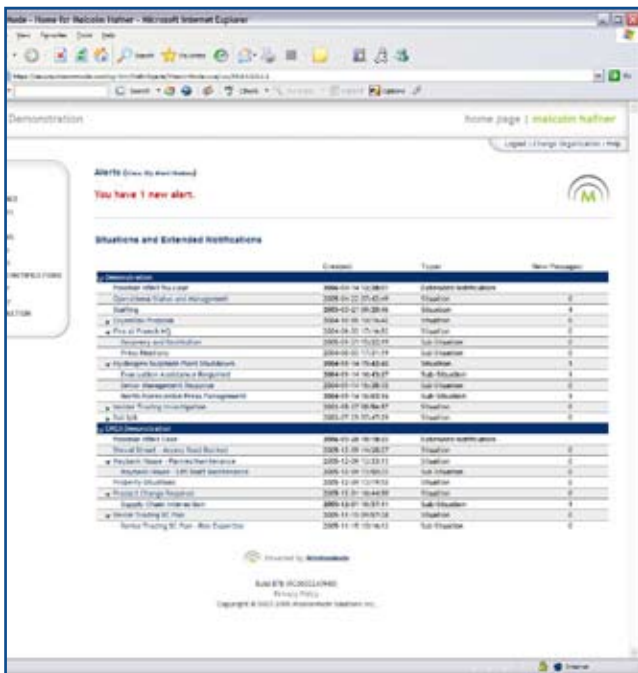
### Background

**TBI is a principal company in a regulated industry that owns or operates eight international airports across three continents including three in the U.K. One of TBI's largest air facilities is London Luton Airport, which handles over 9 million passengers each year.**

Each airport has a control center used to coordinate activities throughout the facility. A fundamental task of the operations team throughout the day is to track "events" as they happen. An event could be as routine as a faulty door in the terminal or as important as a full emergency. Traditionally, a management log was kept using Microsoft Office tools. The log was then distributed to staff for informational purposes daily. At the end of each shift, staff would conduct extensive handover meetings to review the log. This approach was not only time consuming, but more importantly it was error prone because information could get lost and was not updated correctly, and time and date stamps were often never captured. Reports were also dated, since distribution only happened once or twice a day. This left the airport exposed in the event of an incident. Finding a way to streamline the log process and keep everyone informed of incidents in real time was a requirement to improve the safety and efficiency of the company.

"We have found that MissionMode radically reduces the time it takes to get an overview of an incident and take appropriate action to minimise its impact."

Bob Graham, Business Group Risks Manager, TBI



## Initial MissionMode Deployment

**MissionMode was up and running after a few days at each airport, and the benefits were immediately achieved.**

With MissionMode, users are able to keep a continuous log of events as they happen at each airport. Operations managers can log in at any time throughout the day to see an up-to-the-minute overview of the day's operations. This has significantly reduced the need for a detailed handover meeting between shifts. In addition, it is possible for centralised staff, such as risk management and safety, to see activities across all airports wherever they are located.

MissionMode's use was extended to serve as an alert notification tool. Incident profiles and response plans can be pre-defined in MissionMode, which takes the guess work out of what steps are required in the event of an emergency. When an urgent incident occurs, an alert can be sent to required personnel via phone, e-mail, fax, SMS or pager. At the same time, the incident is logged, and team members can use MissionMode to access relevant documents, assign and update tasks, and resolve the incident.

"Notifying staff about an incident quickly is a critical step in an emergency. MissionMode's Alert Notification allows us to do this as well as provide incident managers with a way to communicate and resolve the incident from wherever they are located." Bill Kitchen, Chief Fire Officer, Cardiff International Airport.

TBI also wanted to implement an alert notification tool to rapidly notify key staff in the event of a crisis so that response teams could be mobilized to work towards resolutions faster. Obviously, finding a system that could meet both needs was ideal. After an exhaustive search, MissionMode was selected as the incident management system at London Luton, Belfast International and Cardiff International airports.

"Operational risk is an important aspect of everyday operations across TBI. With MissionMode, we can review events as they arise and make strategic and tactical decisions based upon good quality information supplied by each operating facility," said Bob Graham, Business group Risks Manager, TBI.



## Select Template for New Situation

Please choose a template for the situation.

Name	Airport Incident
	None
	Aircraft Dispatch
	Airlines walk through
	Airport Incident
	Bid Communications
	Checklist Management
	Client Communications
	CMt Communication
	Damaged Office
	Damaged Store
	Dirty Bomb
	Disease Emergency
	HAZCHEM Emergency
	Insider Trading
	IT Emergency
	Labor Dispute
	Major Power Outage, Billiter St.
	Natural Disaster
	Office Emergency
	Other
	Power Outage
	Product Emergency
	Product Recall
	Property Management
	Public Relations Crisis
	Sales Engagement
	Terrorist Threat
	Update Business Continuity Plan

## Worldwide Deployment

After successfully using MissionMode for both incident management and notification for over a year, TBI decided to standardise the use of MissionMode for all of their operations worldwide. MissionMode's multi lingual capability ensures that people can communicate in both English and local languages as they require.

## MissionMode Usage

TBI has the system set-up for three major purposes:

- Everyday tracking of airport events happening landside and airside. As each event happens, it is identified, and a log message is created. Now there is an online audit log of everything that has happened in the airport – the perfect mechanism for shift handover and management reviews of operational activity any time and anywhere. When an important event happens and is logged, users can post it into the daily/weekly digest just by forwarding the relevant messages. For this purpose, the information is entered directly into MissionMode in the Control Room where all the CCTV feeds, flight and operations information are managed and reviewed. The Control Center staff has autonomy to direct people to hot spots (such as more people to handle baggage if there is a bottleneck), and management can review the status and progress at any time by reviewing the activity in MissionMode.
- Management information is provided directly to both local and remote management to ensure that the operations are running effectively and that the risk is being managed properly.
- Emergency notification, incident management and crisis communications needs are all predefined as templates. As soon as they are required to place staff on stand-by, the message can be sent, and the relevant responders can start to mobilize the response. They have the fire and police departments connected to the Situation Log so that they can contribute and review what is happening in any given situation.

TBI is using both the Situation Center and MissionMode ENS to alert and notify all required personnel in the event of an incident and ensure that the response is timely, accurate and effective.





## Results

**Each airport now has an incident management tool to track both routine and exceptional events that can effect operations.** They have an audited log providing them with timely operations information to smooth the transition between shifts. Advice from experts both within TBI and outside the organization can be invited to assist in any situation and get up to speed quickly by viewing the incident log, thereby reducing the potential impact. Response teams are mobilized quickly using an effective alert notification system resulting in faster resolutions.

“London Luton Airport management is successful when the staff can maintain control and respond to events on the ground. MissionMode is an important part of our Airport Control Centre. It provides us with a log of events during the day, which is distributed to operational management, and it provides an important audit trail of what has happened around the airport. MissionMode helps us keep ahead of the situation and close it down, often before it escalates. This saves time and money and ensures the airport operates smoothly.” Roger Koukkoullis, Operations Manager, London Luton Airport.

With MissionMode, a plethora of information is accessible to everyone that needs it at any time, ultimately resulting in increased airport safety and smooth operations.

“When a crisis occurs, MissionMode is used as the principal tool for company communication. We have found that MissionMode radically reduces the time it takes to get an overview of an incident and take appropriate action to minimise its impact,” said Graham.

