



## crisis management conferencing

instant, efficient access to critical response teams

### enhance business continuity

The key to managing any crisis is prompt and efficient communication. The ability to quickly engage experts, key departments and personnel can mean the difference between success and disaster.

TELUS Crisis Management Conferencing, a solution that supports and enhances business continuity and emergency response plans, is part of the TELUS SafetyNet™ portfolio. TELUS Crisis Management Conferencing provides instant access to pre-defined response teams who are vital for the effective management of significant events.

For example, when a critical oil pipeline run by one of our clients records a significant loss of pressure, the company uses TELUS Crisis Management Conferencing. The first person on the scene determines that he needs immediate action from his response management team. Instead of having to look up and dial multiple numbers, he dials only one number to initiate a crisis management conference. His pass code links to a pre-defined list, and the TELUS conference system dials out simultaneously to all participants. Within seconds the crisis team is on the conference call, actively discussing ways to rectify the situation and restore production.

### leverage our expertise

TELUS is a trusted provider of safety communications to organizations across Canada. We have worked with all levels of government, first responders, emergency agencies, and industry to develop our TELUS SafetyNet portfolio. This comprehensive set of safety solutions protects employees, keeps infrastructure assets secure, and provides emergency coordination and response for mass emergency situations. TELUS SafetyNet protects communities, individuals and assets.



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### bring your teams together quickly

When a crisis hits, your response teams need to come together quickly and securely to ensure decisions made in the blink of an eye are the right ones. TELUS Crisis Management Conferencing provides:

- **Instant access to pre-defined response teams.** All you need to initiate a conference call is one toll-free number and one pass code.
- **Flexibility in contact lists.** You can have multiple contact lists for various response teams. Key personnel and emergency phone numbers can be associated with different types of emergencies. Multiple phone numbers for each participant are possible to ensure contact is made.
- **Secure access to the conference.** Each participant is required to enter a touch-tone sequence to be added to the meeting.
- **Support when you need it.** TELUS Conference Representatives are available 24x7 to provide additional assistance if you require it. Our team can dial out to additional individuals, or can act on your specific instructions to ensure that key personnel are tracked down. Simply press \* 0 from within your conference.

### easy to use

TELUS Crisis Management conferences are activated in much the same way as dialing into a regular conference meeting: dial the toll-free conference telephone number and enter a moderator pass code. This initiates a “blast dial” to a predefined list of key personnel. Multiple numbers for each participant can be programmed beforehand so that you reach the individuals you require whether they are at the office, at home or on the road. Participants key in a touch-tone sequence to enter the meeting – ensuring voice mail and other unwanted responses are not added to your conference.

To initiate a Crisis Management conference:

- Dial the toll-free access number
- Enter your PIN code
- The TELUS system simultaneously blast-dials to your entire response team
- Participants enter a touch-tone sequence to be added to the meeting
- Within seconds your entire crisis management team has been assembled

### comprehensive features

Other features available with TELUS Crisis Management Conferencing include:

- Digital recording
- Playback on demand
- Lock-out feature for additional security – prevents anyone, including the operator, from entering the call
- 24x7 support from TELUS Conference Representatives

With TELUS Conferencing, it's just like being there.