Honeywell Command and Control Suite
Invisibly better facilities, visibly better outcomes

Incident Response at your Fingertips
## Business Challenges

| Regulatory Compliance & Audit Trail | • Meet regulatory requirements for safety & Security  
| | • Reporting/Demonstrating compliance  
| | • Consistent response |
| Ensure Business Continuity | • Risk Mitigation, minimize disruptions  
| | • Impact limitation  
| | • Disaster recovery planning |
| Increase Operational Efficiencies | • Rising cost  
| | • Multiple systems- Operational consolidation  
| | • Staff turnover |
| Effective Incident Management | • Faster and Consistent response  
| | • Deploying Standard operating procedures  
| | • Improve coordination and situational awareness |

**How much are the challenges costing the business?**
Overwhelmed By Data

Business, safety and security systems generate large amounts of data.
Transforming that data into actionable information and sharing that information with the right audience, at the right time, is a challenge.
Introducing Honeywell Command and Control Suite

Unified facility & security platform

Connect, Collaborate and Control With Confidence
Introducing Honeywell Command and Control Suite

**COMMAND WALL**

**INCIDENT WORKFLOW**

**ENTERPRISE DASHBOARDS**

- Reduce Risk
- Enhance Business Continuity
- Increase Operational Efficiency
- Enhance Image

**Visualize, Command and Control Safety, Security & Facility Systems Through Common, Easy-To-Use Applications**
Introducing Command Wall

Connect, Collaborate & Control With Confidence
Where does the command suite fit?

Unified Business & Security Platform
Powered By Honeywell Enterprise Buildings Integrator
Introducing Incident Workflow

Reduce and Mitigate Risk
Incident Workflow Benefits

- Improve Compliance, Response Consistency
- Eliminate Human Error
- Risk reduction
- Reduce Training Cost
- Improve Productivity
Incident Workflow Functionality Deep Dive

- **Standard Operating Procedures**
  - SOPs for different incident types

- **Initiation of incident workflow**
  - Manual, Automated & Scheduled

- **Management of incidents**
  - Name and time-stamp for every action
  - Live summary of all current incidents
  - Multiple operators can add comments
  - Operators can switch between incidents
  - Handle duplicate incidents

- **Reports**
  - Detailed reporting of individual incidents
  - Statistical reporting of trends

- **Deployment**
  - Command suite station for normal operator use
  - Integrated directly into Command Wall or tablet
## SOP Creation

### Standard Operating Procedure

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Incident Type</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weather Warning</td>
<td>Steps to execute on Bad Weather condition</td>
<td>Weather Warning</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>Steps to execute on Bomb Threat</td>
<td>Bomb Threat</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
<tr>
<td>Forced Door</td>
<td>Steps to execute on Forced Door</td>
<td>Forced Door</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
<tr>
<td>Slip and Fall</td>
<td>This procedure shall be followed when there is a slip and fall incident reported to the control room or identified by the control room operator on cameras.</td>
<td>Slip and Fall</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
<tr>
<td>Emergency Power</td>
<td>This procedure shall be followed when there are disruptions to the normal power supply from main grid.</td>
<td>Emergency Power</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
<tr>
<td>Fire</td>
<td>This procedure shall be followed when there is a fire alarm or any report of fire in the facility.</td>
<td>Fire</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
<tr>
<td>Intrusion</td>
<td>This procedure shall be followed when there is a suspected intrusion at any part of the indoor facility</td>
<td>Intrusion</td>
<td>/Facility</td>
<td>Enabled</td>
</tr>
</tbody>
</table>

### SOP Steps

<table>
<thead>
<tr>
<th>SOP Step Instruction</th>
<th>SOP Step Type (Manual/Authorized)</th>
<th>Command Name for Authorized step</th>
<th>Is SOP Step Mandatory (Yes/No)</th>
<th>Help Text (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify the customer service response team about the incident</td>
<td>Authorized</td>
<td>Page customer service</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Monitor the surveillance camera from the incident reported location.</td>
<td>Authorized</td>
<td>View Cameras</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Log details</td>
<td>Manual</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
SCENARIO 1

AN OPERATOR GETS AN URGENT CALL SOMEWHERE...
THERE HAS BEEN AN INCIDENT
OPERATOR STARTS BY LOGGING THE INCIDENT
FOLLOWS THE STANDARD OPERATING PROCEDURE
USES AUTOMATED PROCESSES
Closes the incident after effectively managing it.
The incident was effectively managed and the threat was neutralized.
Enterprise Dashboards

Intelligent visualization of operational parameters, historical trends & performance data

Dashboard for your Facility Utilities, Security and Fire Safety System

Customizable user-friendly dashboards

Visualize KPIs for Proactive Management
Command and Control Suite

- Reduce Risk
- Enhance Business Continuity
- Increase Operational Efficiency
- Enhance Image

Connect, Control, Collaborate with Confidence
Thank You
Back Up Slides
Value of Command Wall

- Increase operational Efficiency
  Do more with less

- Reduce Major Incident Risks

- Ensure Business continuity

- Instil Confidence
  Enhance Corporate Image

Connect, Collaborate & Command With Confidence
Benefits – Do more with Less

- Intuitive and easy to use
- Facilitates cross-training
- Reduces training, increases Effective system utilization
- Incident Workflow system for efficiency

Universal Icon ‘Ucons’ showing full asset data
Simple ‘Google Maps’ style navigation
Zoom in for more information
Real time and Historical data

Increase Productivity & Efficiency to Reduce Cost
Benefits – Ensure Business Continuity

- React faster to facility incident with facility wide view
- Use video to easily verify issues across all facilities
- Collaborate and improve decision-making with all relevant data on one user interface
- Link from Ucons to other information e.g. manuals, drawings
- Call up data from third party systems

Ensure Business Continuity, Reduce risk
Benefits – Reduce Major Incident Risk

Overall situational awareness allows faster response time

Enhance Collaboration - solve problems together based on common consolidated data

Procedural compliance with Incident Workflow

Easy & quick access to information for key decision makers. (Plant & Security managers)

Easy to use by non-regular users, (executives, external agencies)

Investment in technology demonstrates due care

Help’s Demonstrate Security & Safety of Facilities To External Stakeholders
Benefits - Instil Confidence, Enhance Corporate Image

- Demonstrate Security & Safety of your facility
- Impress External stakeholders
- Intuitive and attractive display makes data accessible to key stakeholders
- Instil confidence with standardised incident response procedures
- Show performance improvements over time

Help’s Demonstrate Security & Safety of Facilities To External Stakeholders
Next Steps (WIP)

- Identification of Key Objectives & current Issues
- Product Overview

- Detailed review of day to day operations
- Identification of improvement areas
- Product demo etc

- Solution development
- Onsite review of current policies & procedures
- User interviews

- Review high level solution and associated value
- Commitment to move forward with the detailed design based on the review of a budget estimate

Provide access to resources and individuals as required to build a formal solution design

- Share final design document
- Proposal with scope of work
- Delivery timeline and associated cost

- Upon approval design the proposed solution
- Make amendments as required
- Implement solution on site and provide ongoing service
Command Wall Overview

**What does it display**

- Status and Control of all HVAC equipment
- Alarms & Events
- CCTV Live & Recorded video (DVM)
- Access control & Fire system information
- Trends (real-time & history data)
- Business information
- Documentation (User Guides, Manuals)
- BIM floor plan graphics map (2D)
- Third party Maintenance Management systems
- Standard Operating Procedures (Incident Workflow)
- Facility performance and energy efficiency data (Enterprise Dashboard)
- Internet access
Incident Workflow Functionality Deep Dive

- **Standard Operating Procedures for security and safety**
  - SOPs for different incident types
  - SOPs selected for facility model location
  - Operator-authorized steps automated in EBI
  - Context-based information for every step
  - Import SOP from Word templates

- **Initiation of incident workflow**
  - Manual by the operator
  - Automated from any EBI alarms
  - Scheduled SOPs (for patrols, etc.)

- **Management of incidents**
  - Name and time-stamp for every action
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SCENARIO 2
SOMEWHERE...
A FIRE ALARM OCCURS! AN AUTOMATED INCIDENT IS CREATED AND STANDARD OPERATING PROCEDURES ARE FOLLOWED
<table>
<thead>
<tr>
<th>Instruction</th>
<th>Help Text</th>
<th>Sop Steptype</th>
<th>Command Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Dispatch first responders to the scene. Visually verify fire status on cameras if possible. Maintain audio communication with the first responder for updates. Monitor first responder arrival in camera. Ensure his safety.</td>
<td>Visually verify the fire status from the video management system</td>
<td>Mandatory, Authorized</td>
<td>Rule 1</td>
</tr>
<tr>
<td>2) Verify fire safety automation execution. Manually control facility to achieve required states if necessary.</td>
<td></td>
<td>Mandatory, Authorized</td>
<td>Rule 2</td>
</tr>
<tr>
<td>3) Receive recommendation from the fire responder. Initiate an evacuation procedure as needed.</td>
<td>Check with the fire responder for further progress</td>
<td>Skippable, Authorized</td>
<td>Rule 3</td>
</tr>
<tr>
<td>4) Maintain communication with fire rescue crew. Record expected arrival time and actual arrival time.</td>
<td></td>
<td>Mandatory, Authorized</td>
<td>Rule 4</td>
</tr>
<tr>
<td>6) Monitor safety of the evacuation route. Communicate alternate route if fire or smoke is suspected in normal route.</td>
<td></td>
<td>Skippable, Manual</td>
<td></td>
</tr>
<tr>
<td>7) Identify fire risk materials in fire zone and surrounding areas. Communicate to the fire rescue crew.</td>
<td></td>
<td>Skippable, Manual</td>
<td></td>
</tr>
<tr>
<td>8) Radio Broadcast updates on fire progress, fire rescue team, and evacuation progress.</td>
<td></td>
<td>Skippable, Manual</td>
<td></td>
</tr>
</tbody>
</table>
Convert Alarms to Incidents from EBI Automation Rules Engine
...AND RESPOND EFFECTIVELY