



OSPREY RISK MANAGER

Quick Start Guide



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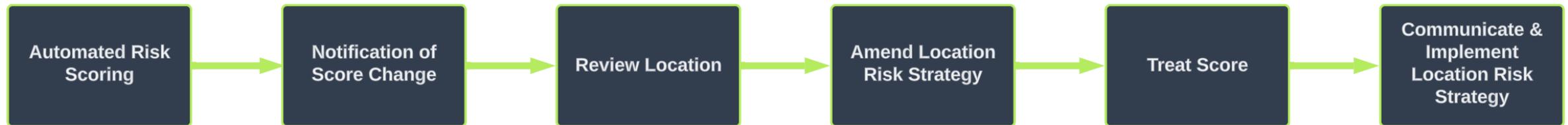




RISK MANAGER

Introduction

The Risk Manager platform is designed to consolidate and streamline the security risk management process followed by aviation operators. Through providing up-to-date risk scoring (provided by Osprey) and facilitating the review of locations, you will be able to respond to global developments and make operational decisions faster. The platform also enables active monitoring of controls and the communication of key security information to stakeholders.



Benefits of the platform:

- ◆ Access to the industry's largest library of risk mitigation measures (controls) collated by our experts.
- ◆ ISO 31000-compliant.
- ◆ Instant notification when a risk environment changes.
- ◆ One-click access to reports for updating interested senior stakeholders and audit purposes.
- ◆ Confirm and track the adoption and application of mitigation measures.
- ◆ The platform can be used out-of-the-box or customised to suit your organisation's process.



FEATURES



1

1 Dashboard

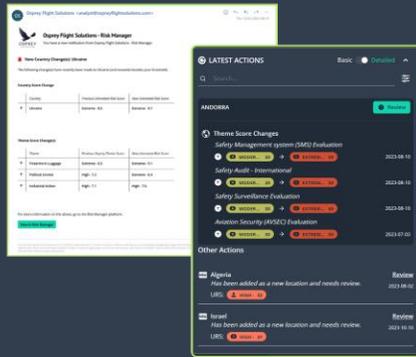
A visual representation of your global risk exposure.



2

2 Side Panel

At a glance view of current levels of risk for the locations you care about with a focus on which locations required the most immediate attention.



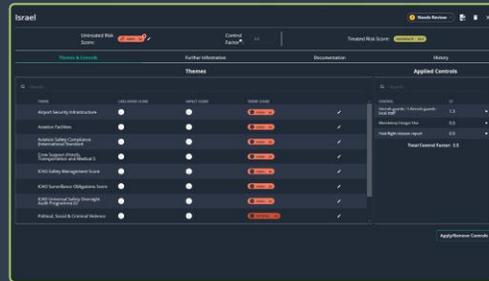
3

3 Automated updates & Notifications

Instant notification at the point a change occurs allowing you to proactively monitor and manage risk.

4 Location Overviews

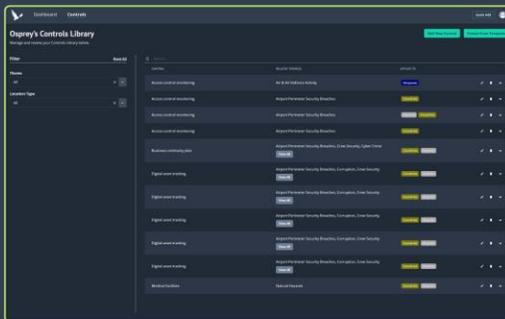
Provide a detailed breakdown of risk with the ability to edit scoring and specify how risk is managed via the application of controls.



4

5 Controls

Access to the industry's largest library of risk mitigation measures with the ability to curate your own library specific to your operation.



5

6 Reports

Out of the box one-click report generation allowing you to share key information with stakeholders and/or for audit purposes. Customisable Report Templates allowing you to tailor Summary Reports to your recipients needs.

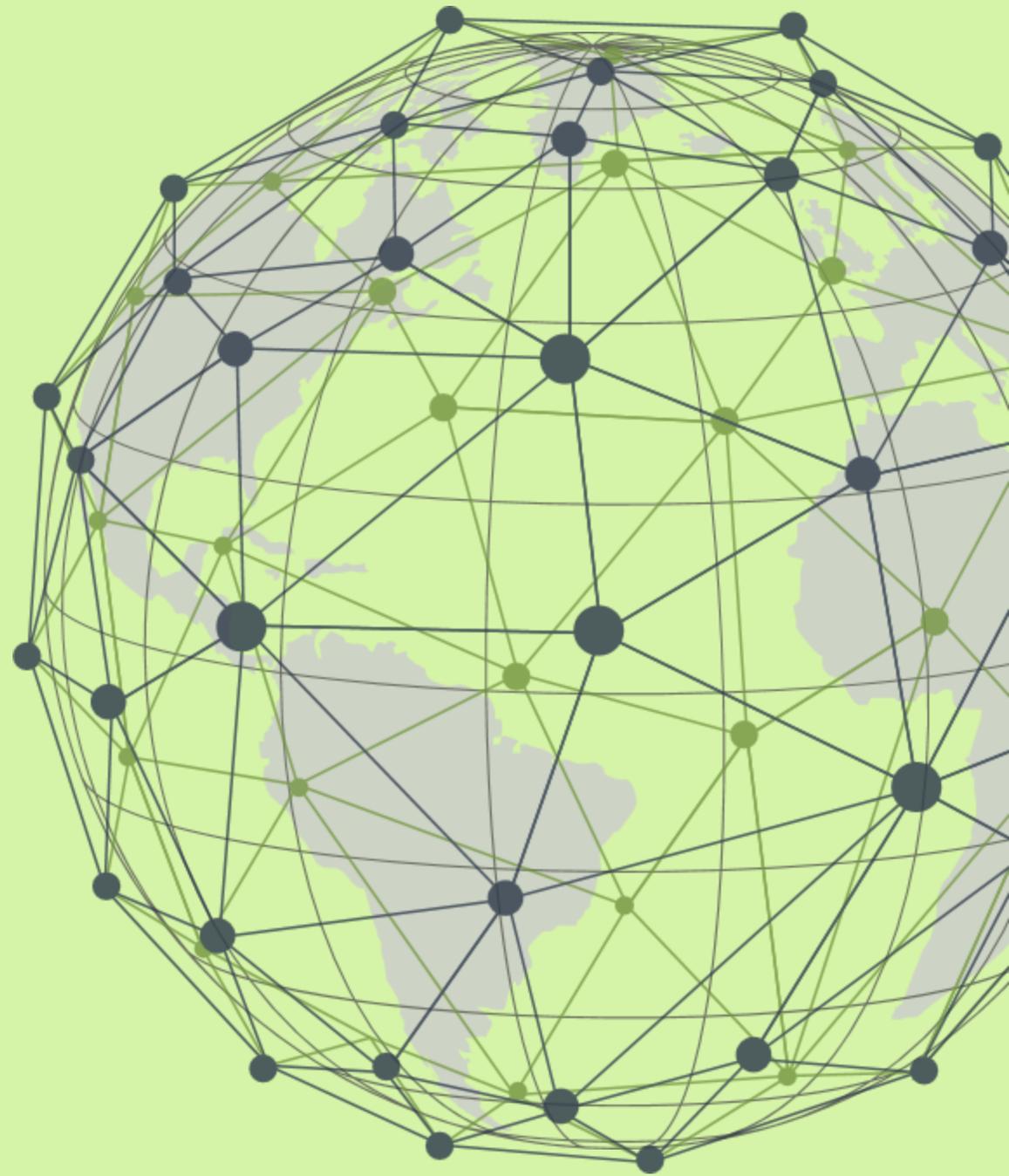


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Dashboard

High Level Feature Overview



RISK MANAGER DASHBOARD



Dashboard Side Panel

This area of the dashboard provides you with a list of all locations (All Countries/Airports/Airspace) in addition to a list of the locations that require more immediate attention (Latest Actions).

Navigation Bar

This allows you to access different areas of the platform.

Location Types

Use the tabs at the top of the side bar to change the location type.

Latest Actions

Locations display here due to automated system score changes or have had their status manually set to 'Needs Review'.

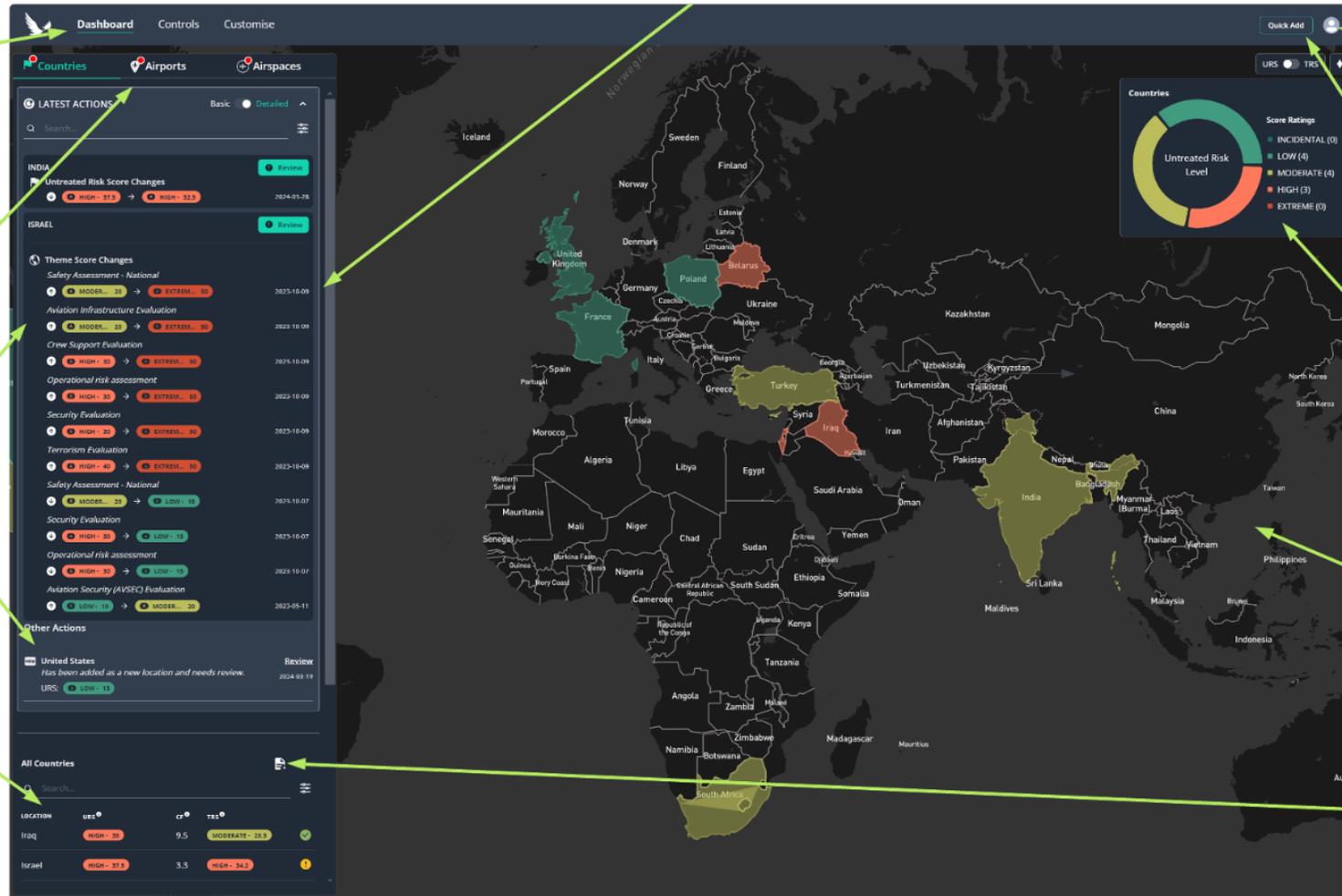
Other Actions

Locations display at the bottom of this section when they have been newly added to your dashboard.

All Countries/Airports/Airspace

A list of all the locations of the selected type that have been added to your dashboard (regardless of status).

Selecting a location listed in the side panel will open the Overview for the selected location.



User menu

Select this menu to manually log-out of the platform.

Quick Add

Additional locations can be added to your dashboard from this option.

Map Legend and Pie Chart

Legend and pie chart display the total number of locations for each Untreated Risk Level.

Location Map

Visual representation of risk globally for locations in your dashboard coloured according to risk level either as shapes or points on the map. Clicking a shape/point will open the Overview for the selected location.

Generate Overview Report

Clicking this option will generate an Overview Report. This is an extract of all the data in your dashboard view.



Location Overview Panel

High Level Feature Overview



LOCATION OVERVIEW PANEL



Selecting a location listed in the side panel of the dashboard will open the Overview Panel for a location.

Untreated Risk Score
This is the overall risk score for a location based on an aggregation of its Theme scores.

Score Change Notification
A red dot will appear when a score provided has been changed.

Edit Untreated Risk Score
Clicking this option will allow you to manually override the URS with your own.

Control Factor
This is the value that the URS is reduced by based on the Controls applied to the location.

Treated Risk Score
This is the risk score for the location that results from the Control Factor being subtracted from the URS.

Themes & Controls

THEME	LIKELIHOOD SCORE	IMPACT SCORE	THEME SCORE
Airport Security Infrastructure	●	●	HIGH - 40
Aviation Facilities	●	●	HIGH - 30
Aviation Safety Compliance (International Standard)	●	●	HIGH - 30
Crew Support (Hotels, Transportation and Medical S	●	●	HIGH - 30
ICAO Safety Management Score	●	●	HIGH - 30
ICAO Surveillance Obligations Score	●	●	HIGH - 30
ICAO Universal Safety Oversight Audit Programme (U	●	●	HIGH - 30
Political, Social & Criminal Malfeasance	●	●	EXTREM... 50

Applied Controls

CONTROL	CF
Aircraft guards : 1.Aircraft guards - local staff	1.5
Mandatory Hangar Use	0.5
Post-flight mission report	0.5
Total Control Factor:	2.5

Buttons: Needs Review, Close, Delete Location, Generate Location Summary Report, Apply/Remove Controls

Close
Clicking this option will close the location overview panel.

Delete Location
Clicking this option will remove the location from your dashboard.

Generate Location Summary Report
Clicking this option open up the report template selector where a Summary Report can be generated.

Location Status
Manually change the review status of the location.

Score Change Ribbon
This will display when a score change occurs detailing the nature of the change and the reason why.



THEMES & CONTROLS



Themes & Controls Tab
The Themes & Controls tab is displayed as default when a location overview is accessed. It can be accessed from the tab bar within the overview panel by clicking the 'Themes & Controls' option, if you have navigated away from it.

Themes Table
List of themes and their scores specific to the location being viewed. This provides you with a 'profile' for the types of risk present/most prevalent for the location.

Edit Theme Score
Clicking this option will allow you to manually override the Osprey provided Theme Score with your own.

Israel

Needs Review

Untreated Risk Score: HIGH - 32

Control Factor: 2.5

Treated Risk Score: MODERATE - 29.5

Osprey updated the untreated score for this location based on the latest data available. URS changed from HIGH - 31 to HIGH - 32. Reason for change: URS recalculated due to automatic update to underlying theme scores.

Themes & Controls Further Information Documentation History

Themes

THEME	LIKELIHOOD SCORE	IMPACT SCORE	THEME SCORE	
Airport Security Infrastructure	-	-	HIGH - 40	
Aviation Facilities	-	-	HIGH - 30	
Aviation Safety Compliance (International Standard)	-	-	HIGH - 30	
Crew Support (Hotels, Transportation and Medical S)	-	-	HIGH - 30	
ICAO Safety Management Score	-	-	HIGH - 30	
ICAO Surveillance Obligations Score	-	-	HIGH - 30	
ICAO Universal Safety Oversight Audit Programme (U)	-	-	HIGH - 30	
Political, Social & Criminal Violence	-	-	EXTREM... 50	

Applied Controls

CONTROL	CF
Aircraft guards : 1.Aircraft guards - local staff	1.5
Mandatory Hangar Use	0.5
Post-flight mission report	0.5

Total Control Factor: 2.5

Apply/Remove Controls

Applied Controls
Controls that have been applied to the location will appear here. Selecting a theme in the Themes Table will show you specifically which controls target the selected theme.

Apply/Remove Controls
Clicking this option will present you with the list of controls in your controls library, from here you can apply/remove them to/from the location.



ANALYSIS



Further Information Tab

The Further Information tab is accessed from the tab bar within the overview panel by clicking the 'Further Information' option.

Osprey Analysis

Each location will have a short summary analysis provided by Osprey.

Location Information

This area is customisable using 'Custom Elements', where you can add your own analysis/images or information relevant to the location. Formatting can be applied to text input in this field (bold, underline, italic, hyperlink).

Ben Gurion International Airport (LLBG/TLV) Needs Review

Untreated Risk Score: **HIGH - 32** Control Factor: 2.5 Treated Risk Score: **MODERATE - 29.5**

Osprey updated the untreated score for this location based on the latest data available.
URS changed from MODERATE - 29 to MODERATE - 28
Reason for change: URS recalculated due to automatic update to underlying theme scores.

Themes & Controls Further Information Documentation History

Osprey Airport Analysis
Ben Gurion International Airport in Israel is an Airport of Entry (AOE) with customs and immigration services available onsite. Ensure all required documentation is in order prior to encounters with officials at the airport during the entry/exit process. As an AOE, Ben Gurion International Airport supports the national critical infrastructure system of Israel by providing aviation access to domestic, regional and global markets. The installation is capable of handling scheduled and non-scheduled flight operations via appropriate prior coordination. Multiple layers of security features may be present to include: perimeter fencing, installation lighting, installed monitoring camera systems and controlled access points.

Osprey Airport Information
Add your own analysis or findings for this location. New sections to display and edit here can be created in the [Custom Elements](#) area.

Hotel Recommendations

1. Hotel Prima Link 2. Sadot Hotel 3. Crowne Plaza Tel Aviv City Center 4. Kfar Maccabiah Hotel & Suites 5. NYX Tel Aviv Hotel
Last Edited: 2024/06/05

Satellite Imagery

Satellite image of Ben Gurion Airport.
Last Edited: 2024/06/05

Useful Contacts

British Embassy Tel Aviv Phone: +972 3-725-1222
Last Edited: 2024/06/05



DOCUMENTATION



Documentation Tab
The documentation tab is accessed from the tab bar within the overview panel by clicking the 'Documentation' option.

Documentation Table
The documentation tab is designed to allow you to link-in any documents that you need to attach to a location.

Ben Gurion International Airport (LLBG/TLV) Needs Review

Untreated Risk Score: HIGH - 32 Control Factor: 2.5 Treated Risk Score: MODERATE - 29.5

Themes & Controls Further Information Documentation History

Documentation Add New Documentation

NAME	LINK TO DOCUMENTATION	
SAG Meeting Notes - 01/06/2024	Link	
Airport Incidents - 2023 to 2024	Link	
Control Measure Implementation plan LLBG - Apr-2024	Link	

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Add New Documentation
Clicking this option will display a form that allows you to provide a title for the document and a link to the externally hosted file.



HISTORY



History Search
Specific actions that have taken place for this location can be searched for by 'action name' using the search field.

Reports Archive
Access to an archive of all historically generated Location Summary Reports.

History Table
All actions performed for this location will be recorded and displayed here.

Israel Needs Review

Untreated Risk Score: **HIGH - 32** | Control Factor: 3.0 | Treated Risk Score: **MODERATE - 29**

Osprey updated the untreated score for this location based on the latest data available.
URS changed from HIGH - 31 to HIGH - 32
Reason for change: URS recalculated due to automatic update to underlying theme scores.

Themes & Controls | Further Information | Documentation | **History**

History - Actions

Search...

DATE/TIME	ACTION	USER
2024-06-11 14:40:16	Treated Risk score changed from HIGH - 32 to MODERATE - 29 Controls applied	Ben Flockton
2024-06-11 14:16:20	Treated Risk score changed from HIGH - 32 to MODERATE - 29.5 Controls applied	Ben Flockton
2024-06-11 14:16:07	Treated Risk score changed from HIGH - 32 to HIGH - 30 Controls applied	Ben Flockton
2024-06-10 10:19:22	URS changed from HIGH - 31 to HIGH - 32 Reason for change: URS recalculated due to automatic update to underlying theme scores.	Ben Flockton
2024-06-10 10:19:22	Aviation Facilities score changed from MODERATE - 20 to HIGH - 30 Theme score is now using provider score	Ben Flockton
2024-06-10 10:19:04	URS changed from HIGH - 33 to HIGH - 31 Reason for change: URS recalculated due to automatic update to underlying theme scores.	Ben Flockton
2024-06-10 10:19:04	Aviation Facilities score changed from HIGH - 30 to MODERATE - 20 Theme score is now using override score	Ben Flockton
2024-06-07 12:40:35	Terrorism score changed from HIGH - 30 to MODERATE - 20 testing airports score change	System
2024-06-07 12:40:35	URS changed from HIGH - 34 to HIGH - 33 Reason for change: URS recalculated due to automatic update to underlying theme scores.	System
2024-06-07 12:40:34	Terrorism score changed from EXTREME - 50 to HIGH - 30 testing airports score change	System

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History Tab
The History tab is accessed from the tab bar within the overview panel by clicking the 'History' option.

Generate Audit Report
Clicking this option will generate an Audit Report. This is an extract of the actions in the history table for the location.



Controls

High Level Feature Overview



CONTROLS



Controls Page

Accessed via the 'Controls' option in the navigation bar. The Controls Page allows you manage which Controls are available for use in the Dashboard.

Client Controls Library

This is the curated list of controls that are available for use by users of your account in the Dashboard. By curating the list here, you reduce the number of controls available for use (to make them easier to find) and ensure that controls not used by your organisation are not present for application.

More Information

Clicking this option will expand the table row with further information for the control.

CONTROL	RELATED THEME(S)	APPLIES TO
Access control monitoring	Air & Air Defence Activity	Airspaces
Access control monitoring	Airport Perimeter Security Breaches	Countries
Access control monitoring	Airport Perimeter Security Breaches	Airports, Countries
Access control monitoring	Airport Perimeter Security Breaches	Countries
Business continuity plan	Airport Perimeter Security Breaches, Crew Security, Cyber Crime	Countries, Airports
Digital asset tracking	Airport Perimeter Security Breaches, Corruption, Crew Security	Countries, Airports
Digital asset tracking	Airport Perimeter Security Breaches, Corruption, Crew Security	Countries, Airports
Digital asset tracking	Airport Perimeter Security Breaches, Corruption, Crew Security	Countries, Airports
Digital asset tracking	Airport Perimeter Security Breaches, Corruption, Crew Security	Countries, Airports
Digital asset tracking	Airport Perimeter Security Breaches, Corruption, Crew Security	Countries, Airports
Medical Facilities	Natural Hazards	Countries, Airports

Create from Template

Clicking this option will open up a form to allow you to select a Control Template to use with the option to edit it prior to adding it to your Controls Library.

Add New Control

Clicking this button will allow you to create your own custom controls. You may wish to do this if the control you need isn't already present in the Osprey Template Library.

Edit Control

Clicking this option will open up the edit form so you can update the control details.

Delete Control

Clicking this option will remove the control from your company's control library and it will no longer be applied or available to apply to locations in the dashboard.



Report Customisation & Custom Elements

High Level Feature Overview



REPORT CUSTOMISATION & CUSTOM ELEMENTS



Customise Page
Clicking this navigation menu option will navigate you to the Customise page where Report Templates and Custom Elements can be configured.

Report Templates Tab
Templates can be viewed created, edited and deleted in the Report Templates tab.

Location Type Filter
Selecting a filter option will filter the table of results to only display reports that apply to the selected Location Type.

Osprey Supplied Templates
Osprey supply you with a standard template for each location type so that Location Summary Reports can be generated 'out of the box'. Osprey Templates cannot be edited or deleted.

TEMPLATE NAME	CREATED BY	ELEMENTS	LOCATION TYPE	LAST MODIFIED
Airport-Template	Osprey	Summary Report Title, Location scores, Osprey Analysis... View All	Airports	
Airspace Template	Osprey	Summary Report Title, Location scores, Location Map... View All	Airspaces	
Country Template	Osprey	Summary Report Title, Location scores, Location Map... View All	Countries	
Ground Crew Template	Ben Flockton	Summary Report Title, Location scores, Osprey Analysis... View All	Airports	

Custom Elements Tab
Custom Elements can be viewed created, edited and deleted in the Custom Elements tab. Custom Elements display in Location Overviews and are also available as elements for inclusion in Report Templates.

Create New Template
Selecting this option will open up a form for you to be able to create and configure a new custom Report Template.

Report Template Search
Report Templates can be searched for by 'Template Name' using the search field.

Delete Report Template
Selecting this option will delete the Custom Report Template.

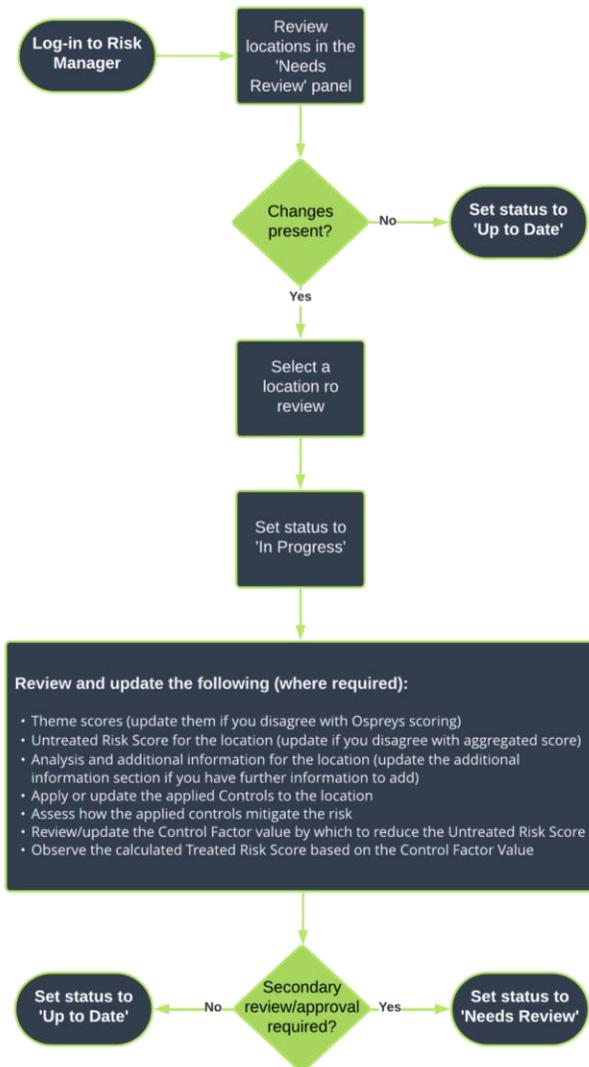
Edit Report Template
Selecting this option will open up a form for you to be able to edit the configuration of an existing custom Report Template.



Suggested User Flow for using Risk Manager



USER FLOW



To help you understand how to use the Risk Manager platform, below is a high-level suggested workflow:

1. Access the Risk Manager Dashboard and review which locations display in the 'Needs Review' section
2. Select a location to review
3. If action is required to mitigate the risk (I.e., reduce the Untreated Risk Score to an acceptable level):
 - a) Set workflow status to 'In Progress'
 - b) Review Theme scores (update them if you disagree with Ospreys scoring)
 - c) Review the Untreated Risk Score for the location (update if you disagree with the aggregated score)
 - d) Review the analysis and additional information for the location (update the additional information section if you have further information to add)
 - e) Apply or update the applied Controls to the location
 - f) Assess how the applied controls mitigate the risk
 - g) Update the Control Factor value by which to reduce the Untreated Risk Score
 - h) Observe the calculated Treated Risk Score based on the Control Factor Value input
 - i) Once happy with the Treated Risk Score, either set workflow status to 'Awaiting Approval' (if approval required) OR set workflow status to 'Up to date'.
4. If action is not required to mitigate the risk, set workflow status to 'Up to date'.



CONTROLLING RISK



The Treated Risk Score (TRS) value and the associated Level of Risk is the score that determines whether you are willing to operate at or within a location.

The TRS is calculated by subtracting the Control Factor (CF) value from the Untreated Risk Score (URS) value.

If the TRS is not at an acceptable value/level to allow you to operate at or within a location, this should prompt you to review the control measures you have applied, make some changes to the applied controls and formulate a Control Factor value based on how effective you believe the applied controls mitigate the risk for the location concerned in order to bring the TRS to a more acceptable level.



Glossary



GLOSSARY



Osprey has decided to use a standard set of terminology within the Risk Manager platform for consistency. Some organisations may use other synonyms for these terms and in some cases certain terminology will be new to an organisation.

To help you understand below is a brief glossary of key terminology used within the Risk Manager Platform.

Terminology	Meaning	Synonyms
Untreated Risk Score (URS)	This is the raw score for a location (by default, as an aggregation of the locations Theme Scores).	Risk Score, Risk Rating
Control Factor (CF)	This is the value specified by a user as to how much (or what factor), based on their assessment/analysis of a location and the controls applied, the URS is reduced by to produce a Treated Risk Score	-
Treated Risk Score (TRS)	This is the amended risk score for a location, if a CF has been specified the TRS will be calculated by subtracting the CF from the URS.	Controlled Risk Score
Control	This is a measure/action that can be applied to mitigate the level of risk whilst operating within a location.	Risk Mitigation Measure, Recommendation, Advice
Theme	A category of risk present within a type of location.	Risk Category, Risk Definition
Risk Score	A score produced for a location that takes in to account the current risk environment,	Risk Rating
Risk Scale	The absolute upper and lower values used to define the total number from which risk scores are calculated,	-
Risk Level	A specified boundary within a risk scale that has a level of risk assigned (i.e. Low, Medium High).	-





Osprey Flight Solutions

A new age for aviation risk management



If you require any further assistance or information, please contact your CSM.

A more detailed user guide for Risk Manager is available on request.

