

APIS – Safe2Say Compliance Hotline Incident Management System

APIS - Safe2Say



1. A call is placed to the Safe2Say Hotline and information is gathered by the hotline service personnel



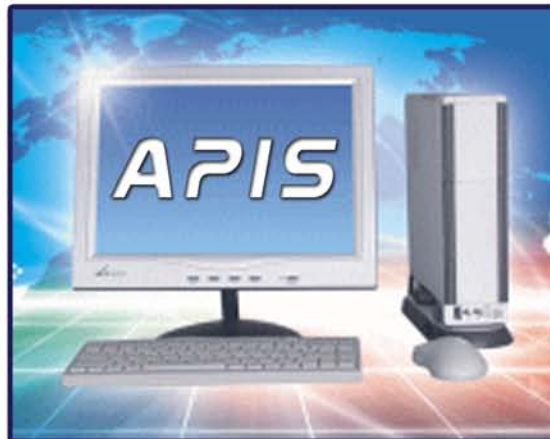
2. This information is communicated to the client in two ways:

2a. Information is forwarded via email in a summary format.



2b. The same information is forwarded into the client Safe2Say APIS system where it automatically creates a "Hotline Incident" record in the system. At this time the record may be:

- Assigned to a particular user or group of users for follow-up as a secure record, designated to that person or group only
- Managed through follow up to resolution with complete online tracking of all activity by one or more persons



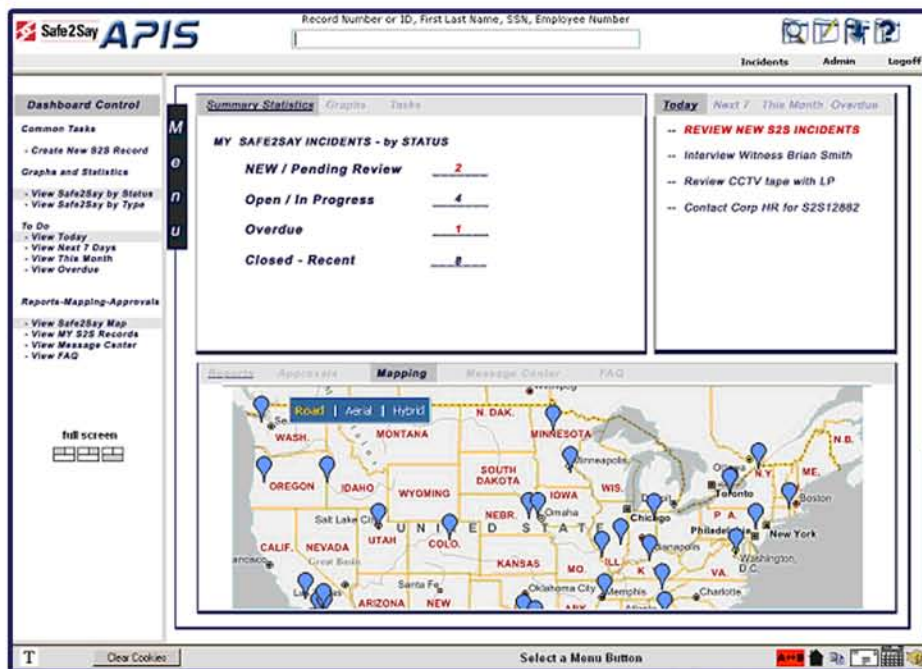
3. Once in APIS, the follow up process is managed electronically with input of all incident and investigation follow-up details including interview details, personal information, contact records and management of any digital evidence (any PC file: excel sheet, word doc, picture, scanned image, etc)

4. Use APIS statistics for reporting and analysis of all of your hotline incidents and investigations. Releasing in Summer 2006, summary reports and alert updates can be scheduled to communicate both critical and or summary level details regarding hotline incident and investigation activity. These may be distributed to senior management as needed or on a pre-determined delivery schedule.



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Once in APIS, a record is either New / Pending Review, Open / In Progress of follow up or Closed as completed. A fourth status may be added to include Overdue if the client has a preferred follow up timeline or deadline. Here is a sample of the User Dashboard for the APIS Safe2Say system:



Note that there are three main areas of the screen. The client has the flexibility to customize the dashboard with additional report selections, however with the basic screen each user can see a summary of Safe2Say incidents by status; a list of follow up tasks scheduled for completion either that day, over the next 7 days, due that month or scheduled but overdue; or even a map plotting incidents across the country with drill down capability to the specific location, with both map or satellite views. Clicking on the balloon on the map will display a summary window with key details on the incident and drill-through to the actual record for follow up.

The APIS – Safe2Say data management system offers each client a configurable dashboard, configurable data entry screens to customize to each client's specific follow up needs and procedures as well as dynamic ad hoc reporting to provide comprehensive reporting and analysis capabilities. Our System Administration features also offer self-reliance for each client to manage and maintain system access and user permissions.

For more information regarding the APIS-Safe2Say Hotline Incident Management System, please contact:

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