

COVID-19 Toolkit

Frequently Asked Questions

The COVID-19 Toolkit is a collection of free tools and access to risk management experts to help navigate risk, business continuity, and communications—creating a single source of truth to drive decision-making during a time when there is no playbook.

We built this because we know that many of our customers have been struggling with the challenges presented by this pandemic. Internally, we're using our own software and data to monitor and manage the situation, and we realized the tools we're using could greatly benefit other organizations and help them act with more certainty in these uncertain times. The COVID-19 Toolkit will help organizations assess the situation as it evolves on a daily basis, make better risk-based decisions, and recover faster.

HERE ARE SOME COMMON QUESTIONS AND ANSWERS ABOUT THIS TOOLKIT:

- 1 What is included with this toolkit?**
 - + No-cost coaching and consulting sessions with our risk management experts.
 - + Pre-built robots to import and process external data, and export it to Results.
 - + Pre-built threat and response matrices—including response objectives—that can be imported into multiple projects.
 - + Various pre-built analytics scripts.
 - + Questionnaire templates, including:
 - » Self-reporting hotline for suspected cases and self-isolation.
 - » COVID-19 employee questions and concerns.
 - » Site preparedness assessment.
- 2 What happens during the consulting time?**
 - + Customers simply submit cases through the Galvanize support portal using the product type “COVID-19 Advisory.” For each case submitted, an appropriate product or risk advisory expert will either respond with email support or setup a 30-minute phone consultation to address the question and provide coaching.

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| 3 How do I get this toolkit and when can I start using it? | + Since this toolkit is comprised of in-product content, it will begin to show up in the relevant HighBond apps throughout the end of March and into April, 2020. However, you don't need to wait on specific content—if you're inspired to "do it yourself," you can go ahead and get started within the platform. Just submit a case any time you get stuck or need help. |
| 4 What if I don't currently have the prerequisite products to get the toolkit? | + If you're currently a customer, but don't have the required solutions to run all parts of the toolkit you're interested in, please book time for a free 30-minute advisory session with our success team via our support portal here . You may need additional software to proceed, but a consultant can best help you determine what is or isn't necessary. |
| 5 What if I'm not a Galvanize customer? | + You'll need to have a license for the HighBond platform, Rsam, and/or ACL Robotics to use the toolkit, since it's essentially content that is used within our platform. Think of the toolkit as furniture and HighBond, Rsam, and ACL Robotics as the house—you wouldn't want furniture if you have no house to put it in.

+ You can, however, access the Storyboards that we've been using internally to manage this crisis: <ul style="list-style-type: none">» COVID-19 Pandemic Risk Data: https://lnkd.in/e6H_fg6» COVID-19 Workforce Health Storyboard: https://lnkd.in/e4393ez» COVID-19 Pandemic Executive Storyboard: https://lnkd.in/eD-N2GU |
| 6 Where do you get your COVID data and how do you know it's credible? | + Our COVID-19 Pandemic Risk Data is pulled from reputable sources like Johns Hopkins and the World Health Organization. |
| 7 Can I add my own source of data? | + Of course! As an ACL Robotics customer, you're able to access data from almost any source that's relevant to your business. |
| 8 Will you keep adding more to this toolkit over time? | + Potentially, if our customers find it valuable and, of course, depending upon how the the risk profile of the pandemic continues to evolve. |
| 9 Where can I submit feedback or ideas for this toolkit? | + We will be opening up the discussion on our Galvanize Community for customers to provide feedback on the toolkit. We're also having open discussions in our weekly webinars to hear what works for you, what challenges you're facing, and what you'd like to see in the toolkit. |
| 10 Is there any video or other collateral I can share with my team? | + We've created a COVID-19 Toolkit Demo Video that can be shared with your team. Also, we're doing weekly webinars so they can sign up to attend whenever it's convenient for them. Follow our LinkedIn page for more information: https://www.linkedin.com/company/wegalvanize/ |

