

PRO RESPONSE

App User Guide

MTI Network is pleased to announce the launch of its new App.

A crisis can arise at any time of the day or night and one of the biggest challenges facing incident responders is gathering the facts and communicating with relevant stakeholders throughout the duration of an incident.

MTI Network ProResponse is an innovative new app offered by MTI Network, designed to assist with crisis communication and media response during a maritime or offshore incident.

The app gives users easy access to global MTI Partner contacts and on the go media response advice. MTI Network Clients are also able to access the MTI Pro Response Manager function which supports incident information gathering and secure sharing during a crisis.

Key Features:

- **MTI Contacts** – Users can search the MTI Network Contact Directory based on geographical location, allowing you to call or email directly from the app.
- **Media Interview Guidance** – Provides users with helpful advice on media response best practise. Whether you are on a ship coming into port, or in a cab on the way to the studio, you can scroll through key messages and refresh your interview techniques on the go.
- **News** – Access the MTI Network news feed and social networking pages.
- **MTI ProResponse Manager (MTI ProM)** – Streamlines crisis response efforts by bringing together incident responders and incident information on one mobile platform. Key contacts can be stored, allowing calls and emails to be made directly from the app and incident profiles can be created, updated and securely shared amongst designated incident stakeholders.

MTI ProM allows users to create incident profiles by entering the relevant data to the situation which can then be shared securely with designated stakeholders via the app. Users can stay up to date with the latest developments regarding an incident, wherever they are in the world.

Designed to reduce confusion and simplify communication, at a time where information is usually fast flowing and constantly changing, MTI ProM provides users with an established and reliable platform for incident information sharing.

Effortlessly simple in design and free of charge to download, MTI can assist in integrating the app into company crisis response processes and provide training on its use, where required.

We are proud to offer the app free of charge, with MTI ProM available exclusively to MTI clients.

Available for download on [iOS](#), [Windows](#) and [Android](#) platforms and online at <http://m.mtinetwork.com/> for desktop users.

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Guide to MTI ProM

MTI ProM is designed to provide a quick and easy mobile solution to assist MTI clients with their internal and external communications during an incident.

The advice below is relevant to the set up and use of MTI ProM via the MTI ProResponse app, as well as via the web portal.

MTI ProM Registration

When using MTI ProM for the first time, you will be asked to enter your name, company name, email address and telephone number. This information will form the basis of your user profile and can be updated or amended at any time.

Users can choose to register using an individual email account, or enter a group account email (e.g. emergency@shipping.com) and password, which more than one person can access. Note, if you register using a group email account, while this does allow for multiple authorised users to edit incident information, it can also increase the possibility of data confusion.

MTI advises that users should establish an account prior to any incident situation to avoid any delay in access.

Once you have completed the short registration process, your details will be sent to MTI for authorisation. Only MTI clients will be granted access to MTI ProM.

Once approved, your user profile is then password encrypted and can only be accessed using your secure username and password.

Setting up an Incident using MTI ProM

Once a user is registered, it is then possible to create incident records within MTI ProM that will help you keep track of key contacts and incident details.

These records are entirely confidential and not visible to any other party, unless expressly shared by the Incident Author (the person who created the incident within MTI ProM).

(Please see terms and conditions section 6 for further detail on how your information is stored and maintained confidential)

MTI ProM allows users to complete key incident fields, entering as much or as little data as desired. Incident information can be entered into ProM via PC (<http://m.mtinetwork.com>) or via the app based on preference at the beginning of an incident and can be updated at any time.

Users can also author and access more than one incident at a time on MTI ProM.

MTI ProM Key features

- Users can enter incident information, helping to ensure key information is gathered in the aftermath of any situation.
- Users can enter a short summary of the incident.
- Key contacts can be entered, for example, Owner, Charterer, P&I, Class. Medical, Salvage,

Crewing office etc simply by copying and pasting the information directly into the app from your phone book or outlook. All contacts are saved, allowing emails and calls to these parties to be made directly from the app.

- Allocate operational time zones to incident responders in order to keep track of availability and deadlines.
- Vessel coordinates can be entered and linked to google maps, allowing users to quickly view and track a vessel's geographical location.
- Users can store links to relevant online activity such as Coast Guard websites, environmental blogs, news stories or social media activity.

Sharing and Managing an Incident on MTI ProM

Once the Incident Author has finished entering their chosen data fields, colleagues or other relevant stakeholders can be invited to view the incident via MTI ProM, by entering their email address.

Specified stakeholders will subsequently receive an email invitation to view the incident.

Those who accept the invitation are then kept up to date on all amendments to the incident status via email alert and can view all data entered by the Incident Author.

Please note, only the Incident Author is able to edit information relating to the incident. This is designed to ensure no crossover of updates or miscommunication of facts occurs.

MTI ProM User Dashboard

The user dashboard will show all incidents being authored or shared and has the following features:

- Displays the time and date an incident was created, as well as when it was last updated by the Incident Author.
- Displays when MTI ProM was last synced on the users device.

It is important to note that MTI ProM is accessible with or without internet connectivity, however the information displayed within the app will be in line with when the device was last synced. If your device has been offline for a period of time then you will need to connect to 3/4G or Wifi before MTI ProM will reflect the most up to date incident information.

For more information on MTI ProResponse use and training please contact informationdesk@mtinetwork.com or contact your local MTI Network Partner.

MTI Network ProM Terms and Conditions:

By downloading or using MTI Pro-Response (“MTIProM”), including MTI ProResponse Manager (MTI ProM), you agree to be bound by the terms of use which can be found in this document. Please read the terms of use carefully. We draw your attention in particular to clause 5 which concerns our liability and clause 6 which explains how we use information inputted via MTIPR.

These terms of use are the terms of a legal agreement between you and us which comes into force when you download and use MTIPR.

We are Maritime Technical International (trading as MTI Network). We are registered in England and Wales with company number 03291509. Our registered office is at 28 Ives Street, London SW3 2ND. You can also contact us at informationdesk@mtinetwork.com.

MTIPR is available on iPhone (iOS), Windows and Android platforms as an app and is also available via mobile device and desktop browsers. These terms of use apply regardless of the platform you use to access MTIPR.

1 Acknowledgements

1.1 You acknowledge and agree that:

- 1.1.1 MTIPR is provided free of charge to clients of MTI Network and we may withdraw access to it any user at any time.
- 1.1.2 We do not sell MTIPR to you and we remain the owners or licensees of all rights in it at all times;
- 1.1.3 MTIPR is provided as a platform to assist with communication in connection with incident response management. It should only be used in support of the other forms of communications used in incident management. Further information on our liability can be found in clause 5 (Warranty and limitation of liability) below;
- 1.1.4 MTI Network Responders have access to the information clients and their professional advisors input through MTIPR insofar as we provide incident response support and services to the client. Further information can be found in clause 6 below; and
- 1.1.5 We may change these terms of use at any time by sending a notification via email. By continuing to use MTIPR following receipt of any such email, you shall be deemed to have accepted the amended terms of use.

2 Grant and scope of licence

- 2.1 In consideration of you agreeing to abide by these terms of use, we grant you a revocable, and non-exclusive licence to use MTIPR subject to these terms of use.
- 2.2 Except as expressly set out in these terms of use, you agree:
 - 2.2.1 Not to copy MTIPR except where such copying is incidental to normal, or where it is necessary for the purpose of back-up or operational security;
 - 2.2.2 Not to rent, lease, sub-license, loan, translate, merge, adapt, vary or modify MTIPR;
 - 2.2.3 Not to make alterations to, or modifications of, the whole or any part of MTIPR, or permit MTIPR or any part of it to be combined with, or become incorporated in, any other program or application;
 - 2.2.4 Not to disassemble, decompile, reverse-engineer or create derivative works based on the whole or any part of MTIPR or attempt to do any such thing;
 - 2.2.5 Not to provide or otherwise make available MTIPR in whole or in part (including object and source code), in any form to any person without prior written consent from us; and
 - 2.2.6 To comply with all technology control or export laws and regulations that apply to the technology used or supported by MTIPR.

3 Acceptable use restrictions

- 3.1 You must:
- 3.1.1 Not use MTIPR in any unlawful manner, for any unlawful purpose, or in any manner inconsistent with these terms of use, or act fraudulently or maliciously, for example, by hacking into or inserting malicious code including viruses or harmful data into MTIPR;
 - 3.1.2 Not use MTIPR to provide, or as a component of, a commercial service to any third party;
 - 3.1.3 Not infringe our intellectual property rights or those of any third party in relation to your use of MTIPR;
 - 3.1.4 Not to use MTIPR for any illegal purpose or to transmit any material that is illegal, defamatory, offensive or otherwise objectionable in relation to your use of MTIPR.

4 Intellectual property rights

- 4.1 You acknowledge and agree that all intellectual property rights in MTIPR anywhere in the world belong to us or our licensors, that rights in MTIPR are licensed (not sold) to you and that you have no rights in, or to, MTIPR other than the right to use it in accordance with these terms of use.

5 Disclaimer and limitation of liability

- 5.1 Provisions 5.1 to 5.8 of this clause 5 are subject to clause 5.9.
- 5.2 You acknowledge and agree that MTIPR is being provided as a support tool in connection with incident response. It is not intended to be and should not be used as a stand alone emergency communications tool as its uninterrupted availability can not be if MTIPR guaranteed. You must ensure that you have alternative means of communicating if MTIPR is unavailable for any reason such as lack of internet connectivity. We have no liability resulting from your inability to access MTIPR for any reason.
- 5.3 The functionality and directions for use of MTIPR are described on our website mtinetwork.com/crisis-response/mti-app/. You must make your own assessment as to whether MTIPR is appropriate for your needs and you use it at your own risk.
- 5.4 We do not warrant that MTIPR will be compatible with any particular device, hardware or software and we have no liability for any such non-compatibility.
- 5.5 You are responsible for all information entered by you via MTIPR. We have no liability for any information entered by you, or entered by any third party.
- 5.6 We have no liability to you for any loss of data, loss of management time, loss of profit, loss of business, business interruption, or loss of business opportunity.
- 5.7 The only parties to this agreement are you and us. A person who is not a party to this agreement shall not have any rights under, or in connection with it, and shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement.
- 5.8 All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from this agreement.
- 5.9 Nothing in these terms of use shall limit or exclude our liability for:
 - 5.9.1 Death or personal injury resulting from our negligence;
 - 5.9.2 Fraud or fraudulent misrepresentation; and
 - 5.9.3 Any other liability that cannot be excluded or limited by English law.

6 How we use information collected through MTIPR

- 6.1 We will only use information entered by you in connection with incident response in which MTI Network will be providing professional support.
- 6.2 You warrant that information inputted through MTIPR by third parties, authorised to do so by you, will not be in breach of applicable data protection law. You hereby indemnify us against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection with any data inputted by you or any third party authorised by you to input such data.

- 6.3 We will not share any inputted information with any third party unless we are authorised to do so by you or are required to do so by law, or where in our view the disclosure is necessary to prevent damage or injury.
- 6.4 We may also use GPS / geo-location information but only where you have given your permission.
- 6.5 By using MTIPR you authorise use of your data as set out in this clause 6.

7 Termination

- 7.1 We may terminate this agreement (without having to give any reason) immediately either by written notice to you or by withdrawing your access to MTIPR.
- 7.2 On termination for any reason all rights granted to you under these terms of use shall cease and you must immediately cease all use of MTIPR. If we ask you to, you must immediately delete or remove any copy of MTIPR from all devices in your possession, custody or control, or which you are responsible for, and certify to us that you have done so.

8 Governing law and jurisdiction

- 8.1 These terms of use, and their subject matter and formation, are governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction. However, we may bring proceedings against you in any relevant jurisdiction (for example, if you infringe our intellectual property rights).