Risk Manager

User Guide

Last Updated: *November 2024*

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OVERVIEW

The Risk Manager platform is designed to consolidate and streamline security risk management for aviation operators. Through providing up to date risk scoring (provided by Osprey) and facilitating the review of countries/airports, 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.
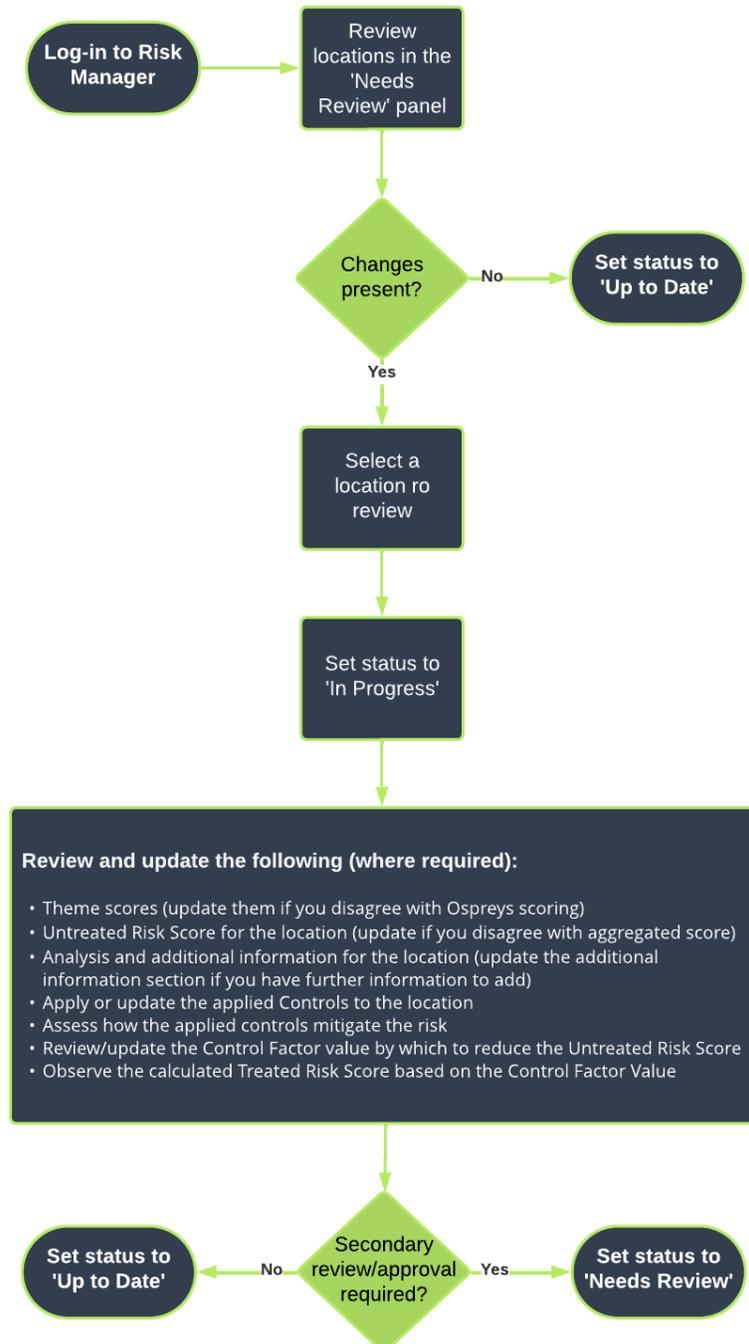

Benefits of the platform:
- Access to the aviation industry's largest consolidated resource for risk mitigation measures (controls) collated by our aviation risk experts.
- Manage risks with confidence using an ISO 31000-compliant framework.
- Risk ratings are updated, and users notified the minute a risk environment changes.
- Easily produce location reports and updates for interested senior stakeholders.
- Generate and share action logs for easy auditing.
- Confirm and track the adoption and application of mitigation measures.
- The platform is pre-configured and fully managed, letting you focus on managing the risks to your operations.
- Use the platform out-of-the-box or customise it to suit your organisation's risk management process.

TYPICAL USER WORKFLOW

Log-in to Risk Manager → Review locations in the 'Needs Review' panel

Changes present?
— No → **Set status to 'Up to Date'**
— Yes ↓

Select a location ro review

Set status to 'In Progress'

Review and update the following (where required):

- Theme scores (update them if you disagree with Ospreys scoring)
- Untreated Risk Score for the location (update if you disagree with aggregated score)
- Analysis and additional information for the location (update the additional information section if you have further information to add)
- Apply or update the applied Controls to the location
- Assess how the applied controls mitigate the risk
- Review/update the Control Factor value by which to reduce the Untreated Risk Score
- Observe the calculated Treated Risk Score based on the Control Factor Value

Secondary review/approval required?
— No → **Set status to 'Up to Date'**
— Yes → **Set status to 'Needs Review'**

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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 'Latest Actions' 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 any further information for the location (update the custom element sections 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 (only applies if 'Control Rating Automation' feature not enabled)
    g. Review or update the Control Factor value by which to reduce the Untreated Risk Score (this will be updated automatically if 'Control Rating Automation' feature is enabled).
    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.'

REPORTS

The Risk Manager platform allows you to access and download several different report types for use internally and externally to allow you to share risk management information with your wider organisation as well as third-party organisations (such as external auditors/governing bodies).

Reports available in Risk Manager:

*   Overview Report

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- Location Summary Report
- Location Audit Report

The ability to download a report is represented in the platform by the following icon:

- - Download Report

Location Summary Reports can be customised to allow you to specify which information is included in the report via the creation and configuration of custom report templates, allowing you to create/configure report templates for different use cases.

You have the option to include your organisations company logo in the header of all reports, if you wish to enable this feature for your account, please contact your Account Manager at Osprey.

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DASHBOARD

When you log on to the Risk Manager platform you will land on the dashboard page.

The dashboard consists of the following:

- Side Panel
- Location Map

LOCATION MAP

When viewing the dashboard, a world map is present.

If the countries/airspaces tab is selected, then the shapes of the countries/airspaces will be displayed, and colour coded according to their current 'untreated risk score.'

If the airports tab is selected, then location markers will be plotted on the map also colour-coded according to their current 'untreated risk score.'

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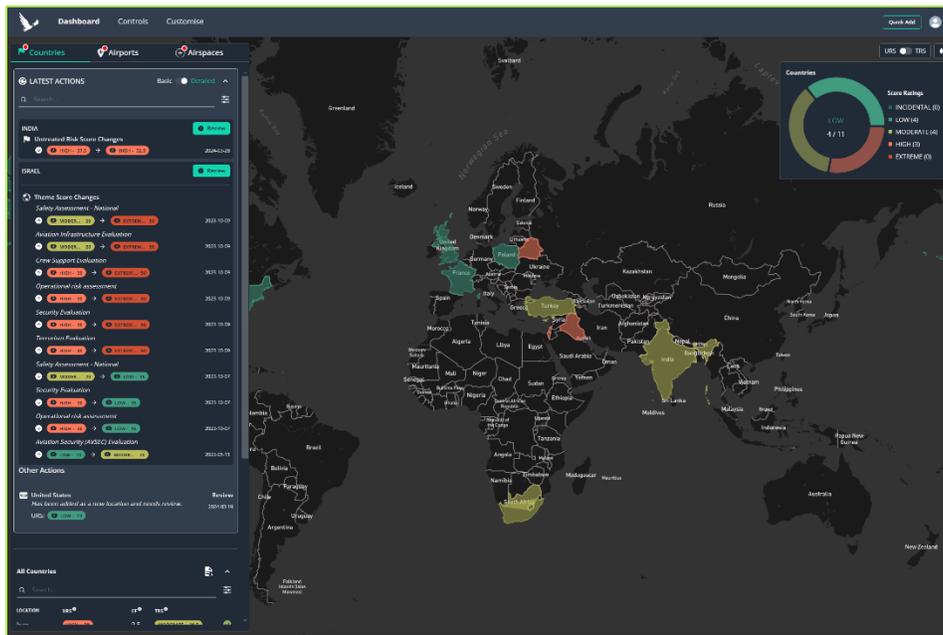
There is a legend present to allow you to easily identify the risk level by colour, this also includes a pie chart showing a breakdown of the total number of locations for each risk level. This can be toggled on/off so as not to obscure the view of the map by clicking the 'map legend' icon - .
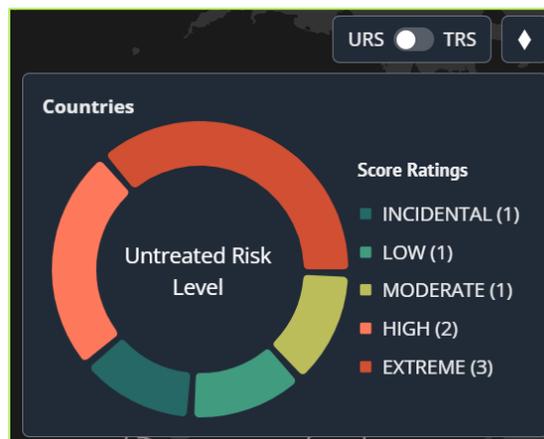
You can change the risk level colours of the map to either display the Untreated Risk score or the Treated Risk Score by clicking the toggle option. This will also update what is displayed in the pie chart to reflect what you are seeing on the map.

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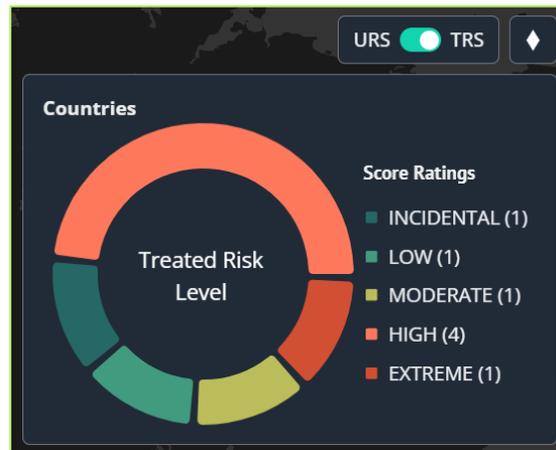
To navigate the map, click and drag a point on the map to move it around, if you need to zoom in or out then this can be achieved by using the mouse scroll wheel.

Hovering over a country/airspace shape or an airport location marker will show a highlight and display the name of the location, clicking it will open the overview page for the selected location.

AIRSPACE (LOCATION MAP)

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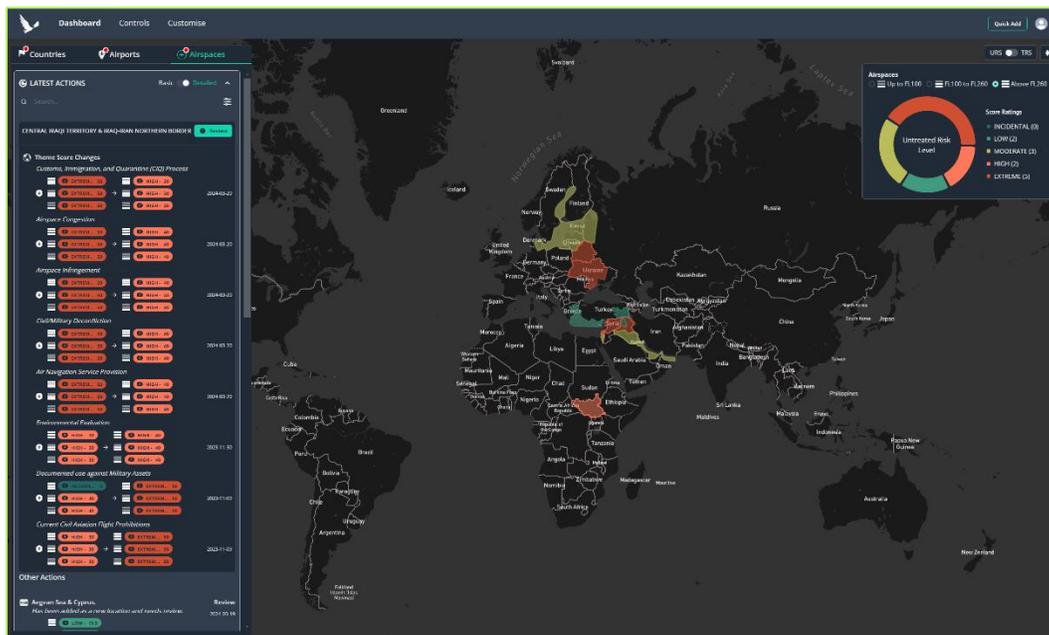
The world map, by default, displays the current 'untreated risk score' for Airspace above FL260. This can be changed using a filter option at the top of the Pie Chart/Legend.
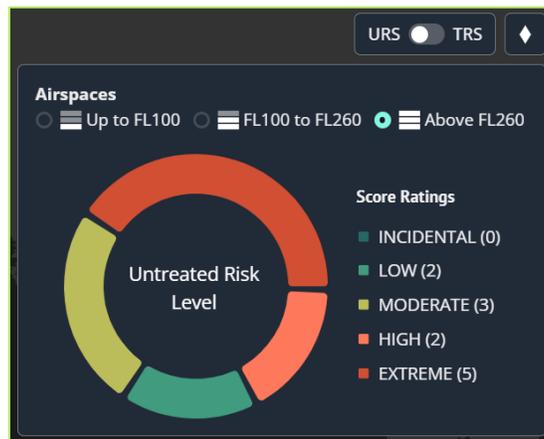
When the flight level filter is changed the colours of the shapes on the map update to reflect the current risk level for the selected flight level, the pie chart/legend will also update accordingly.

ADDING LOCATIONS

To add additional locations to the dashboard you can use the 'Quid Add' option in the top bar of the platform.

When the 'Quick Add' option is selected a modal will display overlaying the dashboard split into several tabs, one for each location type.

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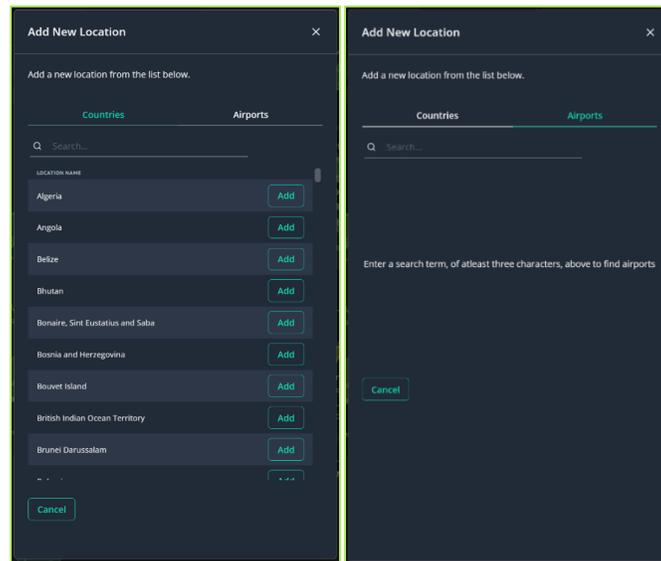
There is a search field to enable you to easily find the location you require.

For Countries and Airspace, these will be listed in alphabetical order. For Airports, due to the number of airports in our database, you will need to perform a search using a keyword (airport name, ICAO, or IATA). The list will be populated with airports relevant to your search query.

To add a location to your dashboard simply click the 'Add' button on the row of the location you wish to add. The modal will dismiss, and the dashboard will automatically refresh to display the newly added location.

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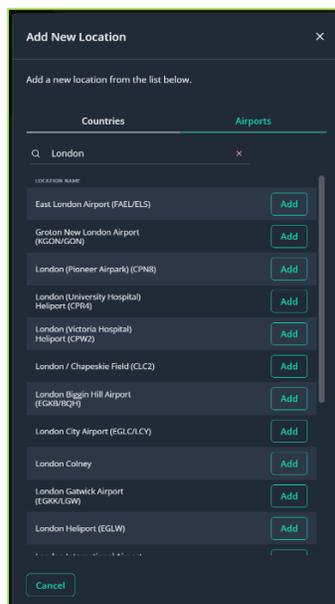
⚠ **Please note:** you can only add one location at a time, to add multiple locations simply repeat the steps.

When a new location is added to the dashboard the status will be set to 'Needs Review' and it will therefore be populated in both the 'Latest Actions' and 'All Countries/Airports' sections of the dashboard side panel.

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DASHBOARD SIDE PANEL

At the top of the dashboard side panel different location types are present in each tab, by default the selected tab is 'Countries.'

The side panel is made up of 2 sections:

- Latest Actions
- All Countries/Airports

Clicking on any location in either section will open the overview page for the selected location.

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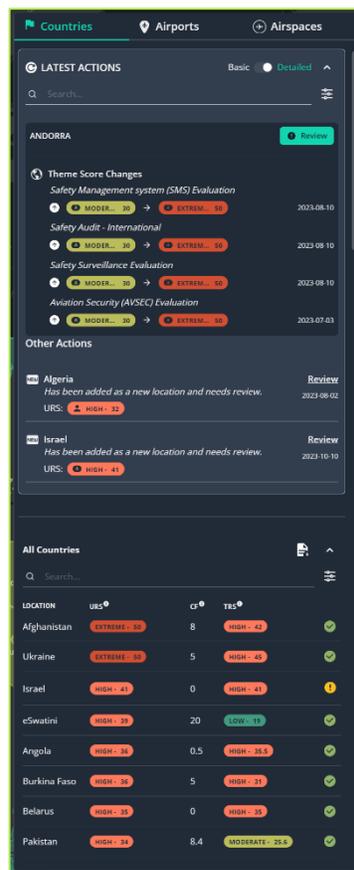
LATEST ACTIONS SECTION
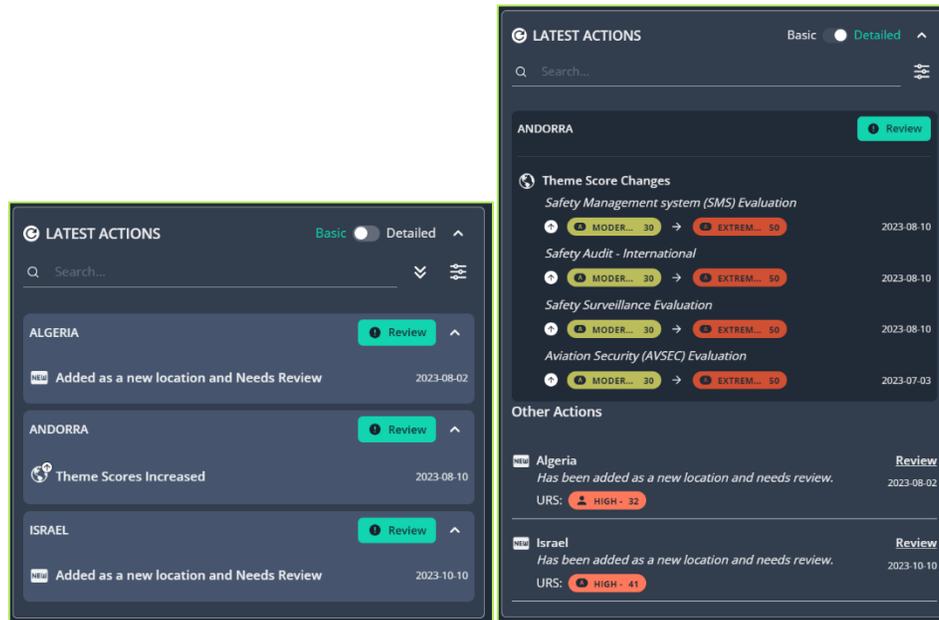
The Latest Actions section contains all locations with a status of 'Needs Review,' there are 2 ways in which you can view locations in this section:

- Basic view
- Detailed view

This is controlled by selecting the toggle in the top right corner. By default, the Basic view will display, however if you set the toggle to Detailed, the system will remember your preference and display the detailed view by default.

The Latest Actions section is ordered alphabetically by location name. Risk score and theme score increases/decreases will display at the top and other changes (status manually set to 'needs review' or newly added to dashboard) will display beneath these.

Locations displayed here will be present for the following reasons:

- Risk Score increase

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- o The risk score for a location has increased, due to a change to a locations theme score(s) and may require review to accept this increase or apply more controls to mitigate the increase in the risk score.
- Risk Score decrease
  - o The risk score for a location has decreased, due to a change to a locations theme score(s) and may require review to accept this decrease or remove controls that are no longer required.
- Theme Score increase
  - o One or more theme scores have increased and may require review to accept this increase or apply more controls to mitigate the increase in the risk score.
- Theme Score decrease
  - o One or more theme scores have decreased and may require review to accept this decrease or remove controls that are no longer required.
- Newly added to the dashboard
  - o A new location has been added to the dashboard and an initial review is required.
- Status manually set to 'Needs Review'
  - o This will have been manually set by one of the users associated with your account.

For risk or theme score increases/decreases the following will display in the Detailed view of the Latest Actions section:

- Direction of change arrow icon (to indicate if a change is an increase or decrease).
- Previous URS - Previous Untreated Risk Score – This will be the calculated risk score value previously set for the location.
- New URS - New Untreated Risk Score –This will the current/most up to date calculated risk score value for the location.
  - o By showing both values side by side it will allow you to make an easy comparison as to how the score has changed.
- For newly added locations the current Untreated Risk Score will display.

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Within the 'All Countries/Airports/Airspaces' section, this is ordered by the highest 'URS (Untreated Risk Score)' first – locations with unreviewed changes display in both sections – this is to highlight locations that require attention more immediately than others.

There is a search field present to enable you to filter each section to find a specific location more easily, this is particularly useful when there is a large list of locations present.

Clicking the filters icon (⚙) will show the filter options, if you wish to hide the filter options select the collapse filters icon (⌃).

For the Latest Actions section the following options are available:

- Notification Type
- Sort by
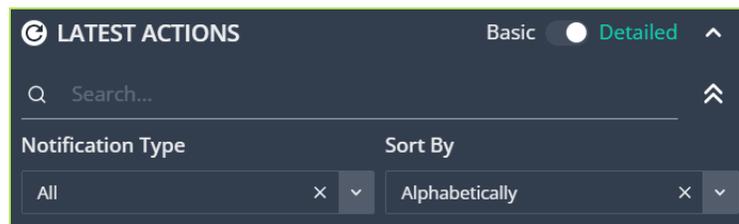
For the All Countries/Airports/Airspaces section the following options are available:

- Treated Risk Score
- Review Status
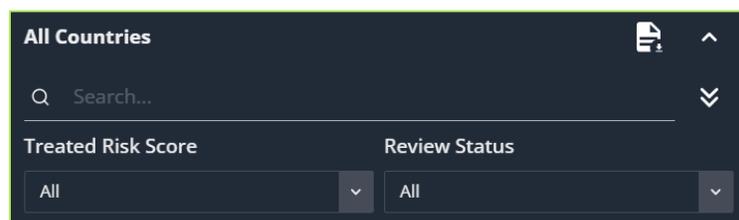
Each of the 2 sections can be expanded or collapsed independently to allow you to focus on a particular section of the dashboard side panel or to provide a full map view - simply select the chevron icon (⌃) to do so.

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ALL COUNTRIES/AIRPORTS/AIRSPACE SECTION

The 'All Countries/Airports' section contains all the locations that you have added to your dashboard (the location type depends on which tab is selected at the top of the sidebar); these are ordered by the highest URS.

- Table Columns:
  - o URS (Untreated Risk Score) – This is the risk score value either set by yourself or automatically calculated as an aggregation of the Theme scores for a location.

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- o CF (Control Factor) – This is the value chosen by your organisation by how much you estimate your applied controls will mitigate risk and reduce the URS.
- o TRS (Treated Risk Score) – This is calculated by reducing the 'URS' value by the Control Factor to provide a 'TRS.'
- o Far left column – displays the country or airport name.
- o Far right column – displays the current workflow status for the location (Workflow statuses will be covered in another section of this guide).

There is a search field to enable you to filter the list to find a particular location more easily as well as two filter options to allow filtering by 'Treated Risk Score' and/or 'Review Status.'
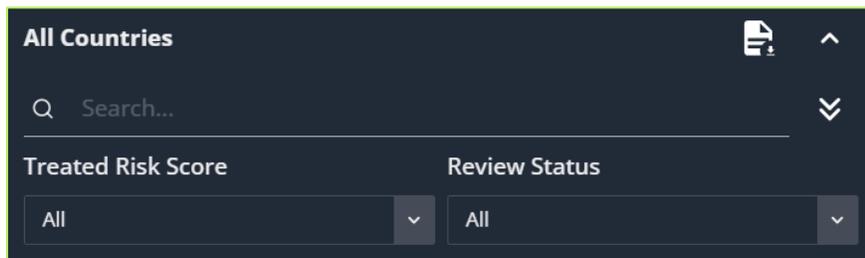
The search field and filter options can be used in conjunction with one another to enable you to find the location more easily you need.

AIRSPACES SIDE PANEL

To access Airspace location types, select the 'Airspaces' tab at the top of the side panel on the left.

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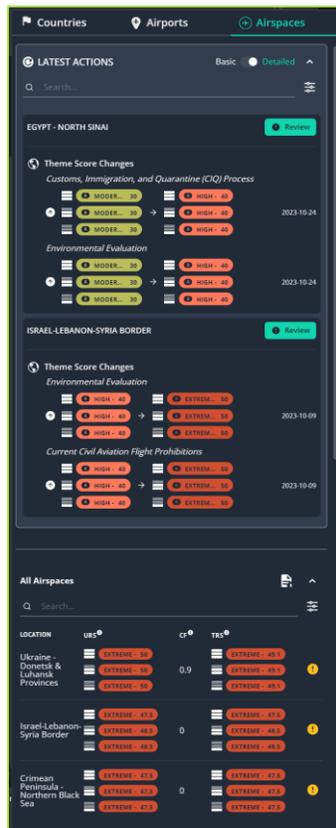
The side panel functions in the same way as it does for other location types, except the risk scores and ratings are displayed for each flight level within an airspace in the following order:

- Above FL260 -
- FL100 to FL260 -
- Up to FL100 -

LOCATION OVERVIEW REPORT

A Location Overview Report provides you with a snapshot of all locations (of one type – countries/airports/airspace) that are present within your dashboard at the time the report is generated.

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The report provides a breakdown of the locations by Risk Rating as well as a list of the locations and their current untreated and treated risk scores alongside the date they were last reviewed.

The report can be downloaded from the Dashboard side panel within the All Countries/Airports section by clicking on the 'download report' icon above the search field.

AIRSPACE OVERVIEW REPORTS

The overview and summary reports for Airspace follows a different format to the same reports generated for other location types, due to Airspace being comprised of 3 different flight levels.

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The key differences in the Airspace Overview Report are:

- Summary of Untreated Risk Score Risk Rating totals – this is sectioned in to 3 separate tables, one for each flight level.
- List of locations and scores – Rather than a single table list of locations, each airspace is listed with the scores for each flight level displayed, each airspace is separated by a heading (the name of the airspace).

LOCATION OVERVIEW PANEL

For each location, the overview panel is the main area for managing risk. Within this location overview panel, the following tabs are available (these will be covered in more detail in further sections of this guide):

- Information section
- Themes & Controls
- Further Information
- Documentation

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- History
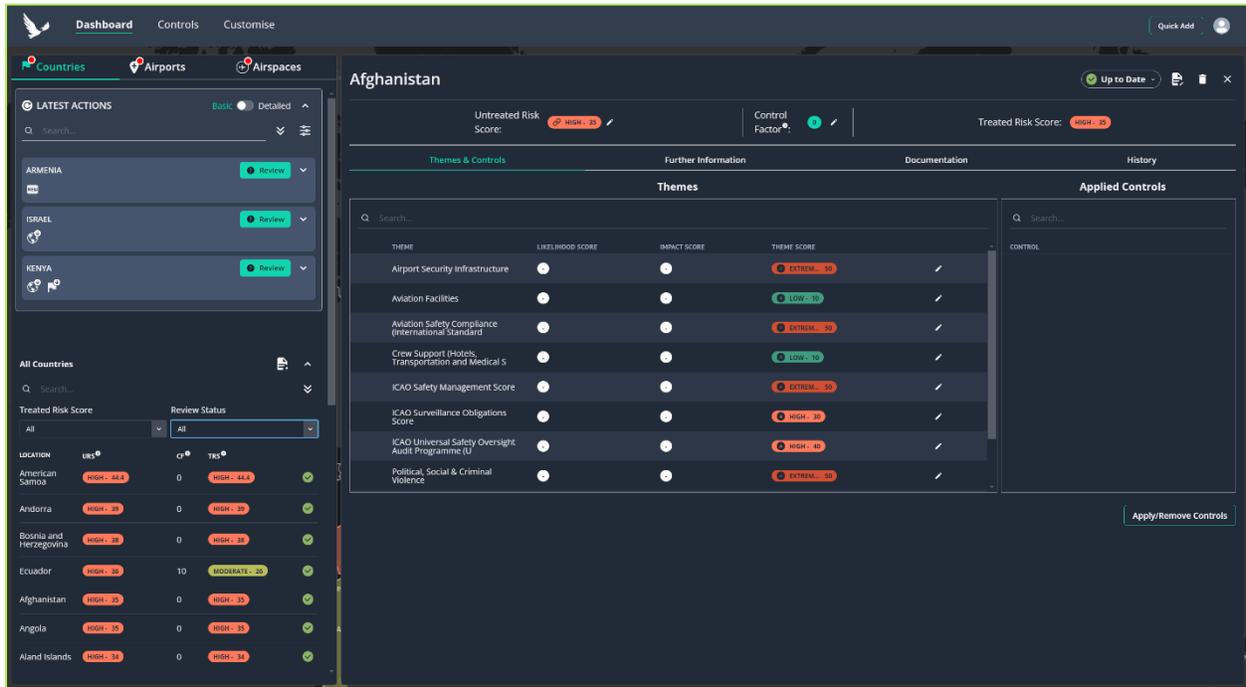
The location overview panel is accessed by selecting a location in the dashboard side panel or by clicking on a shape/location marker on the map – a panel will display overlaying the map area of the dashboard with the side panel still visible.

INFORMATION SECTION

The information section is present at the top of the location overview panel, this area is always visible regardless of which tab you are viewing.
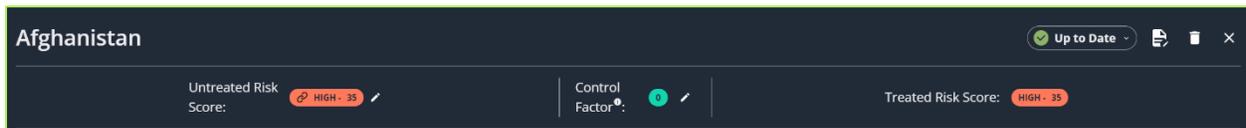
Features available in this section:

- Workflow status (covered in previous section of this guide)
- Location Summary Report download (covered in a later section of this guide)
- Remove location from dashboard
- Score review and management

AIRSPACE INFORMATION SECTION

The overview panel is unchanged for Airspace location types in both design and functionality. Just like the side panel, the key difference is the display of risk scores and risk levels for each flight level within an airspace, which are displayed in a 'stack' from highest flight level to lowest.
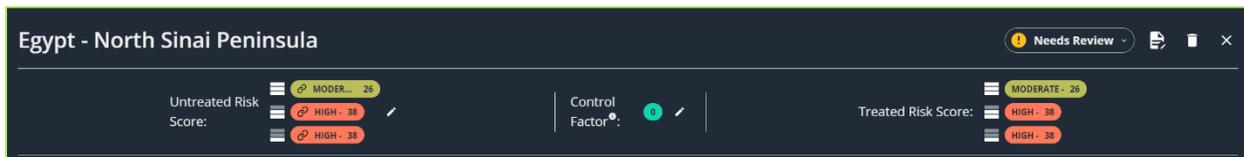
REMOVING A LOCATION FROM THE DASHBOARD

To remove a location from the dashboard, select the delete icon on the top right-hand side of the information section.
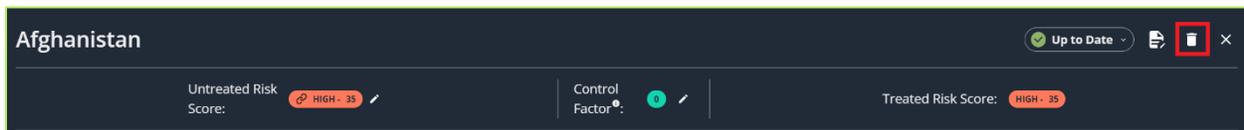
When the 'Remove Location' option is selected a warning message will appear to confirm you wish to proceed with the removal.

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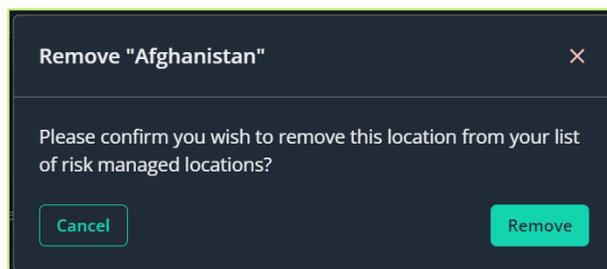
LABELS

At the top of the Location Overview Panel there is a 'Labels' icon present. Labels in Risk Manager allow you to categorise your locations by applying custom Labels to them.

When Labels have been applied to your locations you can filter the whole dashboard to only see locations with certain Labels.

Budapest Ferenc Liszt International Airport (LHBP/BUD)

| Untreated Risk Score: | MODER... 24 | Control Factor: | 0 | Treated Risk Score: | MODERATE - 24 |
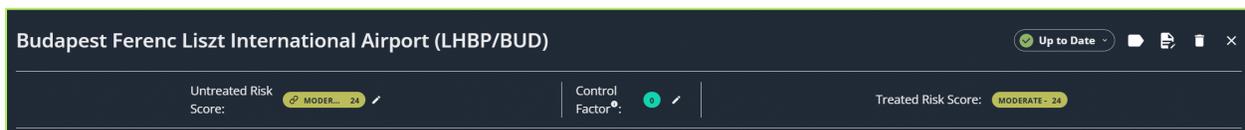
CREATING AND APPLYING LABELS

To create a new Label, access the Manage Labels modal by clicking the Labels icon at the top of the location overview panel.

To create a New Label start typing the name of the Label you wish to create, the dropdown will expand, if the label exists it will display and can be selected, however if it doesn't already exist then '(new label)' will display after the Label name.

Click the option in the dropdown to create the new Label.

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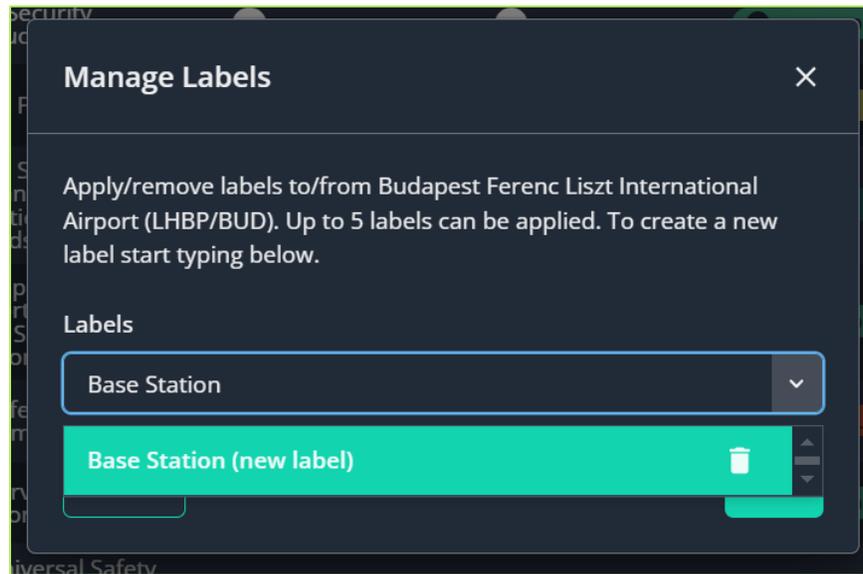
When created the label will display in the Labels field, you can repeat the process to add or create additional labels, once happy with the applied Labels click the 'Save' button to add it/them to the location.

Any Labels created here will be available for application to any other location in your Dashboard.

Please Note: You can apply up to a maximum of 5 Labels to each location.

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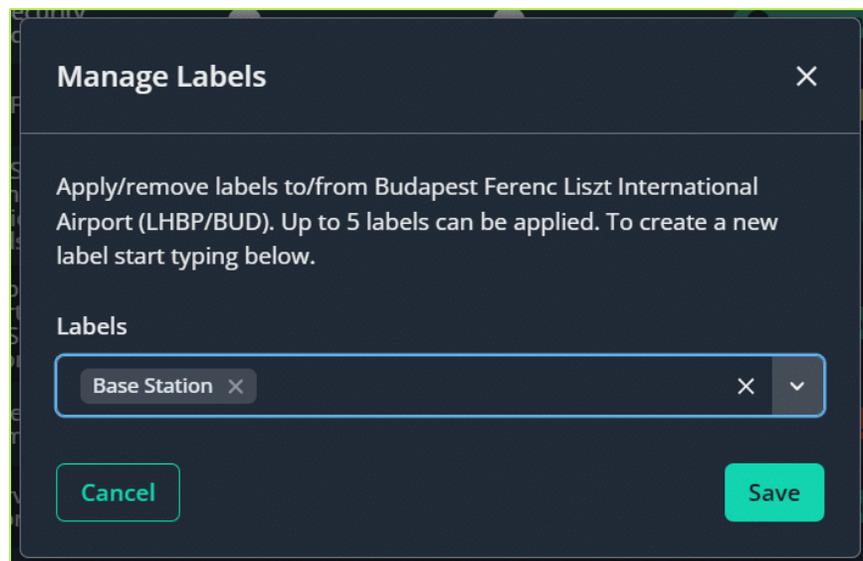
When Labels have been applied to a location they are visible at the top of the Location Overview Panel and also in the Dashboard Side Panel.

<u>EDITING/DELETING LABELS</u>

If you wish to Edit or Delete a label, access the Manage Labels modal by clicking the Labels icon at the top of the location overview panel.

Labels cannot be edited, however you can Delete them and recreate them (if for example you wish to fix spelling errors).

To do so, expand the dropdown list to view all the Labels present in your account.

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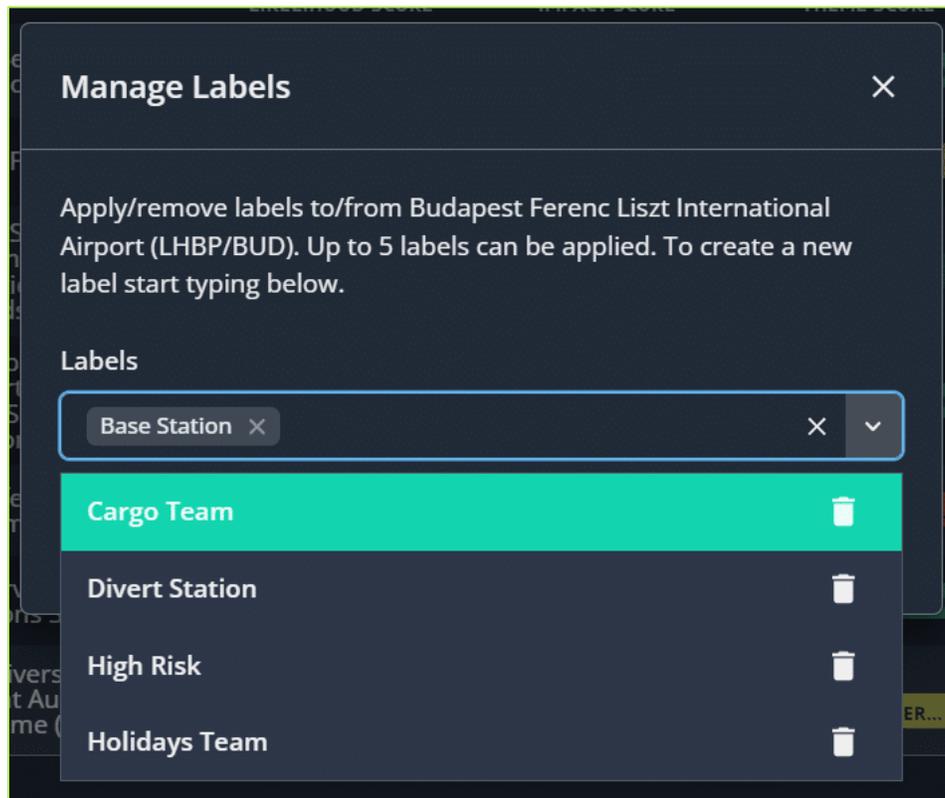
Clicking the Delete icon at the side of a Label will prompt you to confirm you wish to delete it.

Please note: Deleting a Label that is already applied to 1 or more locations will remove it from the locations it is applied to.

On confirming deletion the Label will no longer be present in the platform.

FILTERING THE DASHBOARD BY LABELS

At the top of the Dashboard Side Panel there is a Labels filter option present.
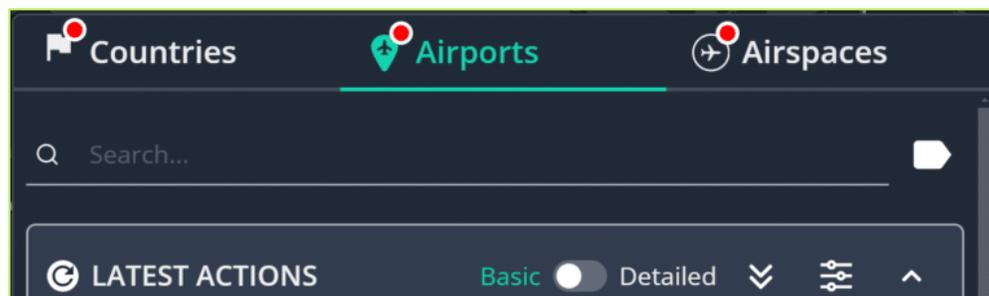
Clicking this option will expand the Labels filter.

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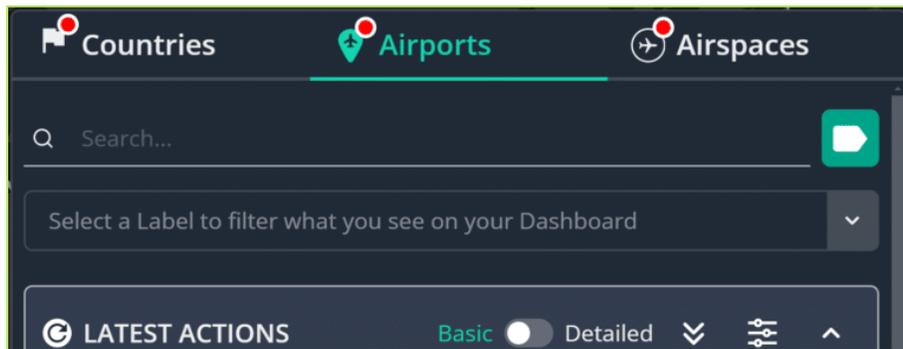
You can search for a Label by name or select one from the list.

You can filter by up to a maximum of 5 labels within the Labels filter.
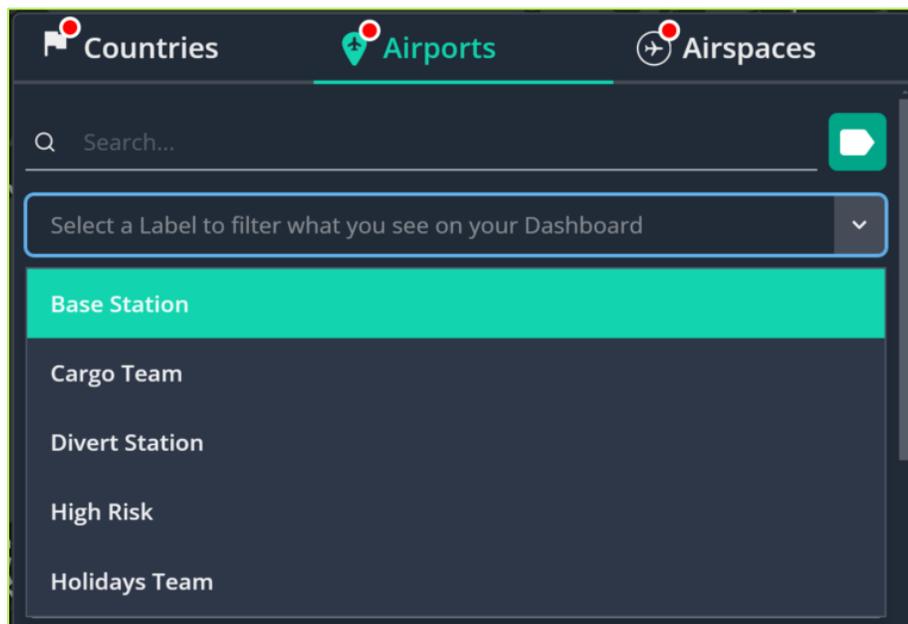
When there are Labels present in this filter, the total number of labels you are filtering by will be highlighted to you on the Labels filter icon.

The Dashboard will then be filtered according to your Label filter preferences.

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This includes:

- The Dashboard Side Panel
- The locations displayed on the Map
- The Map Legend/Pie Chart Widget
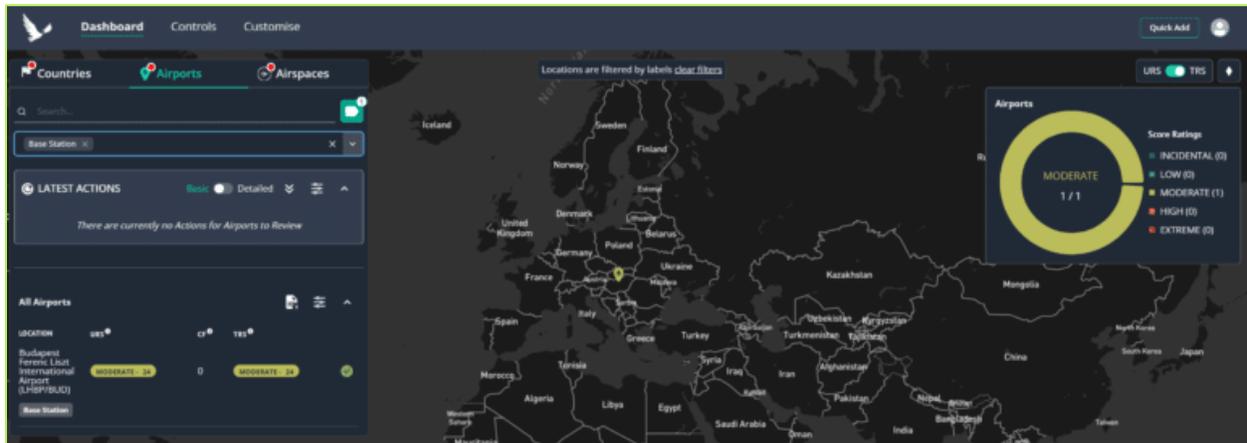
Please note: *Your Labels filter preferences will be remembered by the system, so that when you log in/out of the Risk Manager platform (from the same browser) the Label filters you had applied at last log-in will be applied.*

SCORE REVIEW

Within the information section there is a 'score bar' present this consists of the following:

- URS (Untreated Risk Score)
- CF (Control Factor)
- TRS (Treated Risk Score)
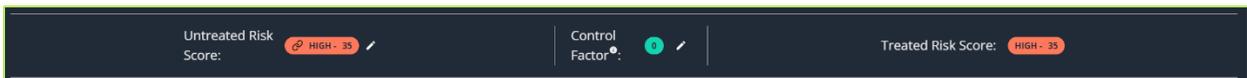
The Untreated Risk Score, by default, is an aggregation of the locations Theme scores.

This means the URS is directly linked to the locations themes and any change to a themes score will result in a change to the URS.

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This is done using the following calculation:

$$\text{Sum of all Theme Scores} \div \text{Number of Themes} = \text{Linked URS}$$

You do have the option to manually override the URS. At the point that you manually override the URS the Themes are no longer 'linked' and any changes to the Theme scores will not change the URS.

You can choose to override the current Untreated Risk Score by clicking the edit icon - ✏️.

When the edit icon is selected the following modal will appear.
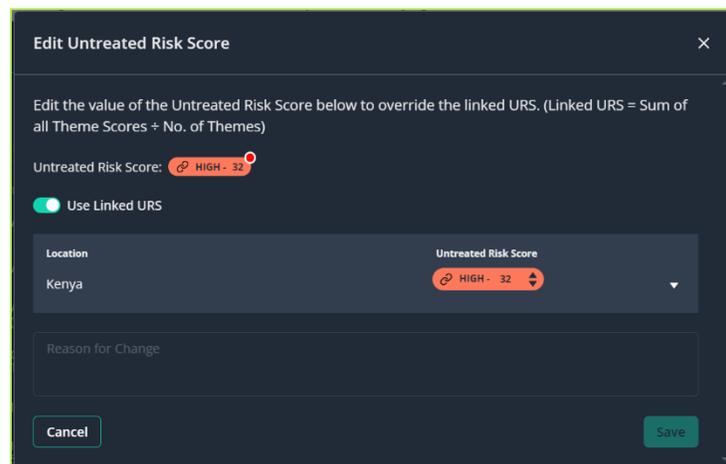
To view historical score changes you can expand the table row within the modal, a table will be displayed listing any changes by users within your organisation or automated changes as a result of the automated aggregation calculation.

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EDITING A LOCATIONS UNTREATED RISK SCORE

If you disagree with the aggregated URS score and wish to override it with your own, you can do so by adjusting the 'current untreated risk score' value using the directional arrows - [↕], or by manually typing in a value, followed by clicking the 'Save' button.

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Icons present alongside the URS indicate whether a score has been automatically calculated for you using an aggregation of the theme scores or manually overridden by a user within your organisation.

- ⬛ = URS has been automatically calculated as an aggregation of the locations theme scores.
- ⬛ = URS has been overridden by a user within your organisation (Manual).

When the score is manually adjusted an input field is displayed to allow you to provide a 'Reason for Change.'
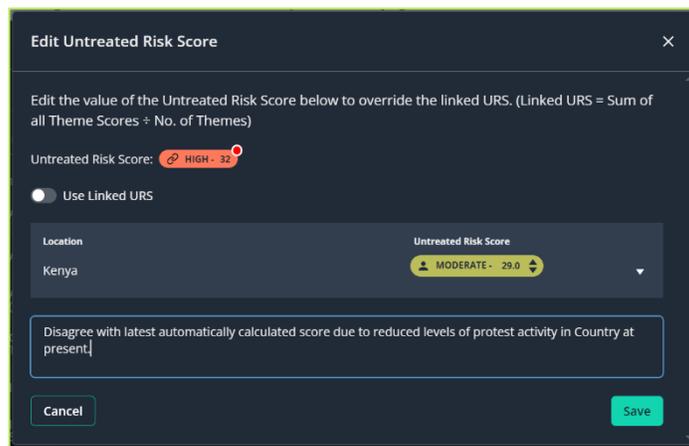
Within this field you can provide a reason or additional information as to why you have decided to manually override the score. This will be present within the 'recent changes' table alongside the change to the Untreated Risk Score. Any changes made here will also be present in the actions table within the History tab when changes are saved.

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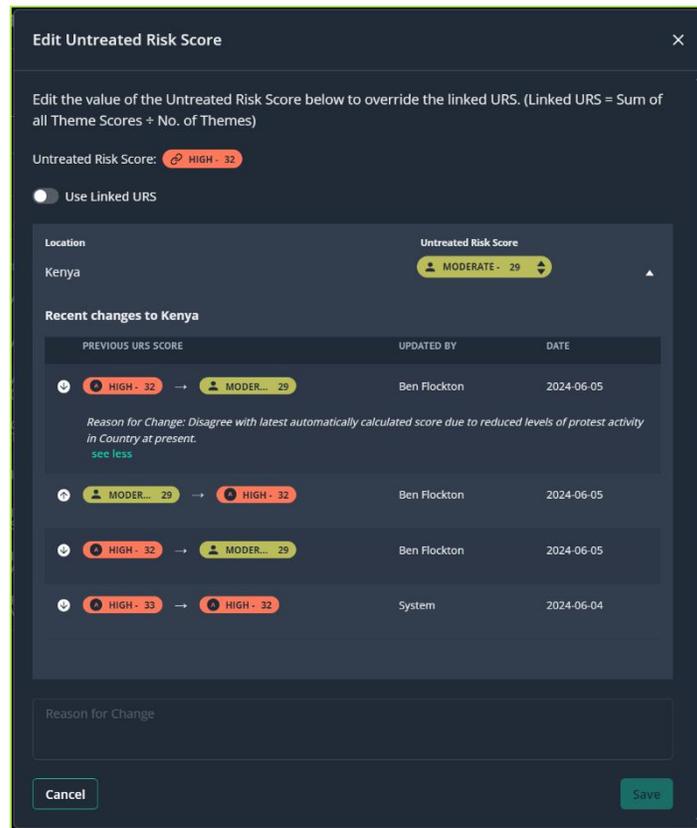
EDITING AN AIRSPACE UNTREATED RISK SCORE

To edit the Untreated Risk Scores for the different flight levels in an Airspace, this is accessed in the same way as it is for other location types by clicking the edit icon in the overview panel information section.

When the edit option is selected, a modal will display to allow you to edit/manually override the Untreated Risk Scores for each flight level.

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The Edit Location Score modal is similar to how it is for other location types, except risk scores and risk levels for each flight level within the airspace are displayed in a 'stack' from highest flight level to lowest.
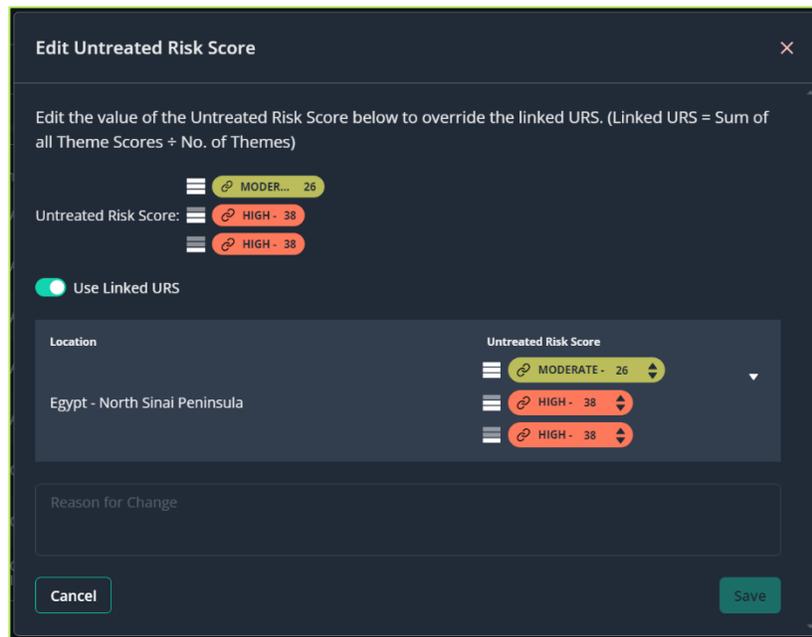
Each flight level is independently editable within this view and any changes made will be recorded in both the 'recent changes' table within the modal as well as the table of actions in the History tab.

NOTIFICATION OF SCORE CHANGE

If a change (to any of the Theme scores) has occurred that has resulted in the URS being recalculated for a location, when viewing the overview panel for a location a red notification icon on the score will display to highlight this to you.

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To review this change, click the edit icon. The edit URS modal will be displayed and the recent change will be present in the historical score changes table (updated by System).
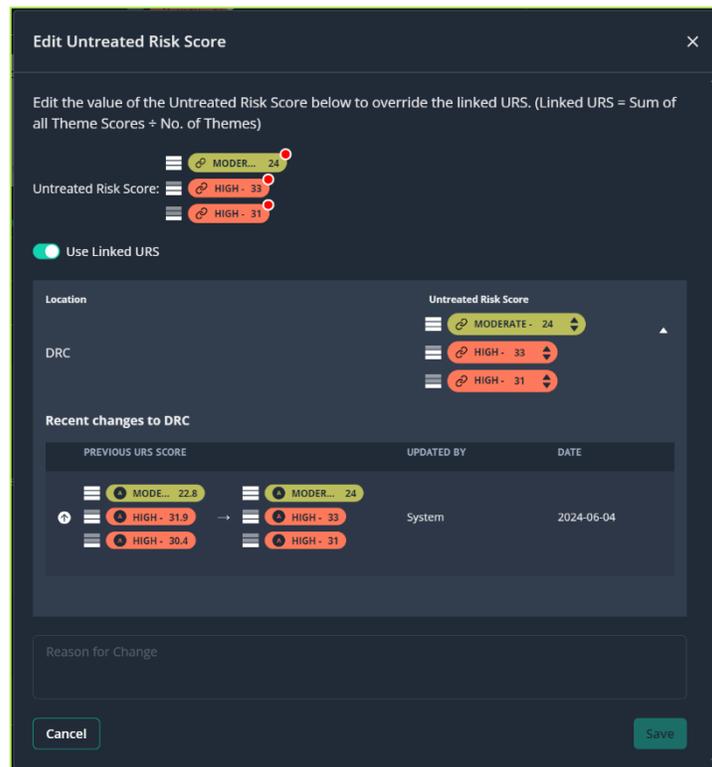
From here you have 2 options:

1. Apply the latest automatically calculated Untreated Risk Score.
   - To do so simply click the 'Use Linked URS' toggle so that it is enabled, followed by the 'Save' button.
2. Manually adjust the current overridden score.
   - To do so adjust the value using the directional arrows and click the 'Save' button.

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Completing either of the above actions and then updating the locations status to any other status than 'Needs Review' will remove the notification badge until there is another score change (as a result of the automated aggregation calculation).
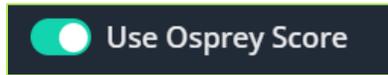
The 'Use Linked URS' toggle is present to allow you to quickly change a score from a manually overridden value, back to using the aggregated score by toggling it on. If you want to be notified of automated system score changes and not have the locations score automatically updated each time the aggregated score changes, set the toggle to off. You can still opt to use the same score value as the aggregated score, with the toggle set to off the system will recognise that the score should not be updated when the aggregated score does and instead notify you to review it.

APPLYING THE CONTROL FACTOR

The 'Control Factor' is the value used to calculate the 'Treated Risk Score' for a location.

When a Control Factor value is updated, this value will be deducted from the 'Untreated Risk Score' to produce the 'Treated Risk Score.'

Please note: You have the option (or may have already decided) to use the Control Rating Automation feature where the Control Factor is automatically calculated for you based on the controls you have applied to a location, further information can be found in the Control Rating Automation section of this user guide.

To manually update the Control Factor, click the edit icon at the side of the Control Factor value.
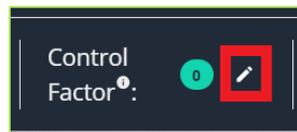
A modal will display overlaying the page where you can input (by typing in to the field) or adjust the value in increments of 0.1 by adjusting the up/down arrows.

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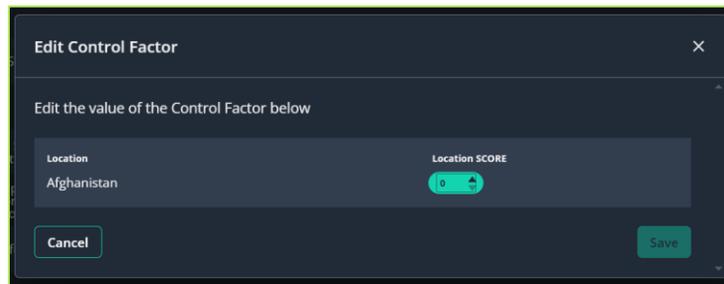
On clicking save the Control Factor will be deducted from the URS and the resultant value displayed as the TRS for the location.

Within Risk Manager you have the option to manually manage the control factor for each of your locations or for it to be automatically calculated based on the Controls you have applied to a location. Automatic control factor calculation is referred to as 'Control Rating Automation' throughout this user guide.

If you opt to manually set the Control Factor for your locations, then the onus is on you to review a location, any analysis information/internal knowledge held about the risks and themes prominent in that location and based on the control measures you have decided to apply to the location, make an educated decision as to how much they reduce the 'Untreated Risk Score' by.

AIRSPACE - APPLYING THE CONTROL FACTOR

The Control Factor functionality remains the same as in other location types for Airspace in that adjusting the Control Factor value will subtract the set amount from the Untreated Risk Score to produce a Treated Risk Score based on your assessment of the Controls applied to the location.

For Airspace location types, there is a single Control Factor field, this will treat all flight levels using the same value.

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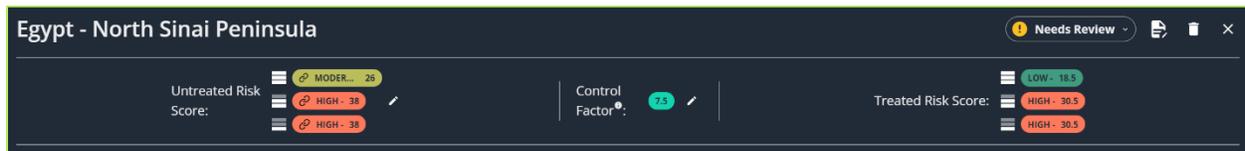
WORKFLOW STATUSES

To allow you to manage the workflow status of locations we have included several workflow statuses. These statuses are not bound to a strict workflow, it is up to you and your team to manage these how best fit your ways of working (For example, you may choose to only use 'Needs Review' and 'Up to Date').

The following workflow statuses are available for use:

- ⚠️ - Needs Review
- 💬 - In Progress
- 🕐 - Awaiting Approval
- ✅ - Up to Date

The only workflow status that will be applied automatically by the system is 'Needs Review.' This will be updated on a location where there has been a change to the 'URS' or when a location has been newly added to the dashboard. If a location has a status of 'Needs Review' it will be displayed in the 'Latest Actions' section of the dashboard side panel, changing the status from 'Needs Review' to any other status will remove it from the 'Latest Actions' section.

To update the status of a location, first access the location overview by selecting a location in the dashboard side panel or on the map, the status selector is present at the top of the overview panel, simply click the dropdown and select the status you wish to set for the selected location.

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When a status has been changed for any given location, this will be reflected in the dashboard side panel via the icon in the far-right column.

THEMES & CONTROLS TAB

The Themes & Controls tab within the location overview panel provides you with an overview of how the Untreated Risk Score for a location is broken down into 'themes' (more commonly known as 'risks') as well as an overview of which controls have been applied to the location to mitigate the risk based on the score of each theme.
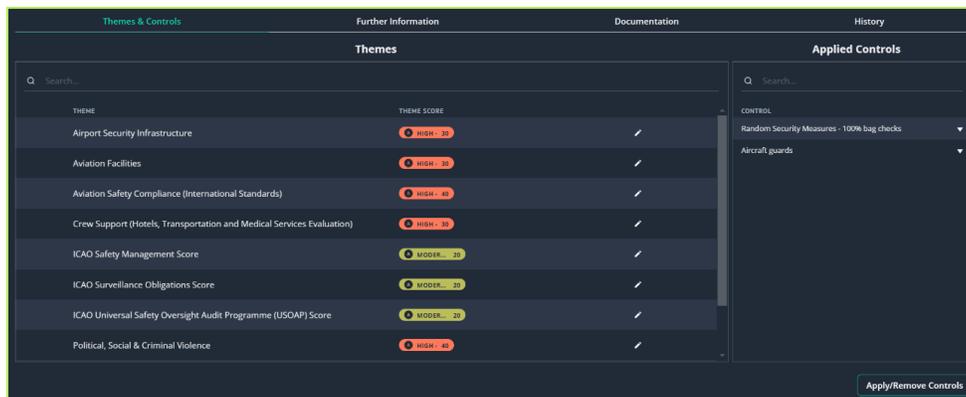
When a location overview is accessed Themes & Controls will be the tab that is displayed by default.

THEMES

The Themes panel within the Themes & Controls tab provides you with a breakdown of risk for a location.

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The search field at the top of the Themes panel will filter the list to allow you to more easily find the theme you want to view the score for.

AIRSPACE THEMES TABLE

The Themes table within the Themes & Controls tab is unchanged for Airspace location types in both design and functionality. Just like the side panel, they key difference is the display of risk scores and risk levels for each flight level within an airspace theme, which are displayed in a 'stack' from highest flight level to lowest.

Due to the nature of Airspaces the themes listed are also different to other location types.

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THEME SCORE EDITING

Just like a locations untreated risk score you have the option to edit theme scores.

You can review historical scores and choose to override the current Theme Score by clicking the edit icon - in the row of the Theme you wish to edit the score for.

When the edit icon is selected, a modal will appear overlaying the overview panel.

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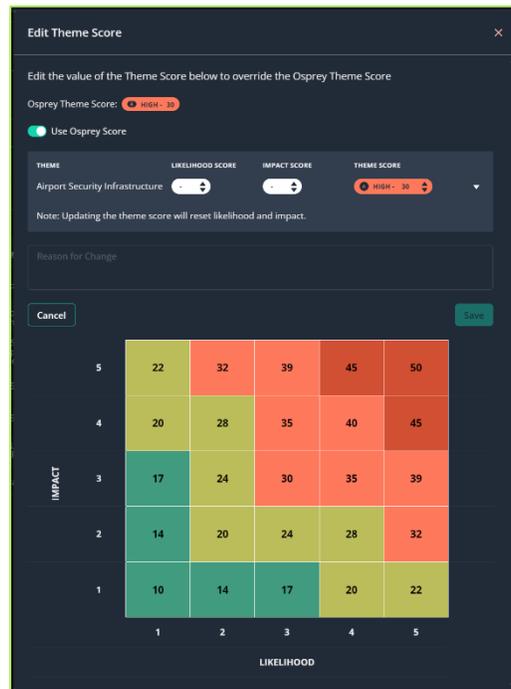
If you disagree with Ospreys score and wish to override it with your own you can do so by adjusting the 'theme score' value using the directional arrows - ⬍ or by typing a value in to the field, followed by clicking the 'Save' button.

Icons present alongside the Theme Score indicate whether a score has been provided by Osprey or manually overridden by a user within your organisation.

- 🅰 = Theme Score has been provided by Osprey.
- 👤 = Theme Score has been overridden by a user within your organisation.

When the score is adjusted an input field is displayed to allow you to provide a 'Reason for Change' (in the same way it does when a location score is changed).

Within this field you can provide a reason or additional information as to why you have decided to manually override the score. This will be present within the 'recent changes' table alongside the change to the Theme Score as well as in the actions table within the History tab when changes are saved.

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EDITING AN AIRSPACE THEME SCORE

To edit Theme Scores for the different flight levels in an Airspace theme (if you disagree with Ospreys assessment, or wish to provide your own), this is accessed in the same way as it is for other location types by clicking the edit icon in table row of the Themes table.

When the edit option is selected, a modal will display to allow you to edit/manually override the Theme Scores for each flight level.

The Edit Theme Score modal is like how it is for other location types, except risk scores and risk levels for each flight level within the theme are displayed in a 'stack' from highest flight level to lowest.

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Each flight level is independently editable within this view and any changes made will be recorded in both the 'recent changes' table within the modal as well as the table of actions in the History tab.

If you have Likelihood/Impact scoring enabled for your account, for airspace there is a toggle present to the right of the risk scoring matrix to allow you to specify which flight level you are selecting a score from the risk matrix for, when a square is selected.

REVIEWING RECENT AND HISTORICAL THEME SCORE CHANGES

To view historical score changes you can expand the table row within the modal.

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On expanding the table row you will be presented with the following 2 tabs, each containing a table:

- Recent Theme Score Changes
- Osprey Theme Score Log

Just like the URS 'recent changes' table, the Recent Theme Score Changes table will only show you the changes that have physically occurred to the score that is displayed in the platform for the Theme over time.

The Osprey Theme Score Log table will show all changes to the Themes score by Osprey regardless of whether they have physically updated the score or were underlying changes (due to the theme score being manually overridden). This table essentially provides you with a complete history of how the Osprey score for a theme has changed over time.

NOTIFICATION OF THEME SCORE CHANGE

If Osprey has made a change to the score for a theme within a location, when viewing the themes list in the location overview panel, a red notification icon on the score will display to highlight this to you.

To review this change, click the edit icon. The edit theme score modal will display and the recent change by Osprey will be present in one of the following tables:

- Recent changes table – if the theme is using the Osprey provided score.
- Osprey Theme Score log – if at the time the change occurred the themes score was manually overridden (i.e. not using the Osprey provided score).

A red notification dot will display on the relevant tab to make you aware of where to view/review the change.

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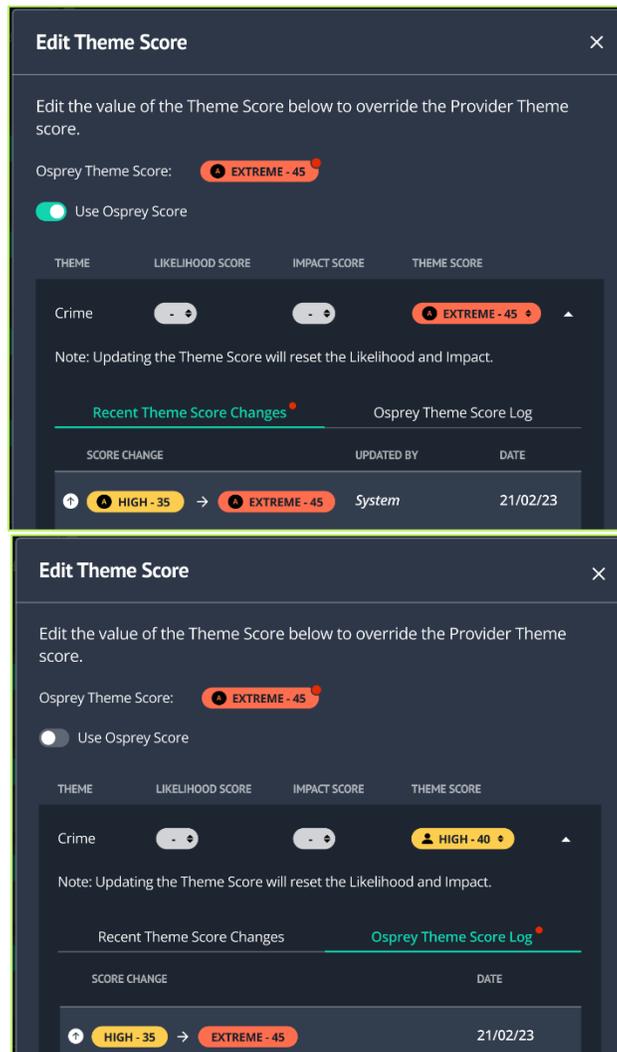
From here you have 2 options:

1. If the themes score is manually set you can opt to apply the latest Theme Score (as provided by Osprey).
   - To do so simply set the 'Use Osprey Score' toggle to enabled and save the change.
2. Adjust the current manually set score.
   - To do so adjust the value using the directional arrows and click the 'Save' button.

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Completing either of the above actions and setting the location status to any other status than 'Needs Review' will remove the notification badge until there is another score change provided by Osprey for the theme.
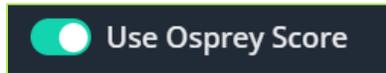
The 'Use Osprey Score' toggle is present to allow you to quickly change a score from a manually overridden value, back to use Ospreys Score by toggling it on. If you want to be notified of automated system score changes and not have the theme score automatically updated each time Ospreys evaluation changes, set the toggle to off. You can still opt to use the same score value as Osprey, with the toggle set to off, the system will recognise that the score should not be updated when Ospreys evaluation changes and instead notify you to review.

LIKELIHOOD / IMPACT SCORING

Theme scores can be manually calculated by providing a Likelihood and an Impact score, by default this setting is disabled and can be enabled by your account administrator (Osprey). This will be discussed when you are initially set up for use on the platform. If you wish to enable/disable this setting for your account, please contact your Account Manager at Osprey.

When enabled the Themes panel will display 2 additional columns:

- Likelihood Score
- Impact Score

By default, if the likelihood/impact scores have not been set then the Theme Score will be using the Osprey provided Theme Score.

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To set the likelihood/impact scores for a theme click on the edit icon - ✎ in the row of the Theme you wish to edit the score for. When the edit icon is selected, a modal will appear overlaying the overview panel, with Likelihood/Impact scoring enabled there is a column displayed for each value with the option to adjust them using the directional arrows.

When values are present in both fields the theme score will be automatically calculated for you in line with the risk matrix.

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A risk matrix is also present within the modal as a reference point when deciding which values to input. You can click the squares in the risk matrix to populate the likelihood/impact values and if you wish to adjust these further, you can do so by either editing the value fields or clicking the up/down arrows.

Clicking the Save button will store your preferences, the modal will be dismissed, and the scores will be displayed in the themes panel.

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The Theme Score badge will display the 👤 icon to indicate that the Theme Score has been overridden by a user within your organisation by inputting likelihood/impact values to calculate the Theme Score.

CONTROLS

Controls, more commonly known as mitigation measures, can be added to a location to mitigate the risk within the Themes & Controls tab of a locations overview panel.

A search field is present at the top of this panel to allow you to search for applied controls by keywords present in the control name. When a search query is input, the list will be filtered to display only results that match your search.

When controls have been added to a location the panel displays as follows:

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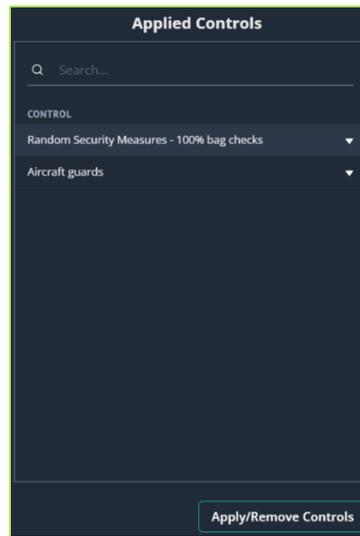
Clicking the arrow at the end of one of the rows will expand the control to reveal the description for the control and a list of Themes that it applies to.

APPLIED CONTROLS / CONTROLS MANAGEMENT

To add controls to a location, click the 'Manage controls' button, this will open a modal containing a list of all the controls that have been added to your organisation's controls library and therefore available for use (covered in the next section).

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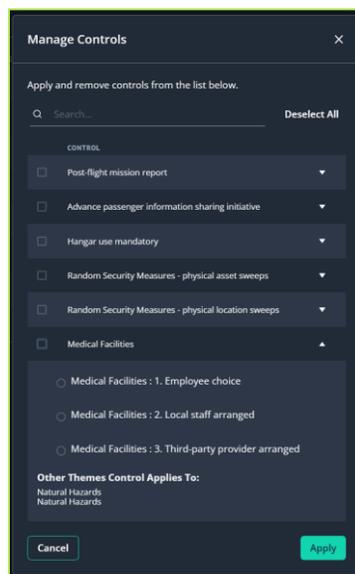
Within this modal you can perform either of the following actions:

- Enable a de-selected checkbox to add a control to the location
- De-select a previously selected checked to remove the control from the location

There are 2 types of controls available:

- Single level controls
  - These controls do not require any additional configuration to enable them
- Multi-level controls
  - These controls provide you with a list of options as to what 'level' of the control you wish to apply to the location. When these types of controls are enabled in the modal you will need to select one of the options before you can save your changes and apply it to the location.

When you have finished managing your controls (either adding or removing them using the checkboxes) clicking the apply button will apply them to the location – if any of your selections have multi-level controls, the control details will automatically expand prompting you to select a control sub-option before your changes are saved.

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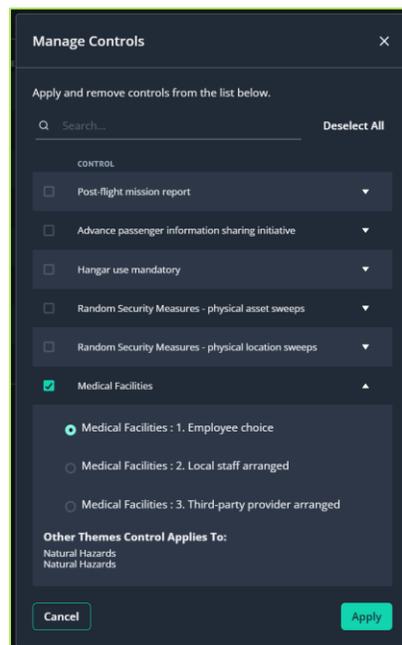
Once the changes have been saved the manage controls modal will be dismissed and your list of applied controls will be updated in line with the changes you have made.
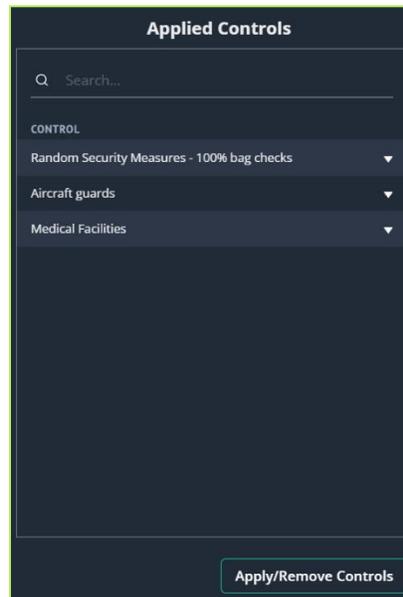
VIEWING APPLIED CONTROLS BY THEME

Within the themes panel of the Themes & Controls tab if you click one of the theme rows then the Applied Controls panel will update to display the applied controls that apply to the selected theme.

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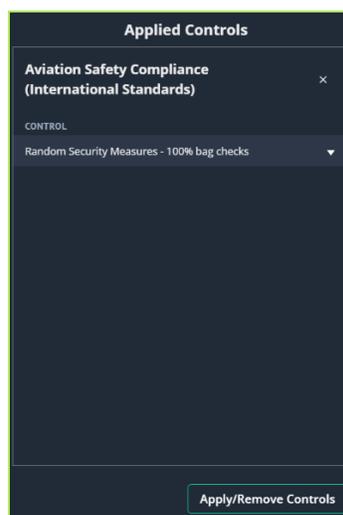
This helps to provide you a more focused view of how your applied controls mitigate the risk for a particular theme. To revert to viewing all controls applied to the location, simply close the theme specific controls panel by clicking the 'x' in the top right corner of the panel.

FURTHER INFORMATION TAB

The Further Information tab within the overview panel contains the Osprey location analysis to allow you to review Ospreys most up to date analysis summary for the location being viewed. Any Custom Elements will also display in this tab to allow users within your organisation to add their own analysis, including images which can be viewed and edited by other users.

By default, when the location overview for a location is accessed, the most up to date Osprey location analysis will be displayed.

DOCUMENTATION TAB

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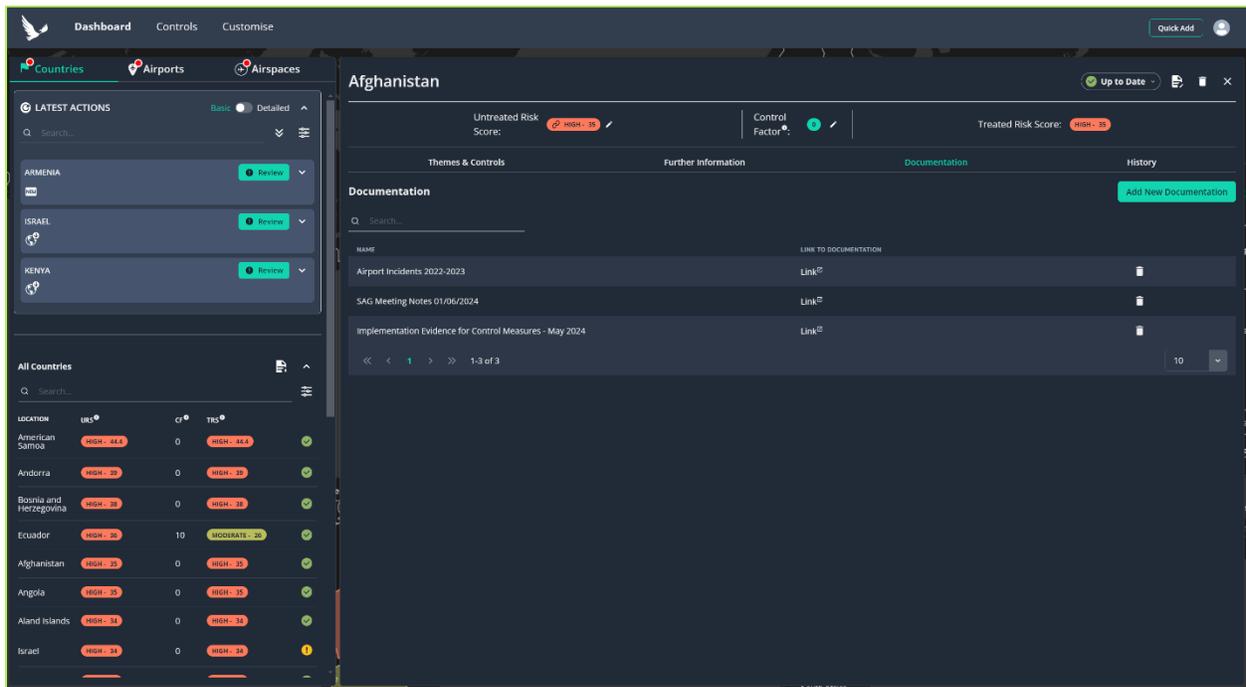
The Documentation tab within the overview panel allows you to link documentation, held externally, into the Risk Manager platform.

This area can be used to store anything from meeting minutes, risk decision sign-off, analysis, control implementation evidence and anything else that allows you to manage and assess risk for a particular location effectively as per your organisations processes.

Clicking the link to a document will open it in a new tab, given Osprey does not host the documents, the onus is on members of your organisation to ensure the appropriate sharing settings are applied to the files prior to linking them into the Risk Manager platform.

ADDING DOCUMENTATION

To add a document, click the 'Add new documentation' button - .
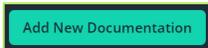
The 'Add new documentation' form will display in a modal overlaying the page.

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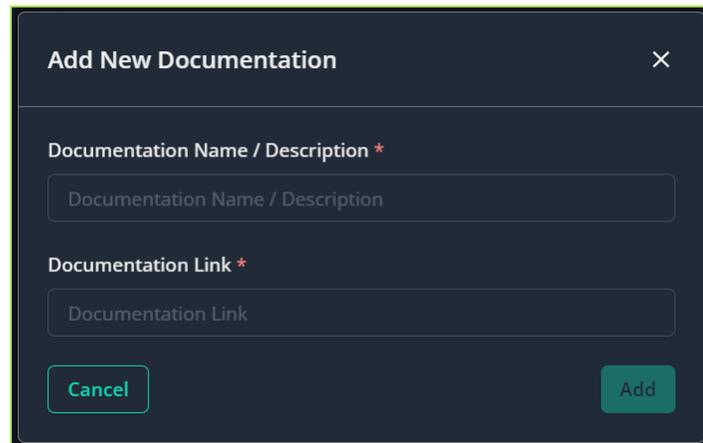
Within the form you must provide a Documentation Name / Description and a valid Documentation Link (URL).

When you are happy with the details of your documentation then click the 'Add' button, it will then display in the documentation table and can be accessed by other members of your organisation, who have access to the Risk Manager platform.

If you wish to delete any documentation from the table, you can do so by clicking the 'delete' icon - ▯.

Please note that once documentation has been deleted it cannot be recovered. If you have accidentally deleted a piece of documentation you would need to re-add it.

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HISTORY (& REPORTS ARCHIVE) TAB

The History tab within the overview panel provides you with an audit log of all user actions and system actions related to the location, as well as an archive of all historically generated Location Summary Reports.

There is a side menu present in this tab containing the following options:

- Actions
- Reports Archive

The Actions table includes (but is not limited to):

- Automated score changes (increase/decrease)
- Manual score changes
- Addition/Removal of controls
- Report generation
- Status changes
- Addition/Removal of documentation

A search field is present to allow you to filter the actions list to more easily find any historical changes that you may need to review.

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The Reports Archive table contains a log of all historically generated Location Summary Reports.
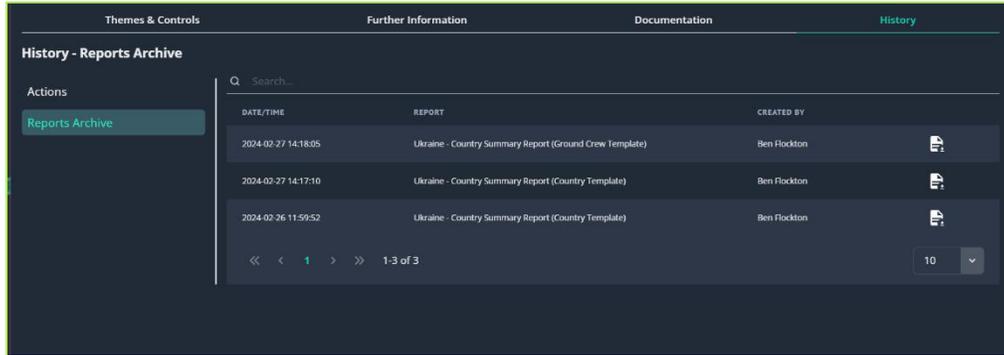
You can download a copy of the report by clicking the download icon in the table. This will be an exact copy of the report on the date it was previously generated.

LOCATION SUMMARY REPORT

A Location Summary Report provides you with all the information held for a location within the locations overview, by using the default Osprey supplied template, this will include:

- Current score information
- Map displaying location (Countries and Airspace only)
- Osprey Analysis
- Themes and their current scores
- Applied Controls (if any have been applied to the location)
- Documentation with clickable links (if documentation added to the location)
- History of changes to the location

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This report type can be downloaded from the Overview panel for a particular location by clicking on the 'download report' icon next to the workflow status dropdown selector at the top of the panel.

When this icon is clicked, a modal will display to allow you to select the template you wish to use, the default Osprey supplied templates are:

- Country Template
- Airport Template
- Airspace Template

AIRSPACE SUMMARY REPORTS

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The key differences in the Airspace Summary Report are:

- The Airspace scores are displayed in a table – this allows you to see the scores for each flight level.

The scores for each theme display in a 'stack' where each one represents the different flight levels within the airspace.

LOCATION AUDIT REPORT

A Location Audit Report provides you with the last 12 months of history for a location alongside the location scores at time of report generation.

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The report can be downloaded from the Overview panel for a particular location by accessing the History tab and clicking on the 'download report' icon in the top right-hand corner of the tab.

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CONTROLS

Osprey provide you with a number of control templates that you can use to quickly create and curate your own library of controls for use by your organisation, in addition to the ability to creating your own controls from scratch.

MANAGING THE CONTROLS LIBRARY

To manage your organisations controls library this can be accessed by clicking the 'Controls' navigation menu item in the navigation bar at the top of the screen.

This will navigate you to the 'Controls Library' page, if at any time you wish to return to the dashboard you can do so by selecting the 'Dashboard' navigation bar link.

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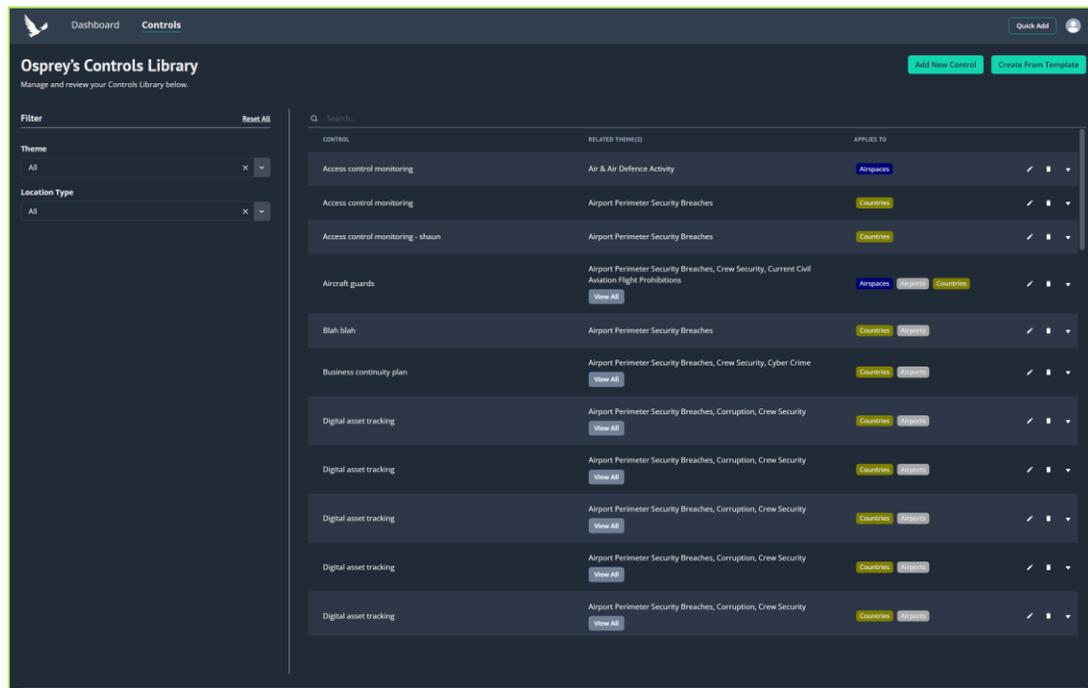
'Manage Controls Library' page consists of:

- A single page view of all Controls available for use by all users of your account.
- The ability to create controls using the available templates provided by Osprey.
- The ability to create controls from scratch.

To add a control to your organisations controls library by using a template simply click the 'Create from Template' button.

A form will display overlaying the page, this contains a list of all available control templates supplied by Osprey.
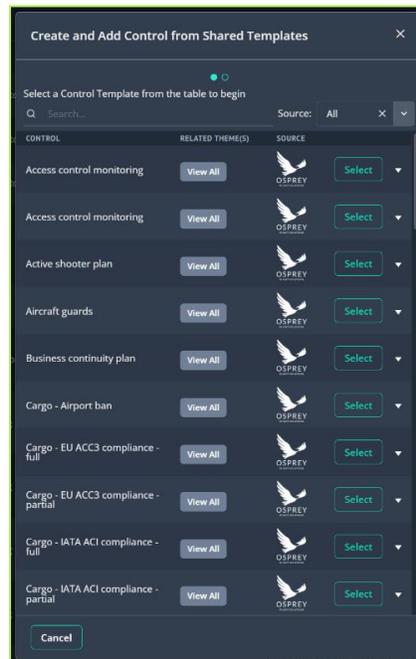
The list can be searched or filtered using the options at the top of the form. To view the description for the control template, click the expand icon within the table row.

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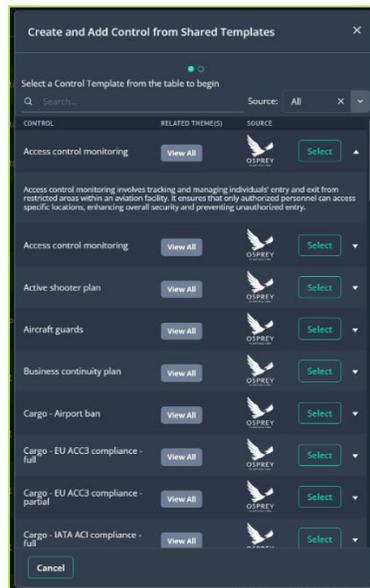
To select a template to use, click the 'Select' button in the table row, the form will update to allow you to edit the control details before adding it to your library.

You can choose to change the name, description and be select which themes the control applies to in this view. Once you are happy with the control details clicking the 'Save' button will add it to your Controls Library.

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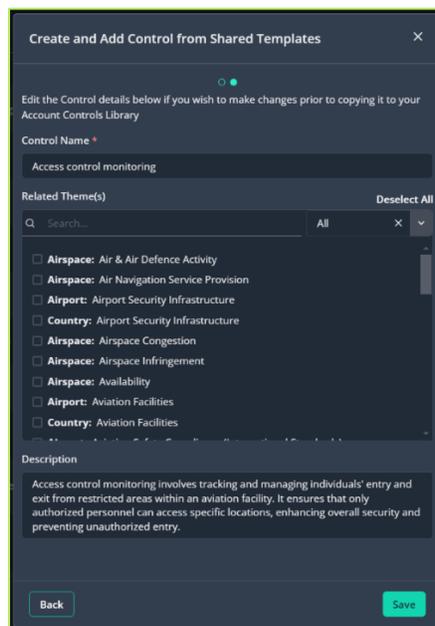
If you wish to delete a control from your Controls Library, you can do so by clicking the 'delete' icon on the row for the control in the Controls Library table - 🗑.

⚠ **Please note:** When a control is removed from your organisations controls library, if it has been applied to location in the themes & controls tab of a location overview in the dashboard, then it will no longer be applied to those locations following removal – you may need to review these locations to ensure risk management measures are appropriate following the removal of the control.

A warning message will appear when a control is removed from your organisations library of controls to make you aware of the above, if the control is applied to any locations, then these will be listed to make you aware of which locations may require a review.
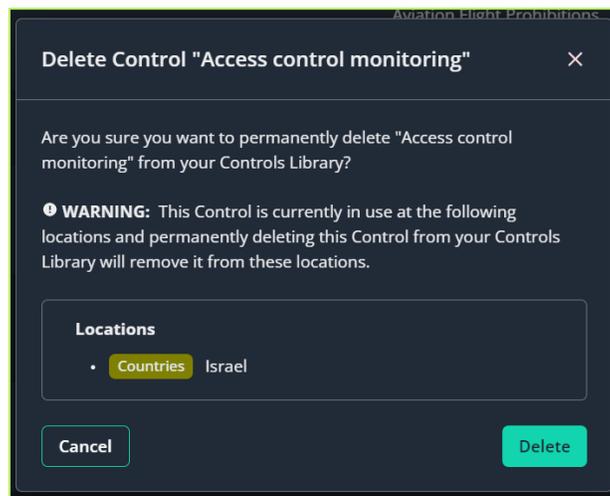
You can make changes to controls in your Controls Library by clicking the 'edit' icon (✎) on the table row for the control you wish to edit, this will display a form overlaying the page where you can make changes and save them.

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CREATING CUSTOM CONTROLS

When curating your organisations controls library, if a control does not already exist as a template, you have the option to create your own custom control.

To do so click the 'Add new control' button - [Add New Control] .
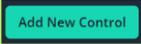
The 'Add new control' form will display in a modal overlaying the 'Controls Library' page.

CONTROL RATING AUTOMATION

'Control Rating Automation' is a feature available in Risk Manager that reduces manual overheads by automatically calculating the 'Total Control Factor' for a location based on the Controls that have been applied to it.

If you do not currently have this feature enabled on your account, please speak to your Client Success Manager who can discuss this with you in more detail and enable it on your account.

With 'Control Rating Automation' enabled, each control in your Controls Library will need a 'default Control Factor' value setting for it. This can be done via the Controls Management page by selecting the 'Controls' menu option in the navigation bar.

By default, the 'Control Factor' value for each of the controls in your Controls Library will be set to 0.

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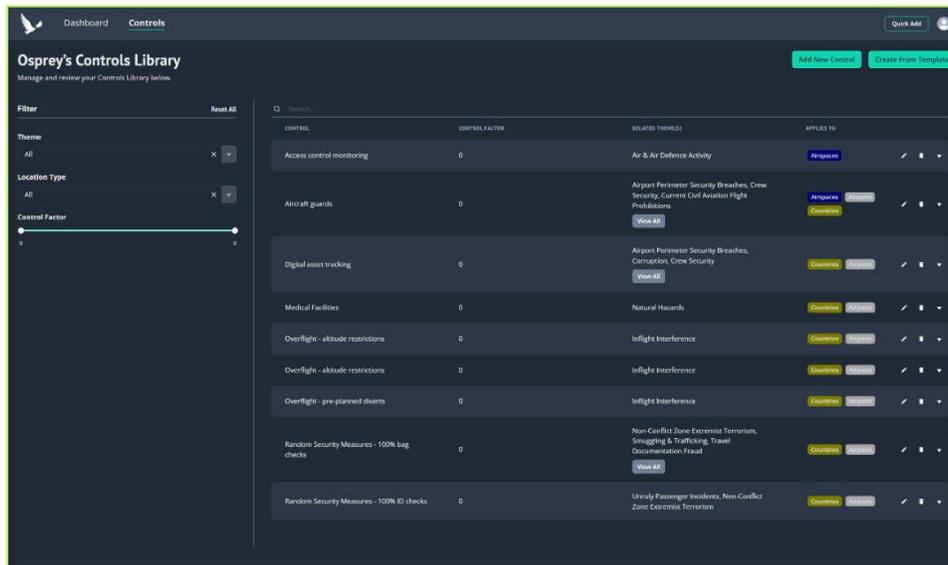
To edit this value, select the 'Edit' icon in the table row you wish to edit, a modal will display where there will be an option present for you to set the Control Factor for the selected Control.

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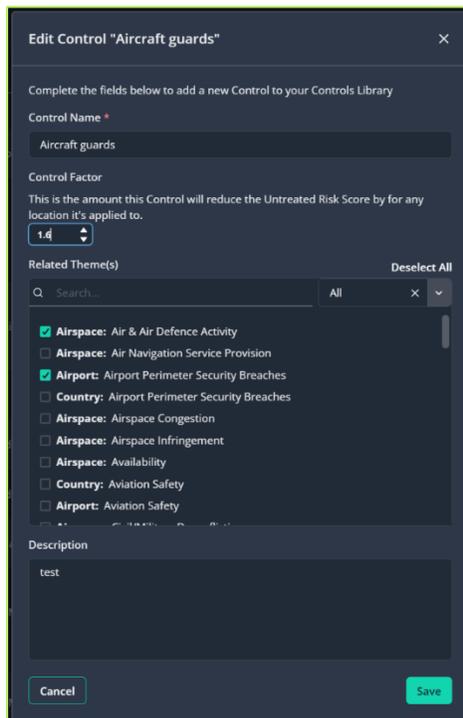
We refer to this as the 'default Control Factor' as this is the value that will be present when selecting which Control to apply to a location.

This value should be considered as a 'guideline' or 'suggested' Control Factor for a Control – so when setting this within the Controls Library consider using a value that you feel will apply to most locations if left unadjusted.

With the Control Rating Automation feature enabled the location overview panel will look slightly different:

- The Control Factor field at the top of the location overview will be un-editable.
- Within the 'Applied Controls' section the 'Total Control Factor' will display to show you how the applied controls total up.

When applying/removing controls to/from a location, your default Control Factor values that are set in the Controls page will be displayed. When a checkbox is selected this will become

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editable, you have the option to leave this value as it is or update it if you feel it has a different weighting from the default value depending on which location it is being applied to.
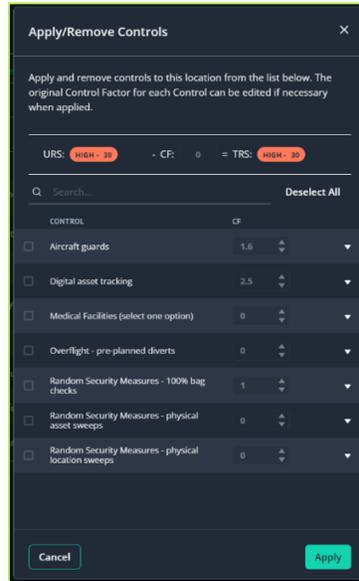
As you enable/disable the checkboxes, to apply/remove controls, the calculation at the top of the 'apply/remove controls' modal will update to allow you to see how your changes are automatically calculated and affect the Treated Risk Score.

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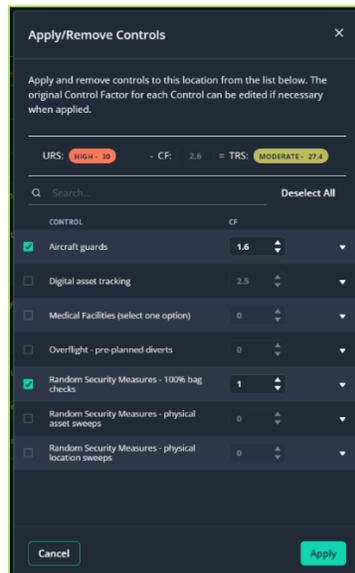
If you feel a Control has a greater weighting on mitigating the risks for the location, you can manually adjust the Control Factor value by typing in the CF field or adjusting the arrows.
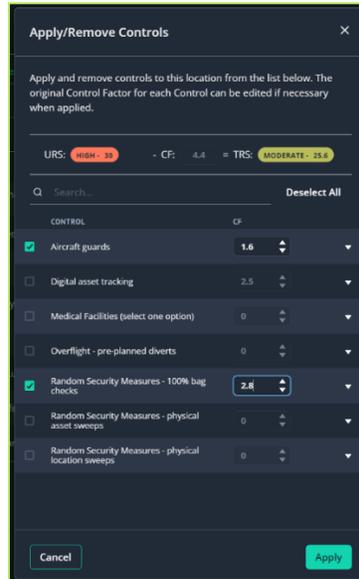
When the apply button is clicked, the 'total Control Factor' will be populated, and the Treated Risk Score calculated automatically.

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CUSTOMISE

Risk Manager has been designed to be customisable so that it fits within your organisations existing way of working.

Part of that customisation aspect is the ability to tailor the Location Summary Reports to fit different use cases through the creation and configuration of custom Report Templates. This customisation also includes adding your own report elements (Custom Elements) that can be configured to according to your organisational needs and then populated with your own information including images.

CUSTOM LOCATION SUMMARY REPORT TEMPLATES

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By default, Osprey provide you with a standard Location Summary Reports template for each location type that can be used to generate Location Summary Reports that include all sections out of the box.

To create your own custom Location Summary Report templates, you will need to access the 'Customise' page via the link in the navigation menu.
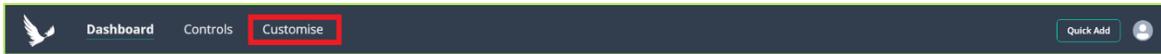
The 'Customise' page is made up of 2 sections:

- Report Templates
- Custom Elements
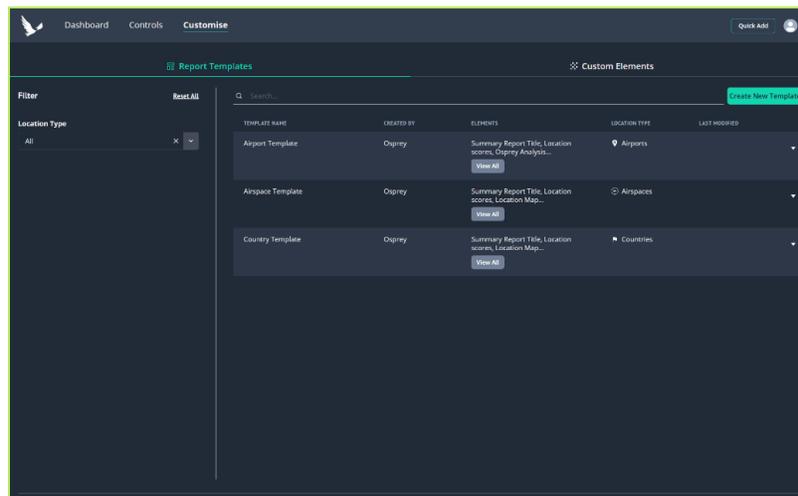
Custom Elements are additional information fields that will display in the 'Further Information' tab of the overview panel. You also have the option to include these within your custom Report Templates.

For further information about Custom Elements, please see the Custom Elements section of this user guide.

Within the Report Templates tab, to create a template click the 'Create New Template' button in the top right.

This will open a modal where you can configure your custom Report Template.

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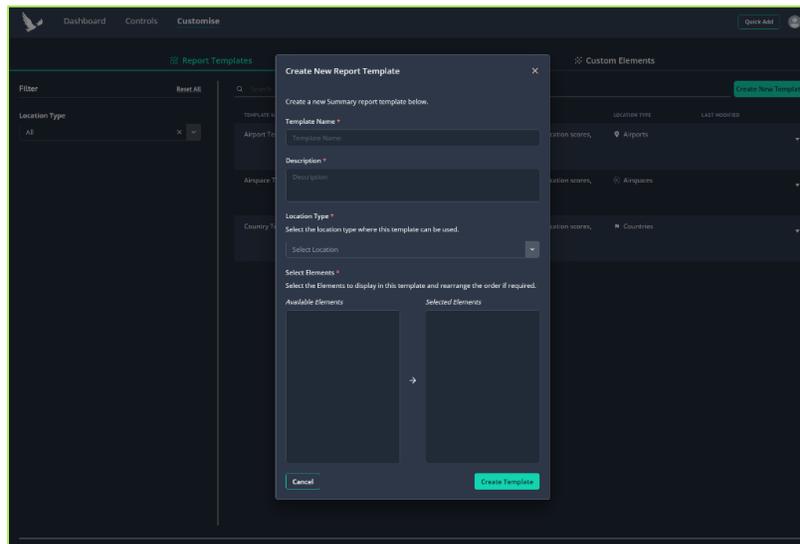
When the 'location type' is selected a list of available report elements will display in the left-hand list.

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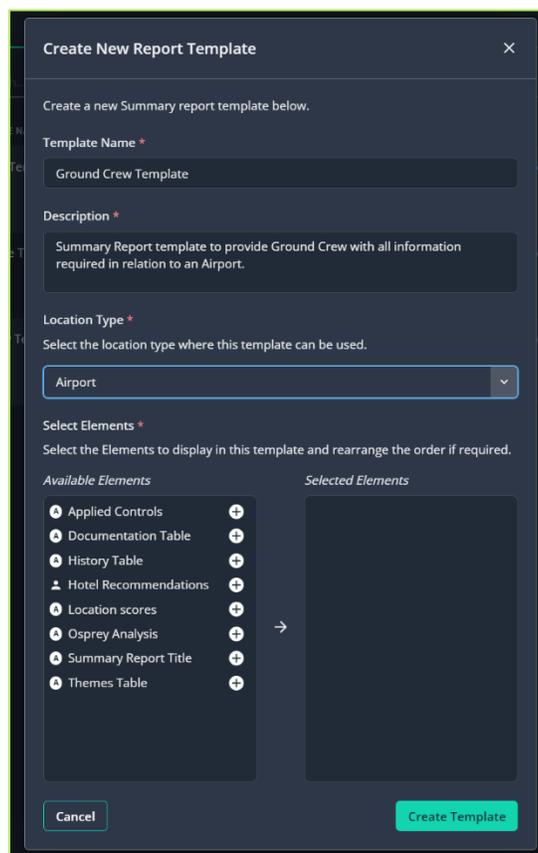
Standard report elements will display with an icon to indicate they have been automatically supplied by Osprey.

Any Custom Elements will display with a user icon to indicate they have been created by one of the users within your account.

Elements can be added to the report template by clicking the icon alongside it, and alternatively be removed from the Selected Elements list by clicking the icon.
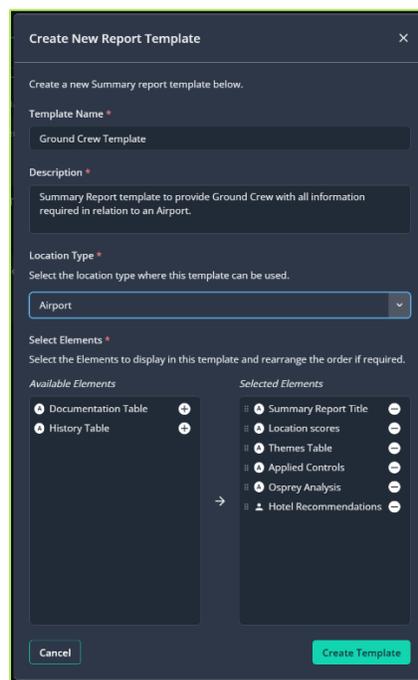
The order the elements display in the Location Summary Report can be changed by clicking and dragging the position icon alongside a Selected Element up or down.

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When you are happy with the configuration of your template, click the 'Create Template' button.

The Report Templates table will refresh, and your newly created template will display.

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When viewing the table of Report templates the description can be viewed by expanding the table row by clicking the expand icon on the right-hand side.
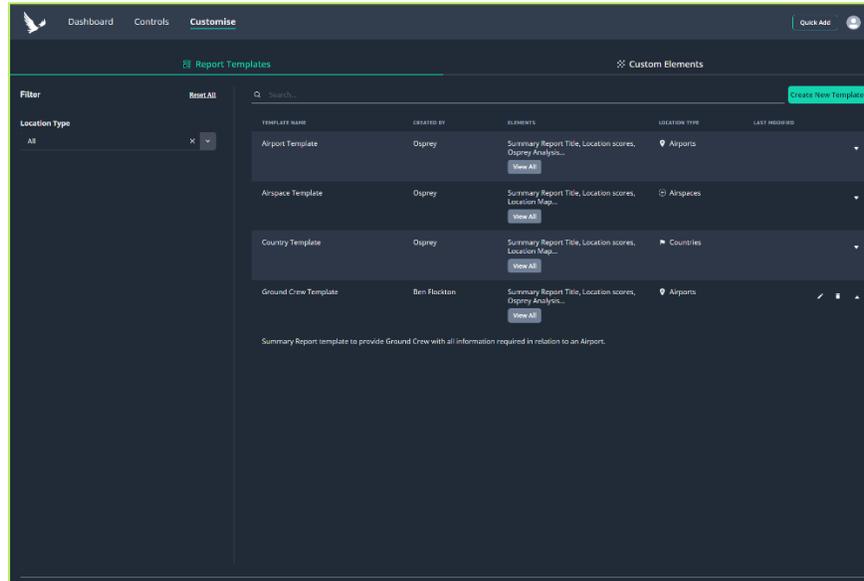
Report Templates can be deleted or edited by clicking the relevant icon in the right column on the far right of the table.

Please note: the default Osprey supplied templates cannot be edited or deleted, hence no icons display against these templates in the table.

DOWNLOADING A LOCATION SUMMARY REPORT

To download a Location Summary Report, when viewing a locations overview, click the download icon in the top right of the overview panel.

A modal to allow you to select which template to use – the last template you used to download a report will be pre-selected by default.

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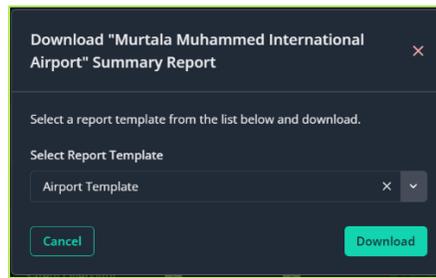
When the list is expanded, hovering your mouse cursor over the name of a template will display the description.
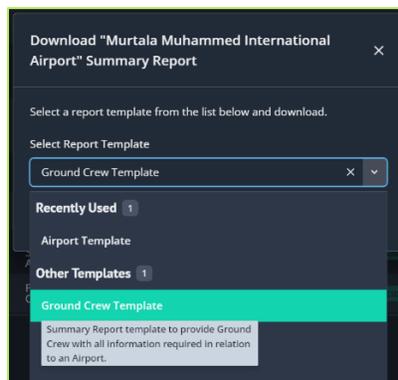
Once you have selected your template clicking the 'Download' button will generate the report.

The report template dropdown remembers which reports you have recently used so that:

- The last template you used to generate a report will be automatically selected for you by default.
- The last 3 templates you used to generate a report will be at the top of the dropdown list for ease of access.

CUSTOM ELEMENTS

Custom Elements are additional sections that you can include in location overviews to allow you and other users of your account to add and view additional analysis/information relating to your locations.

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These Custom Elements can also be included in your Report Templates so that any information input into them via a locations overview can be shared with recipients of the report.

For further information about Custom Report Templates, please see the Custom Location Summary Report Templates section of this user guide.

Custom Elements need to be created via the 'Customise' page', you can access the 'Customise' page via the link in the navigation menu.
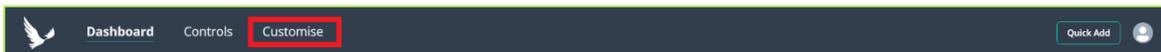
The 'Customise' page is made up of 2 sections:

- Report Templates
- Custom Elements

By default, there are no Custom Elements present in the platform.

To create a Custom Element, click the 'Create New Element' button into top right of the 'Custom Elements' tab.

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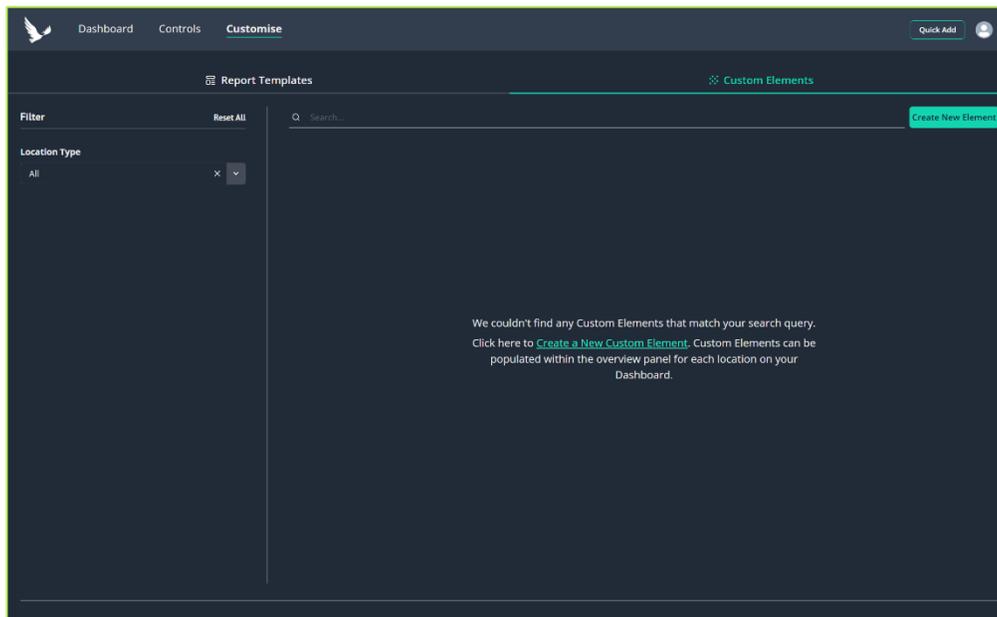
A modal will display overlaying the page where you can specify the following:

- Element Name – this is the name that will display as the title of the section in the 'Further Information' tab of a locations overview as well as the heading for the element in your report templates.
- Location Types – this is the location types for which the Custom Element will be displayed.

When you have configured your Custom Element, click the 'Create Element' button.

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The Custom Elements table will refresh, and your element will display in the table.

When viewing a locations overview, Custom Elements will display in the 'Further Information' tab.

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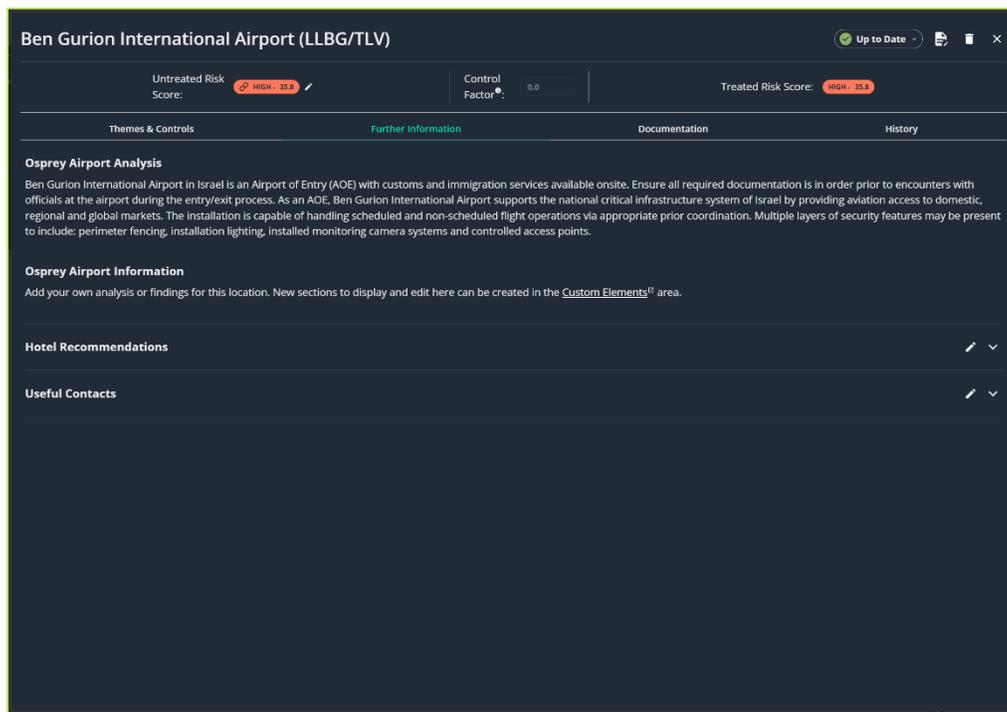
The contents of Custom Elements can be edited by clicking the edit icon ✏. When this is clicked, a modal will display overlaying the page.
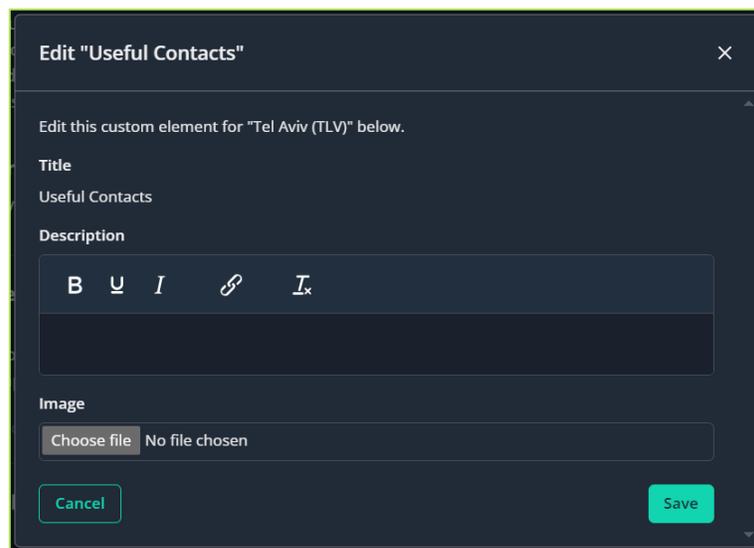
Any content previously input will be present within the edit form, you can choose to add to it or replace it. If no content has been previously added, then you will be presented with an empty form.

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The following formatting options are available to make the content of your Custom Elements more easily readable:

- Bold
- Underline
- Italicise
- Hyperlink
- Clear all formatting

You also have the option to upload images to custom elements by clicking the 'Choose file' button.

When you have added content click the 'Save' button in the modal.

When you return to the 'Further Information tab your Custom Elements will look like this:
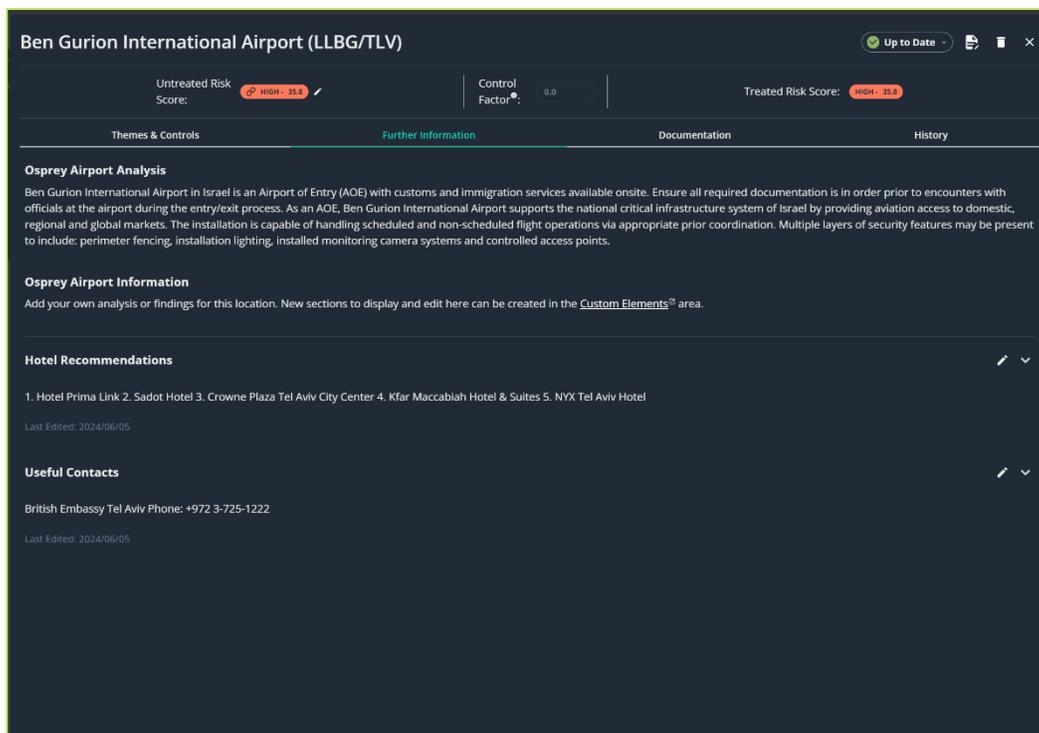
By default, each Custom Element is 'collapsed' with only partial information displayed, to view this in full click the expand icon on the right-hand side .

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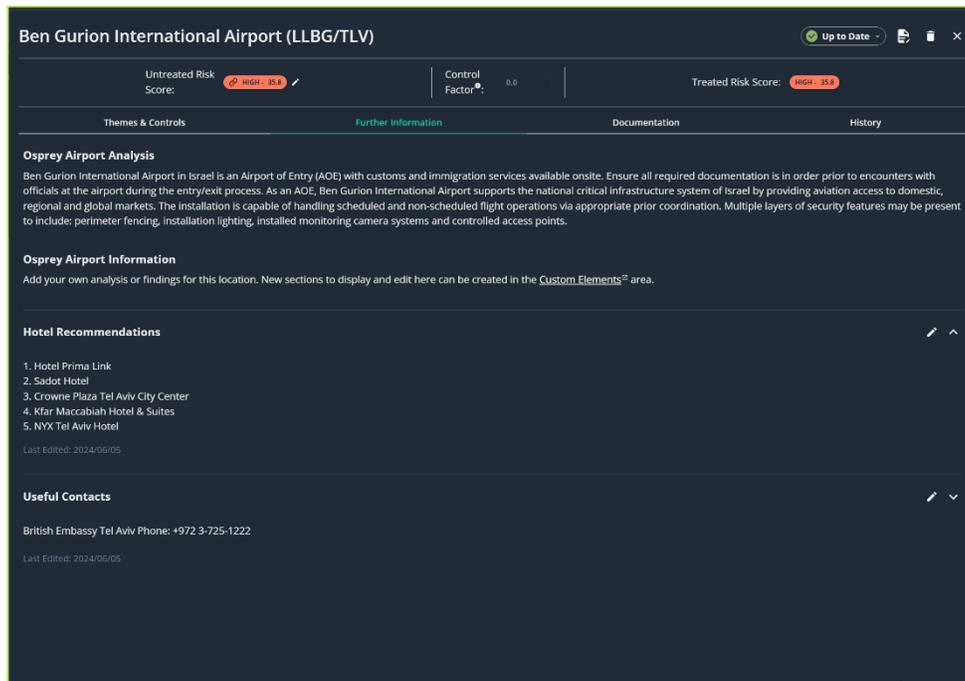
When a Custom Element is expanded the full information present will be displayed along with any applied formatting, including hyperlinks which can be clicked to access the linked webpage/document.

For Custom Elements that have had an image uploaded, these will also display on expansion.

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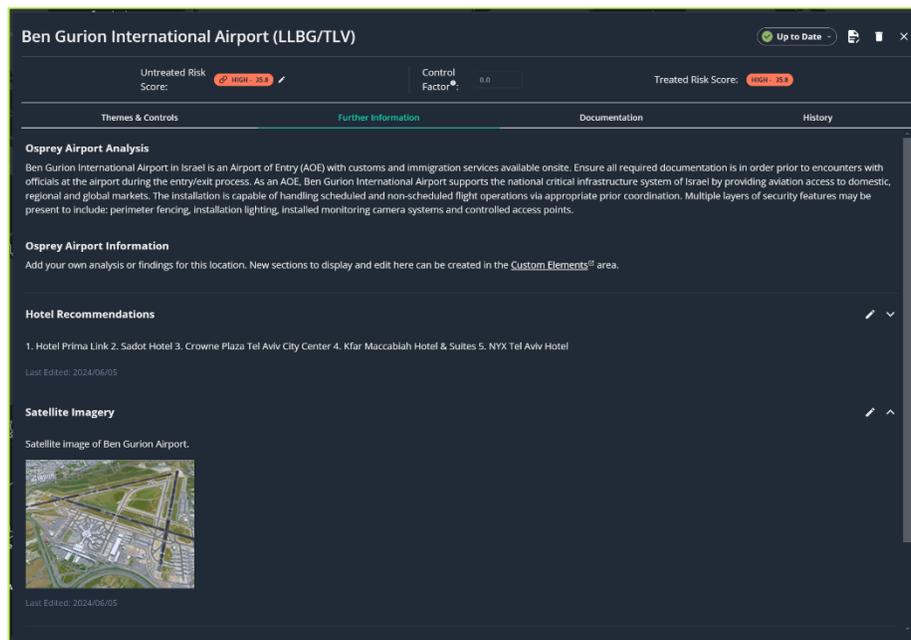
As detailed in the Custom Location Summary Report Templates section of this user guide, if any of the Custom Elements are included in a report template, when the report is generated, if a Custom Element has information or images present then it will be present in the generated report.

Custom Elements can be deleted and edited in the Custom Elements table of the 'Customise' page by clicking the relevant icon in the table row.

SETTINGS

A Settings area is available in Risk Manager, accessible from the Settings Cog Icon present in the top right-hand corner of the platform.

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From here you can view and manage your User Profile information and also manage the configuration settings for your organizations' Risk Manager account.

Settings

Account Settings

- Profile

Platform Settings

- Risk Scale
- Themes
- Locations

Feature Configuration

- Likelihood & Impact
- Automated Control Rating
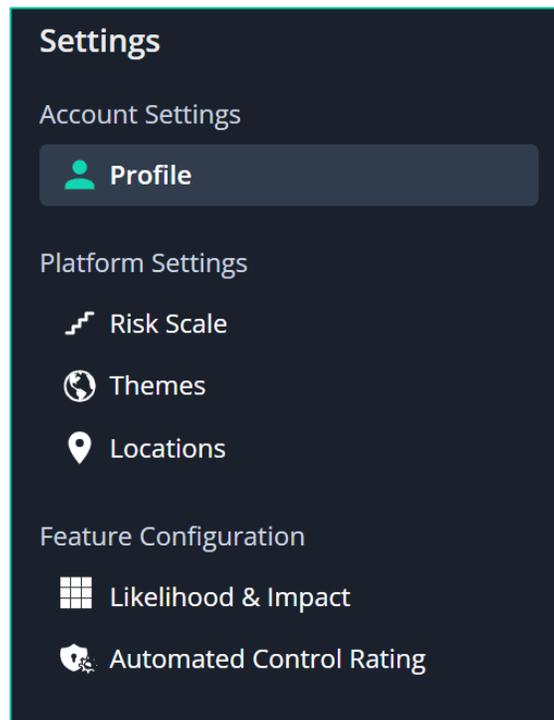
These configuration settings are:

- Account Settings:
  - Profile
- Platform Settings:
  - Locations
  - Risk Scale
  - Themes
- Feature Configuration:
  - Automated Control Rating

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o   Likelihood & Impact

PROFILE

'Profile' is located under the Account Settings section.

This page allows you to view your current user profile details. From here you can also choose to edit these details, to keep your user profile information up to date, as well as manage your Multi-Factor Authentication settings.
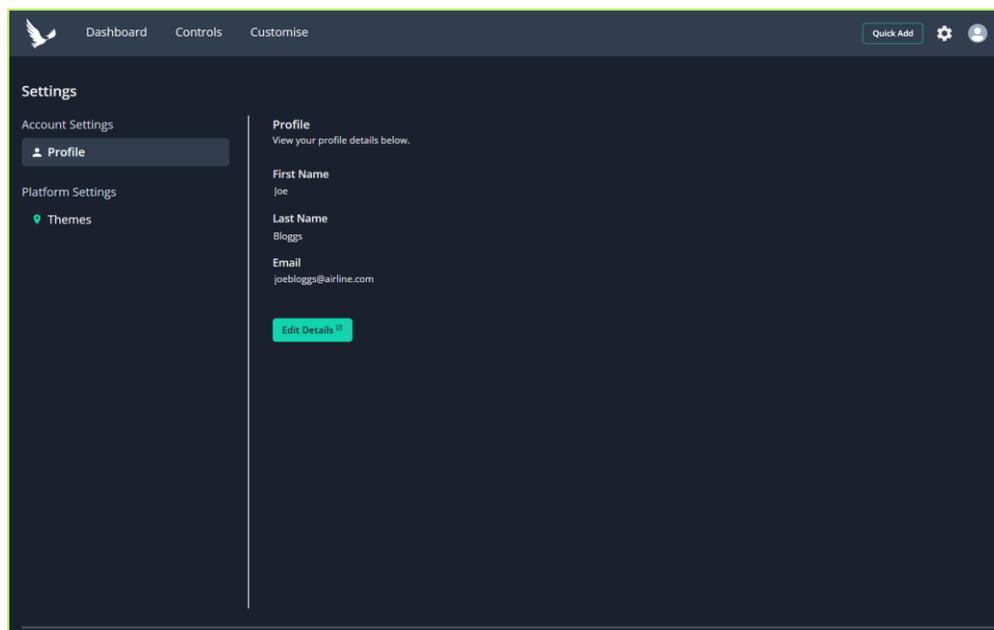
Clicking the 'Edit Profile Details' button will open the following form in a new browser tab where your profile information will be editable. When finished with managing your profile details simply close the browser tab to return to the Risk Manager Platform.

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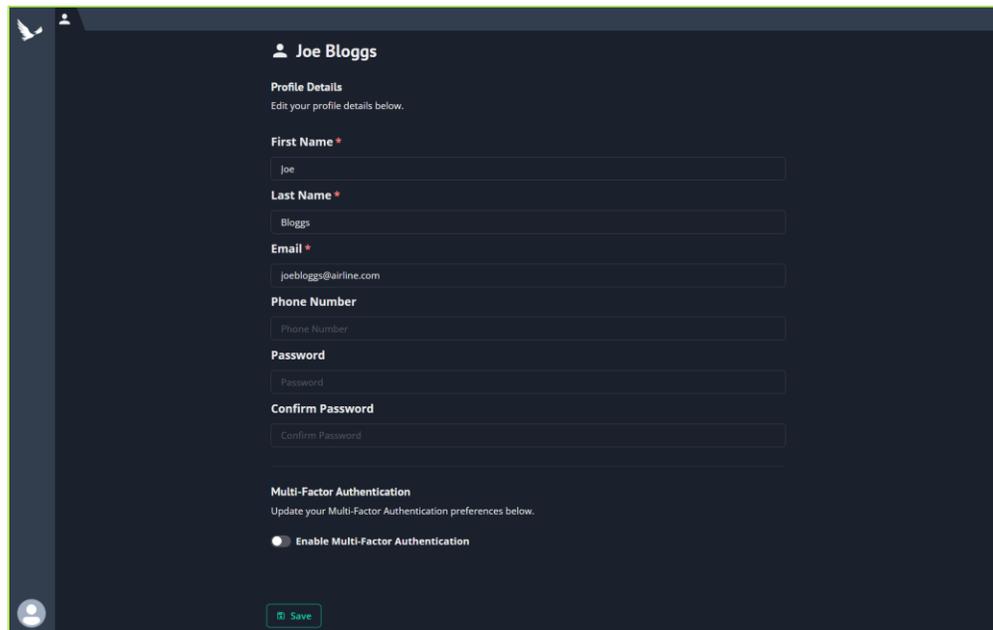
LOCATIONS

'Locations' is located under the Platform Settings section.

This page allows you to customise which location types are visible in the platform.

By default, accounts have access to the following Location Types:

- Countries
- Airports
- Airspaces

If for any reason your organisation doesn't require Risk Management of locations of a particular Location Type, you can opt to disable it.

When a Location Type is disabled the relevant areas and features relating to the disabled Location Type are no longer visible in the platform.

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This provides you with a more focused view of the locations your organisation cares about, without the need to ignore/consider Location Types that are not required for Risk Management or review by your team.
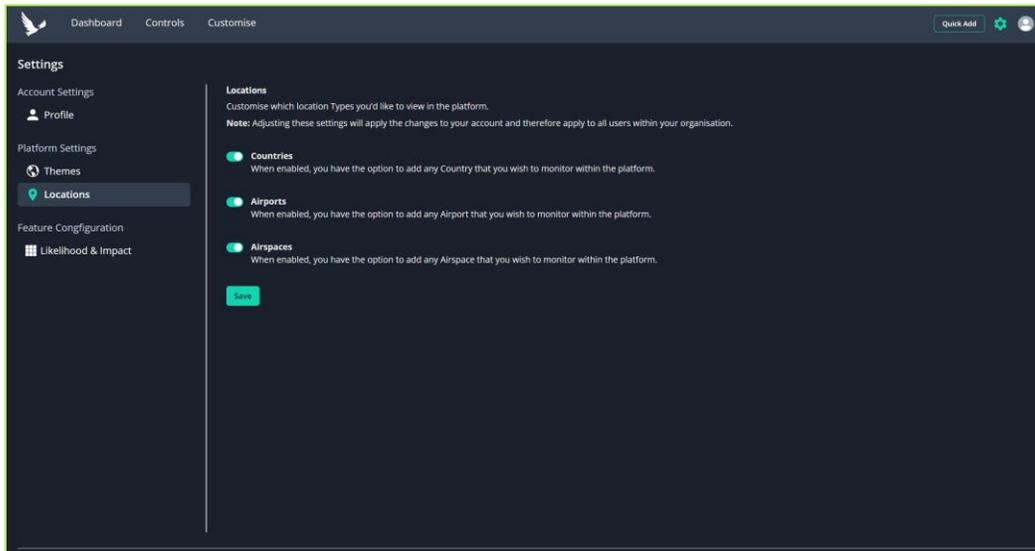
To disable a location type simply click the toggle, a warning message will appear making you aware that any configuration of your Report Templates, Custom Elements and Controls will not be recoverable should you wish to re-enable it in future.
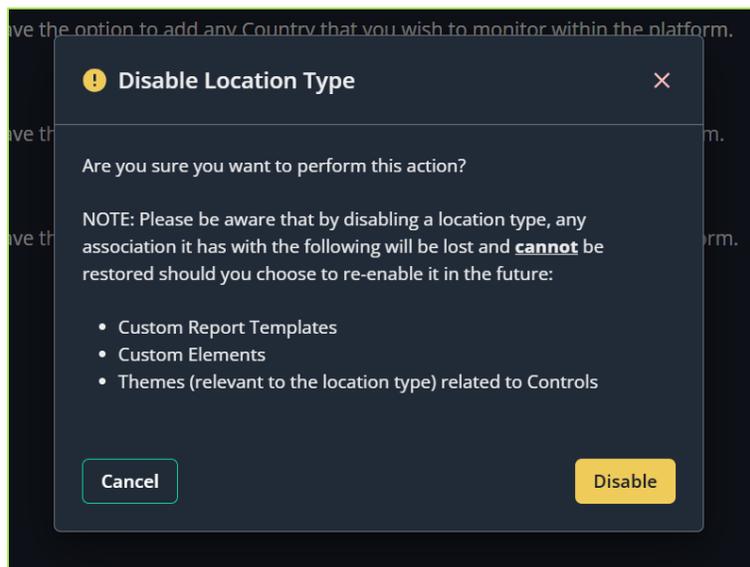
This only applies if you have configured any of these to apply to the Location Type you are disabling.

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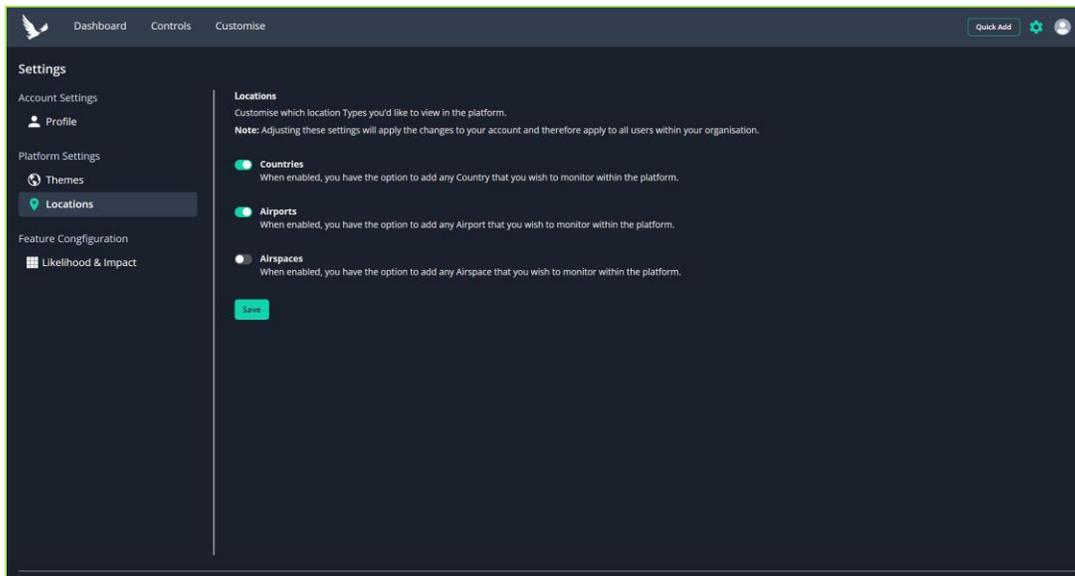
On confirmation of disabling the Location Type, you will no longer see it in the platform or have the option to create Report Templates, Custom Elements and Controls relating to the disabled Location Type.
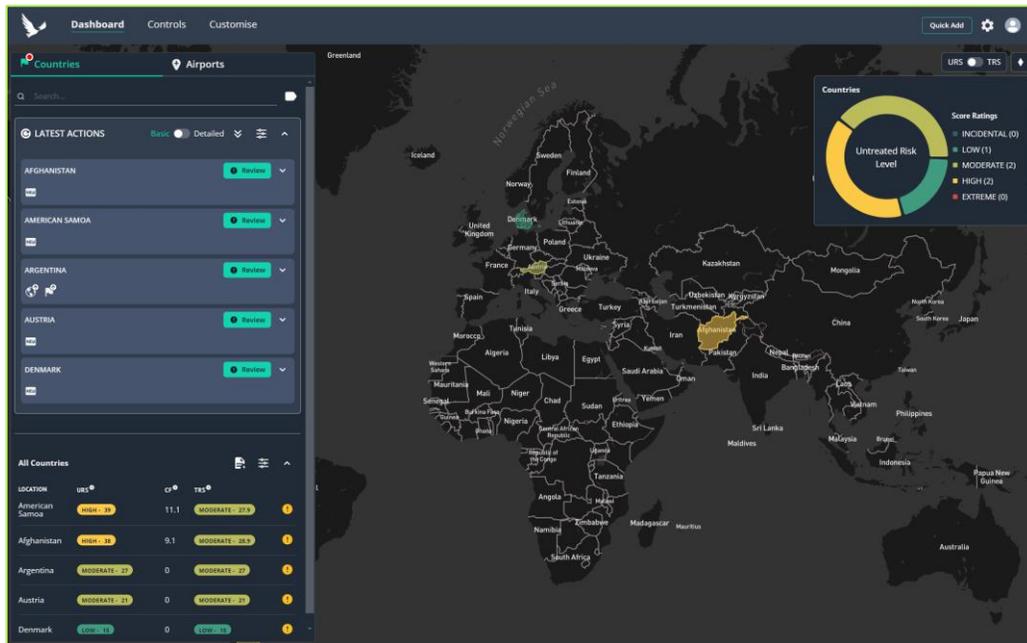
Location Types can be easily re-enabled simply by changing the toggle setting back to enabled.

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THEMES

'Themes' is located under the Platform Settings section.

This page allows you to customise your Risk Assessment so that only the Themes your organisation cares about are factored into the overall score for a location.
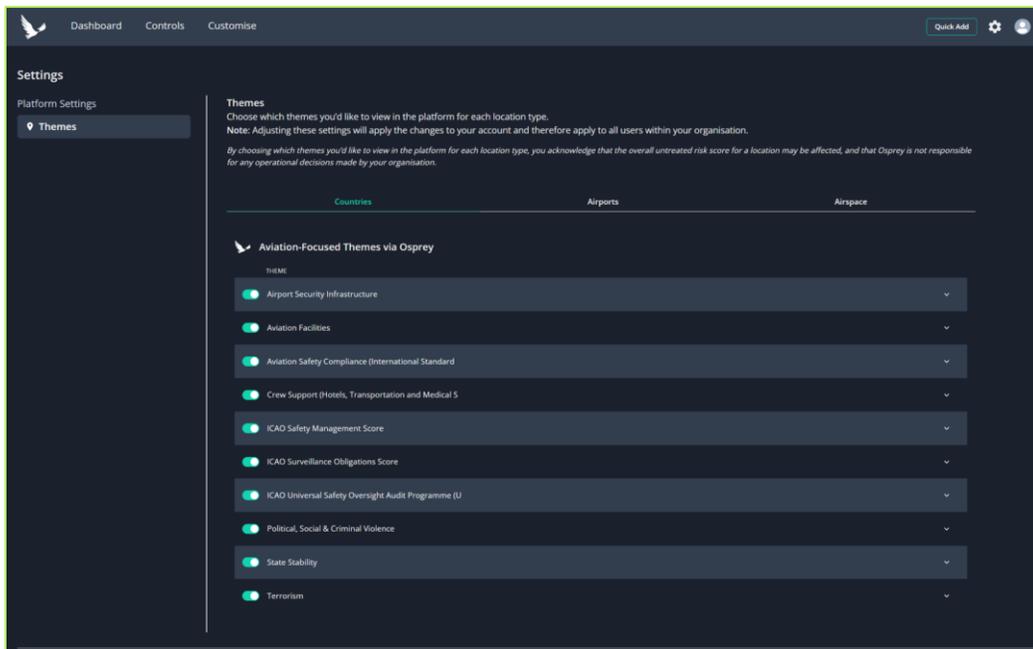
The themes available for each Location Type are listed in each of the tabs on the page.

For enabled Themes, to disable a Theme (i.e. remove it from the platform) simply click the toggle alongside it to set it to disabled. You will receive a warning message advising you of the implications of disabling a particular Theme along with the impact it may have to the Locations in your Dashboard.
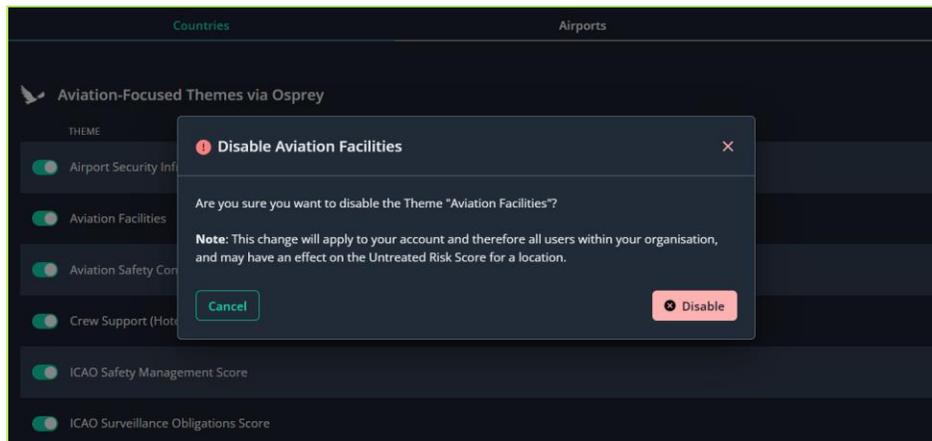
If there are any locations listed, you may wish to review the Controls applied and how the Control Factor for the location and therefore Treated Risk Score (TRS) have been affected.
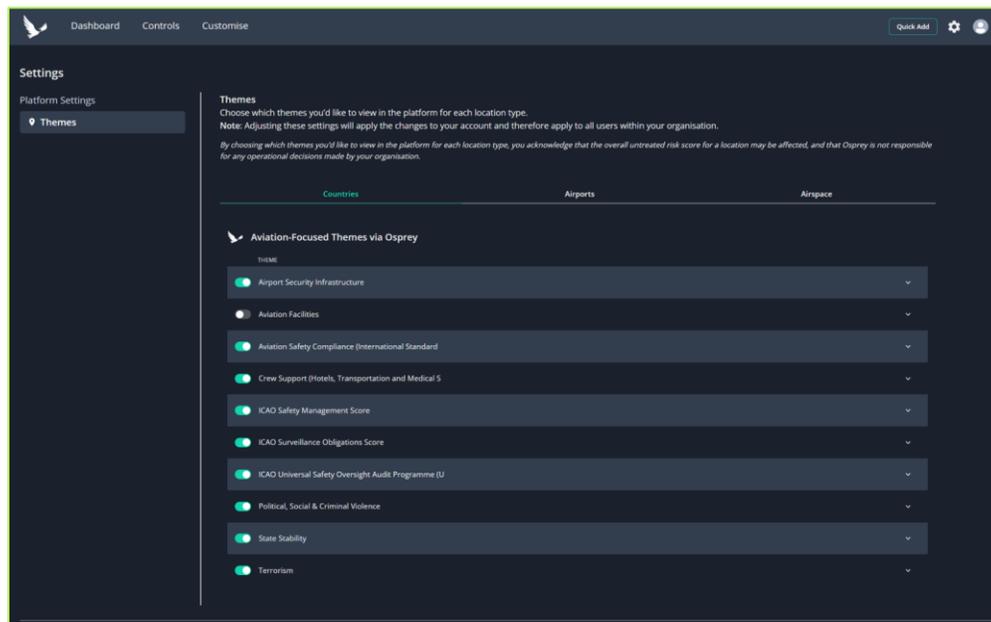
To enable a disabled Theme, simply click the toggle to set it to enabled.

⚠ **Please note:** When a Theme is set to either enabled or disabled all location scores are recalculated based on an aggregation of only the Themes you have enabled. If your account has the Automation Control Rating feature enabled the Controls applied and Total Control Factor for your locations may be affected by this action.

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AUTOMATED CONTROL RATING

'Automated Control Rating' is located under the Feature Configuration section.
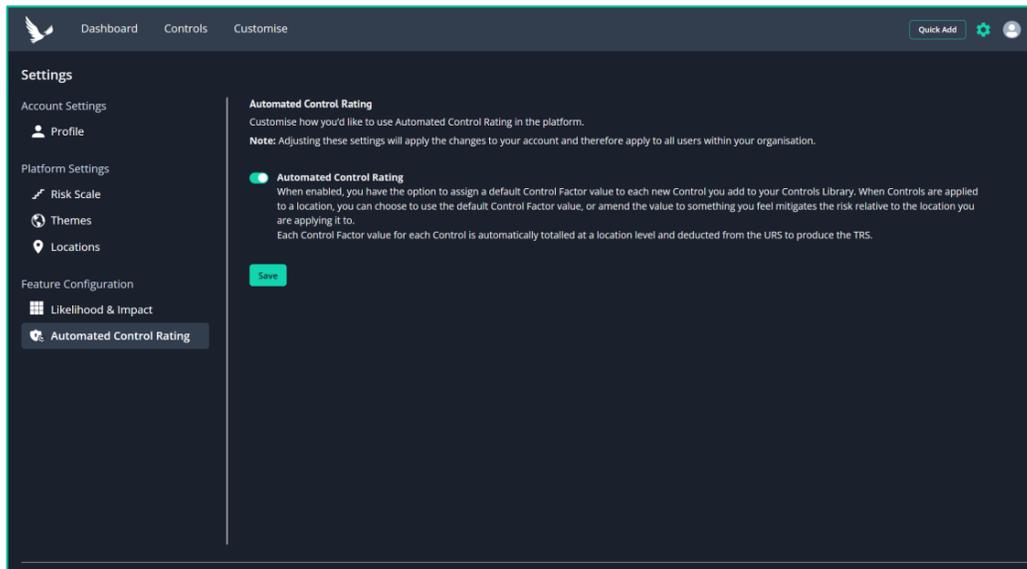
With this setting disabled, the Control Factor for each of your locations needs to be manually set based on your own estimation of how much the Controls applied to a location reduce the Untreated Risk Score by in order to calculate the Treated Risk Score.

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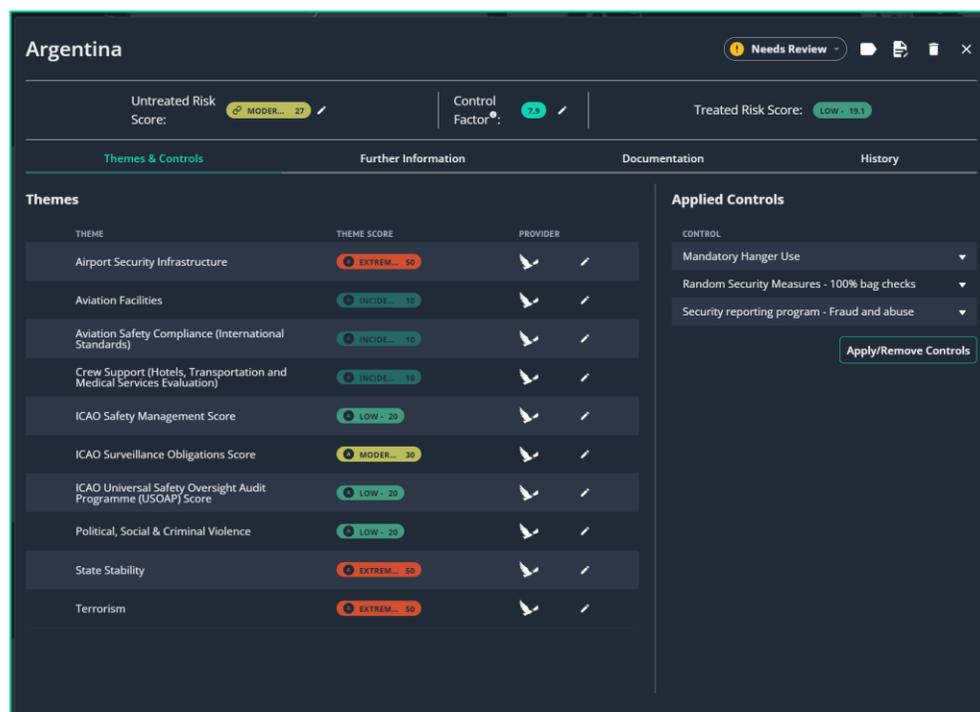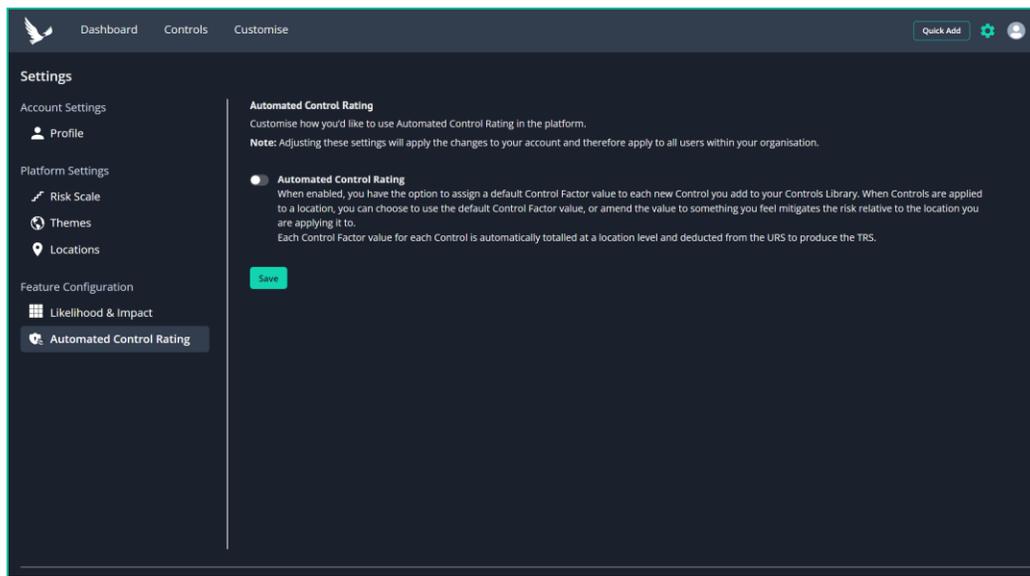
With this setting enabled, when applying controls to a location you can specify the Control Factor for each applied Control. The Control Factors of each applied Control are then totalled up and the resultant value is automatically updated in the Total Control Factor field for the location. This is then subtracted from the Untreated Risk Score to produce a Treated Risk Score.

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With Automated Control Rating enabled the calculations are all done for you and automatically updates when any changes are made to the Control applied to a location, thus taking the guess work out of reducing risk for a given location.

LIKELIHOOD & IMPACT

'Likelihood & Impact' is located under the Feature Configuration section.
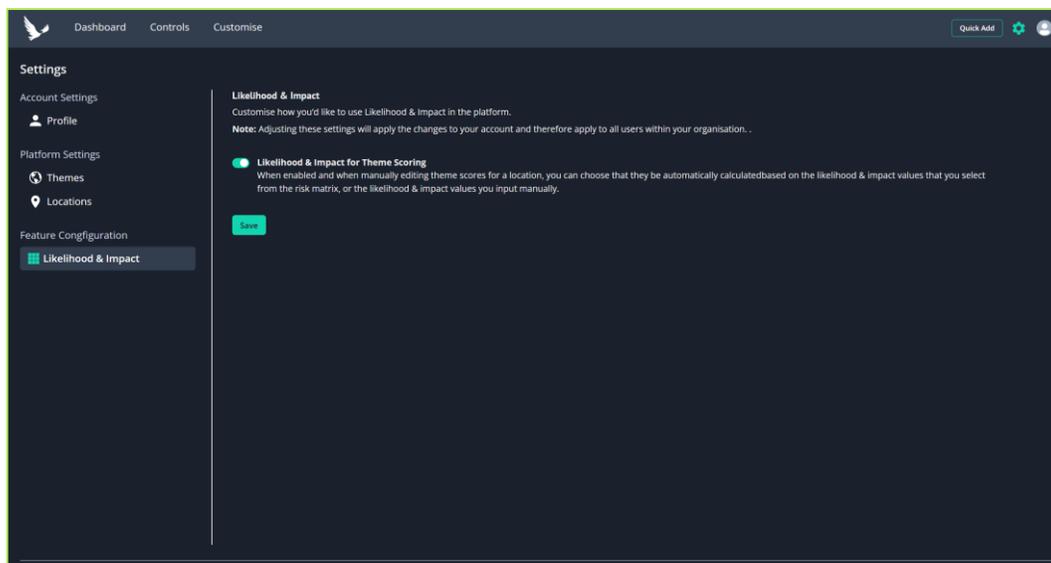
With this setting disabled, Themes scores are set either by the provider of the Theme Score or manually by users by inputting a value into a field, within the Edit Theme Score Modal.

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Edit Theme Score   ✕

Edit the value of the Theme Score below to override the Provider Theme Score

Osprey Country Theme Score: Ⓐ MODER... 30

⬤ Use Osprey Country Score

Theme	Theme Score
Terrorism	Ⓐ MODERATE - 30 ⬍

Reason for Change

Cancel   Save

Themes

🔍 Search...

THEME	THEME SCORE	PROVIDER	
Airport Security Infrastructure	Ⓐ MODER... 30	🦅	✏
Aviation Facilities	Ⓐ LOW - 20	🦅	✏
Aviation Safety Compliance (International Standard	Ⓐ HIGH - 40	🦅	✏
Crew Support (Hotels, Transportation and Medical S	👤 HIGH - 39	🦅	✏
ICAO Safety Management Score	Ⓐ HIGH - 40	🦅	✏
ICAO Surveillance Obligations Score	👤 LOW - 14	🦅	✏
ICAO Universal Safety Oversight Audit Programme (U	👤 HIGH - 35	🦅	✏
Political, Social & Criminal Violence	Ⓐ MODER... 30	🦅	✏

With this setting enabled, when manually editing theme scores for a location, you can choose that they be automatically calculated based on the likelihood & impact values that you select from the risk matrix, or the likelihood & impact values you input manually.

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Edit Theme Score ×

Edit the value of the Theme Score below to override the Provider Theme Score

Osprey Country Theme Score: ⬤ MODER... 30

◯ Use Osprey Country Score

THEME	LIKELIHOOD SCORE	IMPACT SCORE	THEME SCORE	
Terrorism	3 ⬍	4 ⬍	👤 HIGH - 35 ⬍	▼

Note: Updating the theme score will reset likelihood and impact.

Reason for Change

Cancel   Save

IMPACT					
5	22	32	39	45	50
4	20	28	35	40	45
3	17	24	30	35	39
2	14	20	24	28	32
1	10	14	17	20	22
	1	2	3	4	5

LIKELIHOOD

Themes

🔍 Search...

THEME	LIKELIHOOD SCORE	IMPACT SCORE	THEME SCORE	PROVIDER	
Airport Security Infrastructure	3	3	👤 MODER... 30	🦅	✏
Aviation Facilities	2	4	👤 MODER... 28	🦅	✏
Aviation Safety Compliance (International Standard	4	5	👤 HIGH - 45	🦅	✏
Crew Support (Hotels, Transportation and Medical S	5	3	👤 HIGH - 39	🦅	✏
ICAO Safety Management Score	3	3	👤 MODER... 30	🦅	✏
ICAO Surveillance Obligations Score	1	2	👤 LOW - 14	🦅	✏
ICAO Universal Safety Oversight Audit Programme (U	3	4	👤 HIGH - 35	🦅	✏
Political, Social & Criminal Viol	4	2	👤 MODER... 28	🦅	✏

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

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