

WEBBER WENTZEL ALERT Q&A



How much does the Alert tool cost?

Costs are determined individually with clients – it is typically a subscription price per year – (Charged as a monthly retainer). Costs depend on specific requirements – like the number of sites and the number of specific applications required. We aim to keep the costs reasonable and see the tool as more of a value-add service to our clients.



How do we get started?

You provide us with the details of your response team and sites. We provide you with a secure URL and installation instructions. There is a dedicated URL per site. We conduct a test to ensure that the application is functional and that the response team details are correct. Your response team has access to the alert as well as to the content available on the application.



Can I test the Alert tool to check that everything is in order?

Yes – the tool has a test function for you to test reach and functionality without creating alarm. We recommend regular testing to ensure that your response teams are correct and receiving the alerts.



What if there is an operational issue that requires backend support?

We offer IT support 24/7. Administrative support between 08:00 and 17:00 Mon to Fri.



What happens when there is a raid / breach / inspection / incident?

Clicking on the alert button sends a notification by SMS and email response to the response teams (internal and external). See example below.

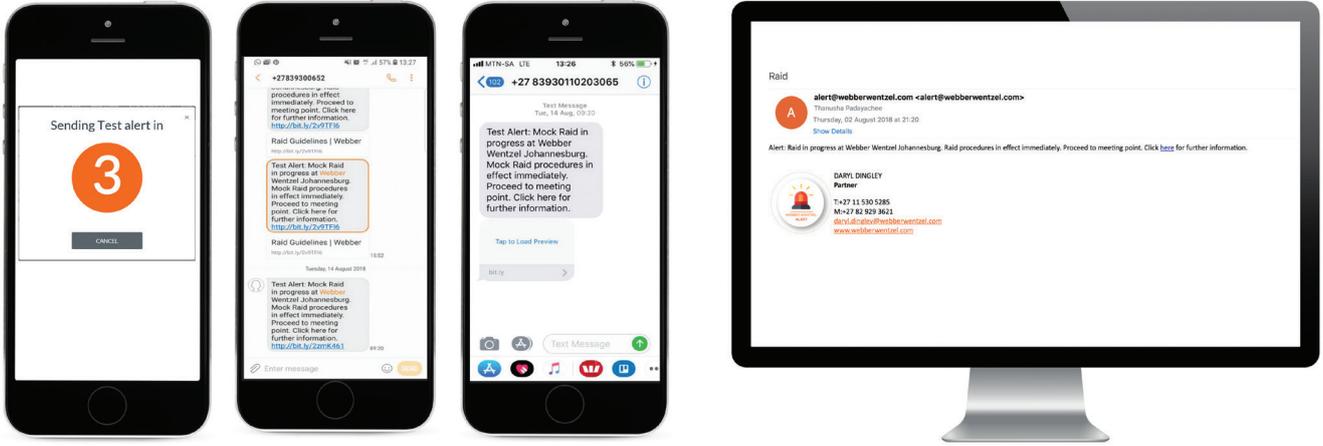
Example of a raid / breach / inspection / incident notification process



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The notification will set out the type of issue (i.e. raid / breach / inspection / incident) as well as the site (business) at which it has happened. See examples below.



The response team members are provided with bespoke guidelines and templates to help them manage the aspects of the raid / breach / inspection / incident that they are responsible for. For example – responsibilities of first contact team versus the leadership team, IT teams and Communications Teams etc. are all slightly different. See examples below.

