

SAIR 2.0
by Africa 360 Advisory

CLIENT MANUAL · EDITION 1.0 · NOVEMBER 2026

Your operating picture, connected.

A practical guide to SAIR 2.0, the situational awareness and integrated response workspace from Africa 360 Advisory, for executives, analysts and field teams.

Informed Decisions for Enlightened Solutions.

AFRICA 360 ADVISORY.

About this manual

This manual introduces SAIR 2.0 to client teams. It explains what the platform does, how to sign in, how to run a target search or raise an enquiry, and how each intelligence module supports your work. It also sets out the limits of the current release, so you can rely on the platform with confidence.

WHO IT IS FOR
Executives who review briefings and track enquiries. **Analysts** who record and assess evidence. **Field officers** who capture observations and engagement on the ground. **Administrators** who manage access.

HOW TO READ IT
Sections 1–3 are for everyone. Section 4 covers the Target Desk, the fastest way to start. Sections 5–8 cover daily work. Sections 9–12 cover administration, devices, data protection and support.

Conventions

Convention	Meaning
Raise enquiry	A button, tab or label exactly as it appears on screen.
`Ctrl` + `K`	A keyboard shortcut. On a Mac, use `⌘` instead of `Ctrl`.
`#media` · `!high`	Text you can type into the Target Desk prompt.
Admin Analyst	The workspace roles that can use a feature.
3	A numbered marker that matches an annotated screenshot.

SCREENS IN THIS MANUAL
The screenshots come from the public demonstration. They show fictional organisations, people and figures created to illustrate the workflows. They do not describe real events. Your Client workspace shows only your organisation's data.

SAIR 2.0 Client Manual · Edition 1.0 · 18 November 2026 · Prepared by Africa 360 Advisory for client onboarding. Features are described as released on this date. Capability status inside the platform (**Help & documentation** → **Capability status**) is always the most current reference.

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SECTION 01

Welcome to SAIR 2.0

SAIR, which stands for Situational Awareness and Integrated Response, is Africa 360 Advisory's intelligence workspace for organisations that operate across African markets. It brings the signals that shape your licence to operate into one shared picture: media coverage, stakeholder positions, policy change, live issues and emerging risks. Decisions about reputation, regulation and community relations rarely sit with one team. SAIR gives executives, analysts and field teams the same evidence, the same priorities and the same record of what was decided and why.

1.1 Seven connected capability domains

Domain	What it helps you do
Media & social listening	Keep the coverage that matters in view, with source, date and sentiment attached to every observation.
Sentiment & narratives	See which themes are shaping your reputation, and how the balance of coverage is moving.
Stakeholder intelligence	Map the people, institutions and commitments that matter, and log every engagement.
Issues & crisis response	Run issues from first report to resolution, with owners, playbooks and after-action reports.
Strategic communications	Build messages from evidence, and test them against what audiences are already hearing.
Policy & political monitoring	Track regulatory and political change across jurisdictions, with deadlines kept visible.
Early warning & risk	Make your assumptions visible, score scenarios and decide what needs review next.

Two workspace tools sit above these domains. The **Target Desk** on the Executive overview lets you search for any target or raise a new enquiry in one step. **Reports & analytics** turns the connected picture into a briefing you can share.

1.2 Human judgement stays in charge

SAIR organises and highlights evidence. Your team makes the judgements. Three principles run through the platform:

- **Evidence first.** Every indicator shows how it was calculated. Every AI draft cites the records it used.
- **Drafts, not verdicts.** AI output is labelled as a draft and must be reviewed by a person before it is relied on or shared.
- **Indicators, not forecasts.** The Reputation indicator and the Risk score are descriptive aids for prioritising review. They are not calibrated predictions.

1.3 Two ways to use SAIR

	Public demonstration	Client workspace
Purpose	Explore the workflows with fictional sample data.	Work with your organisation's real, private data.
Sign-in	Not required.	Required. Your first sign-in creates your own private workspace.
Where data is kept	In your browser only. Nothing is sent to a shared database.	In SAIR's managed database, isolated to your workspace.
Live retrieval and AI	Simulated, so you can see the steps safely.	Live, subject to your role and usage limits.
Best for	Training, demonstrations and evaluation.	Day-to-day intelligence work.

TIP
New users often start in the demonstration and switch to the Client workspace once they are comfortable. Nothing you do in the demonstration affects anyone else. You can reset it from the account menu at any time.

SECTION 02

Getting started

2.1 Open SAIR

Africa 360 Advisory will give you the web address for SAIR. It runs in any modern web browser on a computer, tablet or phone, so there is nothing to install. Three pages matter on day one:

Page	What you will find
Demonstration	The home page. It opens straight into the Executive overview with fictional sample data. Use the **Demonstration case** selector to switch between the **General Africa 360 demonstration** and the **Neo Energy Metals · NEM case study**.
About SAIR 2.0	The product page. It describes the capabilities and links to the demonstration, this client guide and your private workspace.
Client workspace	Your organisation's private, signed-in workspace. Open it from **Client workspace** at the top of the product page, or from the account menu in the demonstration.

2.2 Sign in to the Client workspace

1. Open the Client workspace and choose to sign in.
2. Complete the secure sign-in with your account. SAIR does not ask you to create a separate SAIR password.
3. On your first sign-in, SAIR creates an isolated private workspace for you. You are its administrator.
4. If you are joining a colleague's workspace, tell your workspace administrator that you have signed in once. They can then grant you access using the email address of your account.

> **WHY THE FIRST SIGN-IN MATTERS**
> An administrator can only grant access to an account that already exists. SAIR does not send invitation emails, so let your administrator know once you have signed in.

2.3 Roles and what they can do

Every member of a workspace has one role. Your role sets what you can create, edit and ask the AI to draft.

Table 1 Roles in a SAIR workspace

Role	Can do	Cannot do
Administrator	Everything in the workspace, including data sources, live retrieval, membership and the audit trail.	—
Analyst	Create and edit all intelligence records and enquiries. Use every AI task, AI Assist and public profile lookups.	Manage data sources, run live source retrieval, or manage membership.
Field officer	Record observations, engagements and support tickets, and raise enquiries. Edit their own records.	Edit other people's records or use AI drafting.
Executive	Raise and edit their own enquiries, read the full workspace and request AI briefings.	Create other records, or use AI analysis, message testing or after-action drafts.

When a member's access is revoked, their account stays but they can no longer open the workspace.

2.4 Your first day

- [ ] Open the demonstration and read the Executive overview from top to bottom.
- [ ] Press `/` and run a quick target search on an organisation from the pipeline.
- [ ] Raise a practice enquiry with the **Policy exposure** template.
- [ ] Open an issue in **Issues & crisis response** and look at its playbook.
- [ ] Open **AI analyst** and read how a cited briefing draft is built.
- [ ] Sign in to the Client workspace and confirm your role in the account menu.
- [ ] Ask your administrator which data sources are approved for your workspace.

SECTION 03

Finding your way around

Every module shares the same layout. The navigation sits on the left, the workspace tools along the top and the scope filters above the content. Figure 1 names each part.

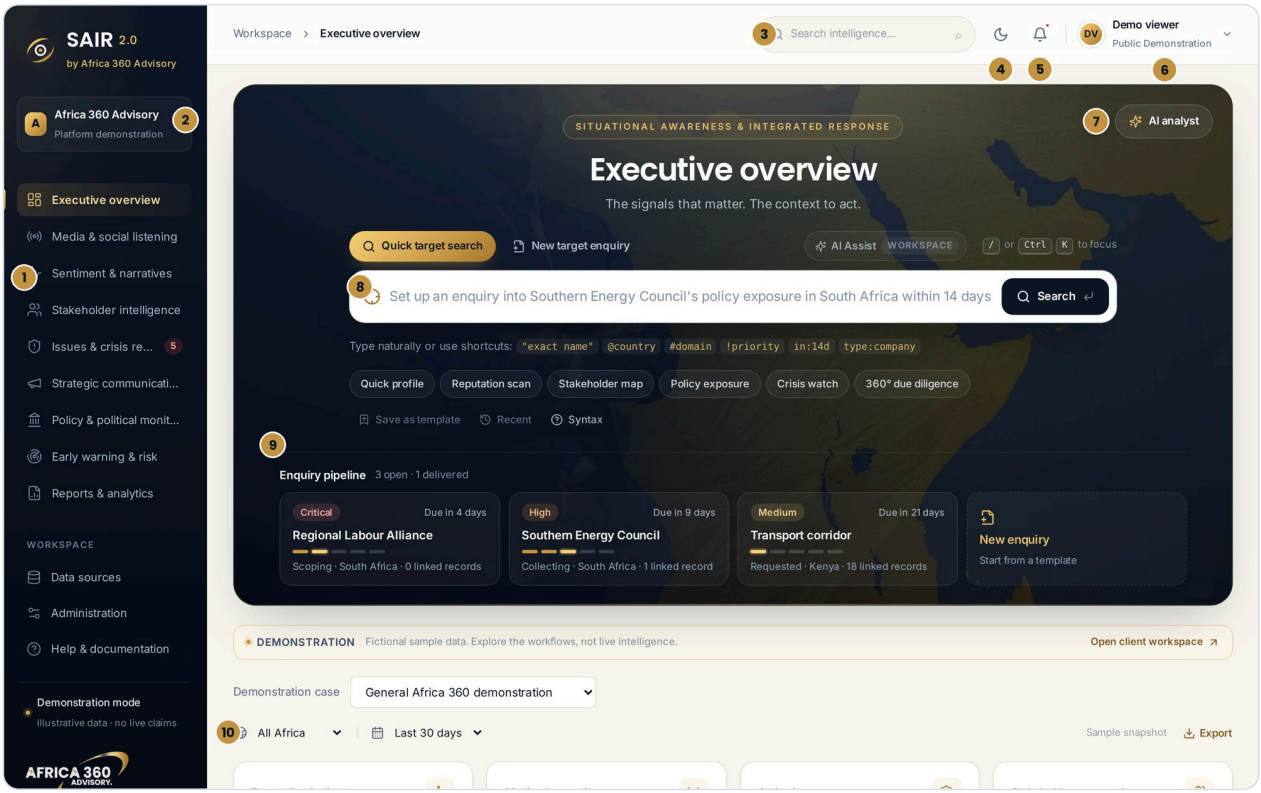

Figure 1 The Executive overview, with its main controls numbered

1. **Navigation** — the twelve modules; the badge shows unresolved issues
2. **Workspace selector** — switch between workspaces you belong to
3. **Search intelligence** — find any record by its words
4. **Theme** — switch between light and dark mode
5. **Review flags** — scenarios over threshold and unresolved critical issues
6. **Account options** — your role, the reset and sign-out options, and About SAIR 2.0
7. **AI analyst** — draft a cited briefing from the current scope
8. **Target Desk** — search for a target or set up an enquiry
9. **Enquiry pipeline** — open enquiries by priority and stage
10. **Scope bar** — geography and date window for every module

3.1 The Executive overview

The overview opens with the Target Desk and the enquiry pipeline. Below these sit four headline measures: the Reputation indicator, media observations, active issues and stakeholders mapped. Each measure has a short trend line. The page then shows:

- **Sentiment trajectory:** daily positive, neutral and negative coverage, with a trailing seven-day net index.
- **Priority watchlist:** scenarios ranked by risk score, with those over threshold flagged.
- **Your African operating picture:** a map shaded by the number of records in each country.
- **Latest intelligence, Issues requiring attention and Upcoming decisions:** the most recent evidence and the deadlines that need an owner.

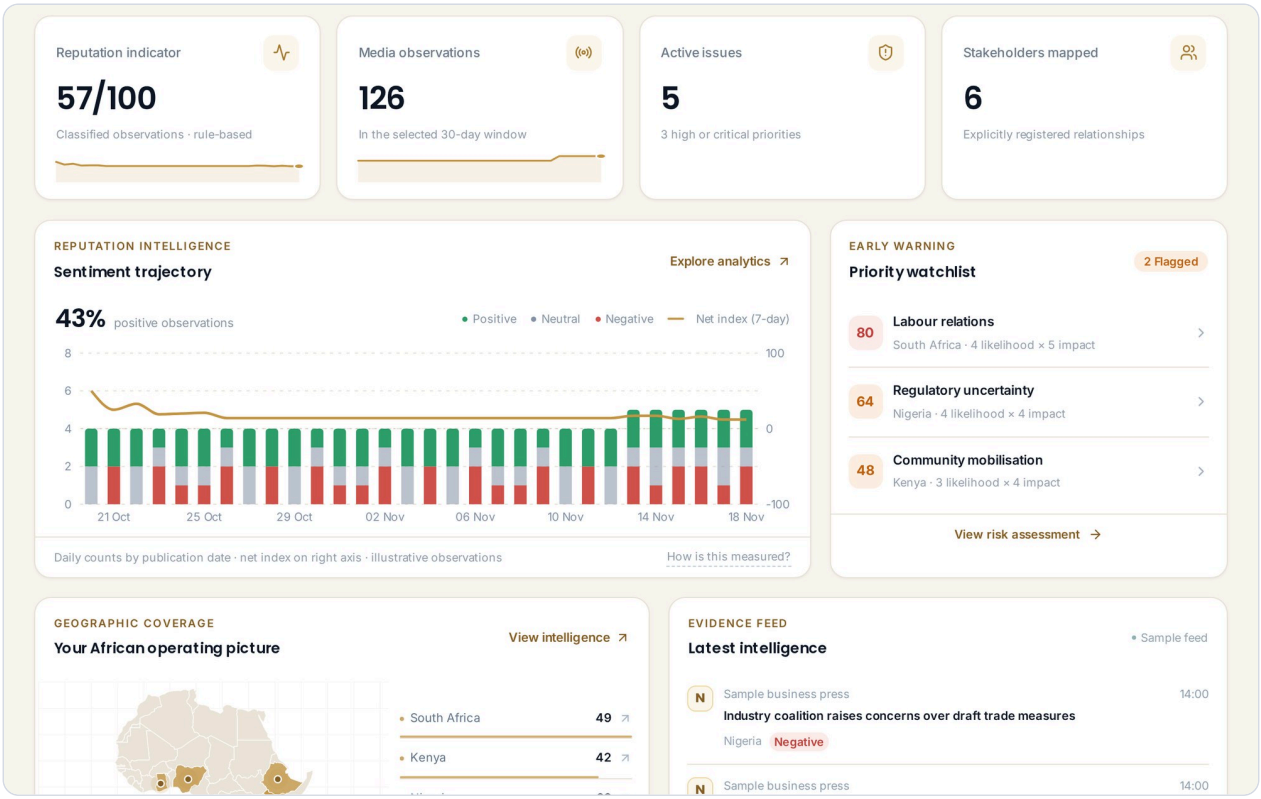

Figure 2 Headline measures, the sentiment trajectory and the priority watchlist

3.2 Set the scope

The Scope bar sits above every module. Choose a country or **All Africa**, and a date window of **Last 7 days**, **Last 30 days**, **Last 90 days** or **All records**. The choice applies across modules, so the overview, the module pages and the reports always describe the same slice of evidence. **Export** downloads every record in the current scope as a CSV file.

3.3 Keyboard shortcuts

Keys	Action
`/` or `Ctrl` + `K`	Jump to the Target Desk prompt from anywhere on the overview.
`Enter`	Run the prompt.
`Shift` + `Enter`	Add a new line to the prompt.
`Ctrl` + `Enter`	Set up an enquiry from the prompt, whatever mode is selected.
`↑`	Recall your last prompt when the box is empty.
`Tab`	Accept the highlighted autocomplete suggestion.
`Esc`	Clear the prompt or close a dialog.

SECTION 04

The Target Desk

The Target Desk is the message bar at the top centre of the Executive overview. It is the quickest way into SAIR. Type a name to see everything the workspace already holds on it, or describe a new enquiry in plain English and let SAIR fill in the form for you.

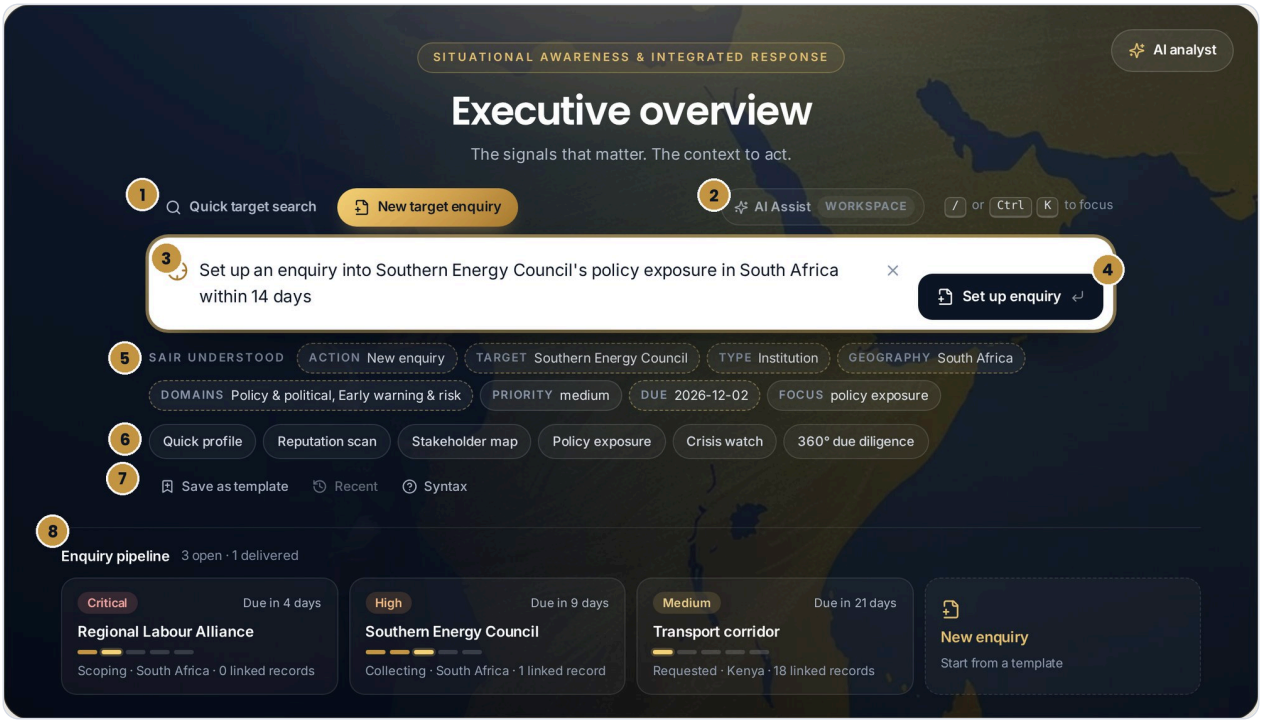

Figure 3 The Target Desk in **New target enquiry** mode

1. **Mode tabs** — **Quick target search** or **New target enquiry**
2. **AI Assist** — optional AI reading of your prompt
3. **Prompt** — plain English or shortcuts
4. **Run** — **Search** or **Set up enquiry**
5. **SAIR understood** — how SAIR read your prompt
6. **Templates** — six ready-made prompts
7. **Prompt tools** — **Save as template**, **Recent**, **Syntax**
8. **Enquiry pipeline** — open enquiries and **New enquiry**

4.1 Run a quick target search

1. Press `/`, or click the prompt, and make sure **Quick target search** is selected.
2. Type the target's name, for example *Kenya Power* or *Transport corridor*.
3. Check the **SAIR understood** chips below the prompt. They show the action, target, type, geography and domains SAIR has read.
4. Press `Enter`. The results panel opens directly beneath the desk.

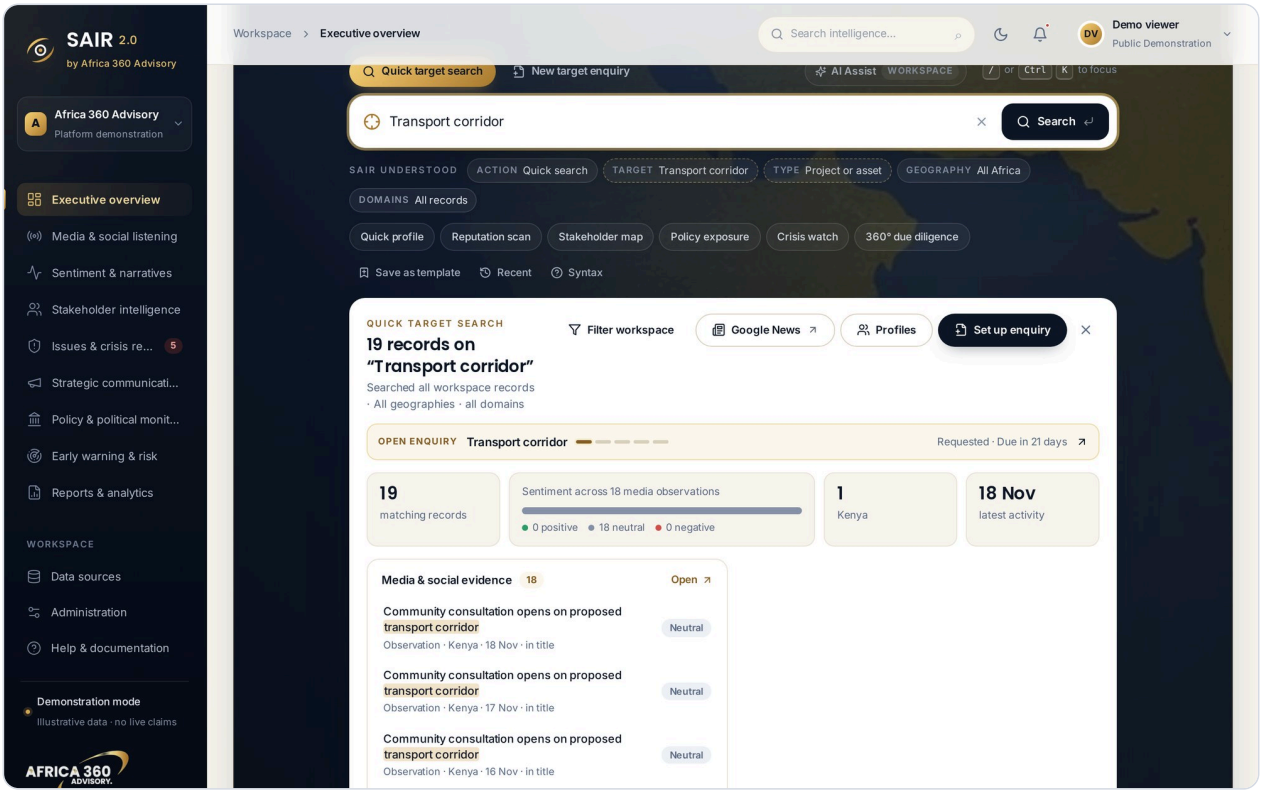

Figure 4 Quick target search results for a project, with an open enquiry already on file

The results panel shows the number of matching records, the sentiment mix across matching media observations, the geographies involved and the date of the latest activity. Evidence is grouped by module, with your search terms highlighted. If an enquiry on the same target is already open, SAIR shows it at the top, so you can join it rather than start a duplicate.

Results action	What it does
Filter workspace	Applies the target as a filter across every module.
Google News	Opens a pre-built Google News search for the target in a new tab, including the African editions. Nothing is imported automatically.
Profiles	Looks up the target's public LinkedIn company page or TikTok account (Section 8).
Set up enquiry	Opens the enquiry form with the target already filled in.
AI summary	Writes a short, cited summary of the matching evidence. **Admin** **Analyst**

4.2 Set up a new target enquiry

An Enquiry is a tracked request for intelligence on a Target. You can describe it the way you would brief a colleague:

> *Set up an enquiry into Southern Energy Council's policy exposure in South Africa within 14 days*

1. Select **New target enquiry**, or press `Ctrl` + `Enter` in either mode.
2. Type the request. SAIR reads the target, geography, domains, priority and due date as you type.
3. Press `Enter` or click **Set up enquiry**. The review dialog opens with every field filled in.
4. Check and adjust the fields. Add aliases, an owner and any extra key questions.
5. Click **Raise enquiry**. The enquiry joins the pipeline at the **Requested** stage.

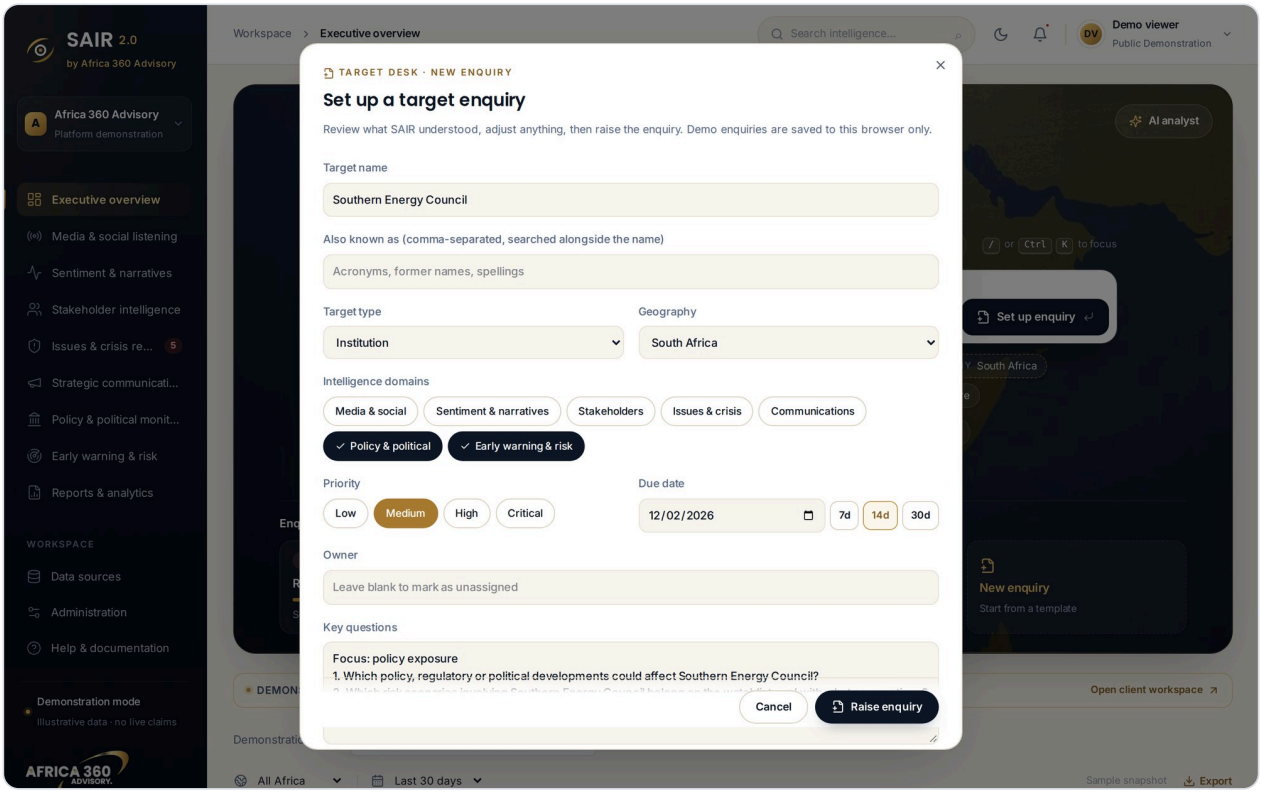

Figure 5 The review dialog. Nothing is saved until you click **Raise enquiry**.

Field	Guidance
Target name	The exact name to search. To raise one enquiry per target in a batch, quote several names in the prompt.
Also known as	Acronyms, former names and spellings, separated by commas. They are searched alongside the name.
Target type and **Geography**	Company, person, institution, community, topic or project; and the country of interest.
Intelligence domains	The capability domains the enquiry should cover. **Early warning & risk** and **Policy & political** are typical for policy exposure.
Priority and **Due date**	Low, Medium, High or Critical; a date, or the **7d**, **14d** and **30d** shortcuts.
Owner	The person accountable for delivery. Leave it blank to mark the enquiry as unassigned.
Key questions	The questions the enquiry must answer. SAIR suggests questions based on the domains you selected. Edit them freely.

4.3 Programmable prompt syntax

Plain English works for most requests. When you want precision, shortcuts set a value exactly. They always override what SAIR infers. Click **Syntax** under the prompt to see this list at any time.

Table 2 Prompt shortcuts

Type this	To set
`"Exact name"`	The target name. Quote several names to run a batch.
`/search` · `/enquiry`	The action, instead of using the tabs.
`@Kenya` · `@South-Africa`	The geography filter.
`#media` `#sentiment` `#stakeholders` `#crisis` `#communications` `#policy` `#risks` `#all`	The intelligence domains.
`!low` `!medium` `!high` `!critical`	The enquiry priority.
`in:14d` · `in:3w` · `due:2026-12-15`	A due window, or an exact due date.
`type:company` · `person` · `institution` · `community` · `topic` · `project`	The target type.
`aka:SEC,"Energy Council"`	Aliases searched alongside the name.

EXAMPLE
`/enquiry "Kenya Power" @Kenya #policy #risks !high in:14d aka:KPLC` raises a high-priority policy and risk enquiry into Kenya Power, due in 14 days, that also searches for "KPLC". Start typing `@`, `#`, `!` or `type:` and SAIR suggests completions. Press `Tab` to accept one.

4.4 Templates

Six built-in templates turn a target name into a well-formed request in one click. Type the target first, then choose a template. **Save as template** stores your own prompt for reuse, and **Recent** lists the prompts you ran most recently.

Template	What it sets up
Quick profile	A search across everything the workspace already holds on the target.
Reputation scan	A media and sentiment enquiry, due in 30 days.
Stakeholder map	A stakeholder enquiry, due in 14 days.
Policy exposure	A high-priority policy and risk enquiry, due in 14 days.
Crisis watch	A critical crisis and media enquiry, due in 7 days.
360° due diligence	An enquiry on a company across all seven domains, due in 30 days.

4.5 Track an enquiry to delivery

Open enquiries appear as cards in the **Enquiry pipeline**, sorted by priority and due date. Each card shows its stage, geography and the number of linked records. Click a card to open its detail panel. There you can:

- move it through the stages **Requested → Scoping → Collecting → Analysing → Delivered** with the stage tracker;
- see the baseline evidence SAIR matched when the enquiry was raised;
- open Google News, LinkedIn or TikTok for the target; and
- click **Draft a target briefing** to have the AI analyst draft a briefing from the enquiry's evidence.

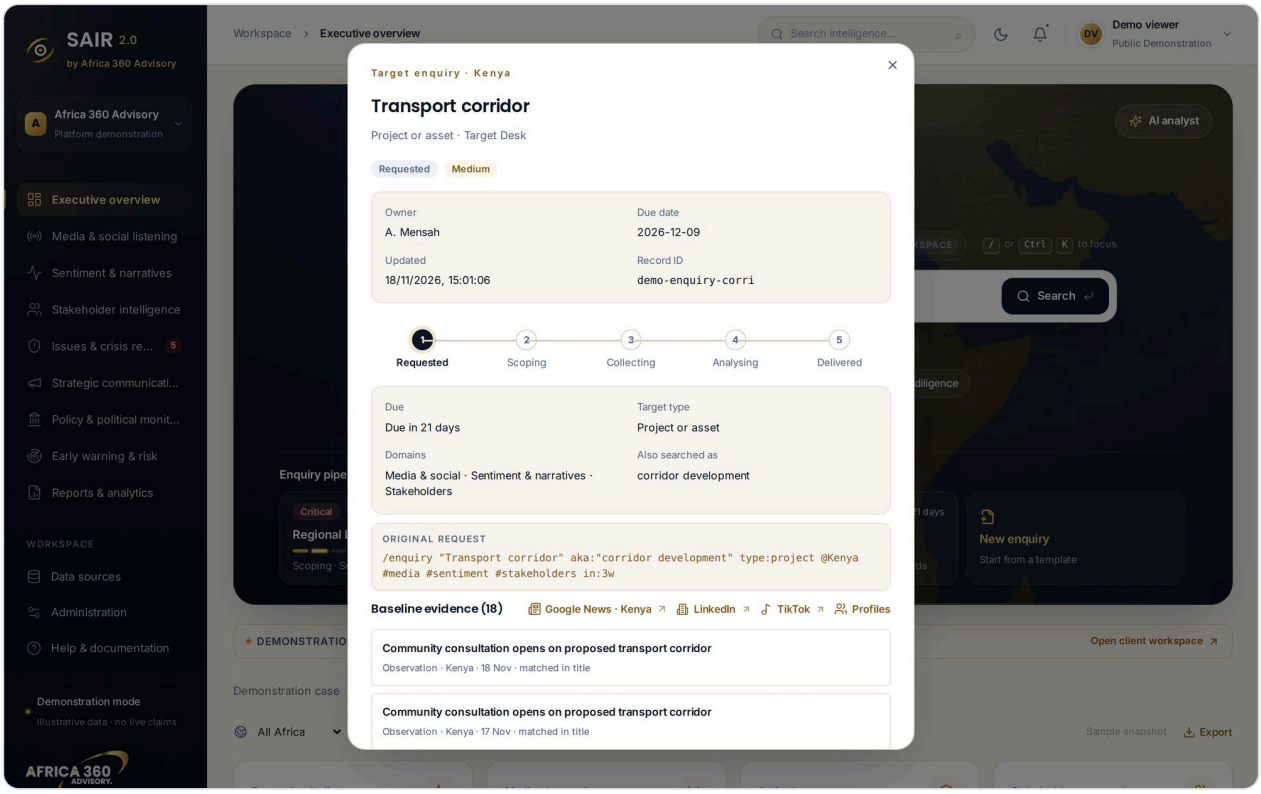

Figure 6 An enquiry's detail panel with its stage tracker and matched evidence

4.6 AI Assist Admin Analyst

AI Assist adds an AI reading of free-text prompts in the Client workspace. When it is switched on, SAIR's built-in AI service extracts the target, aliases, geography, domains and time window from your words, and drafts key questions for new enquiries. Anything SAIR adds is marked with an AI badge, so you can see what came from you and what came from the model.

> **BUILT-IN SAFEGUARDS**
> Your shortcuts always win: AI Assist never overrides a value you set with syntax, and it never narrows a quick search with a filter you did not ask for. If the AI does not answer within 15 seconds, the desk switches back to the rule-based reading and tells you. AI Assist is limited to 60 requests per user per hour. In the public demonstration it is shown but not active.

SECTION 05

The intelligence modules

Each module follows the same pattern: a short statement of purpose, the evidence in view, and the actions that matter for that domain. This section introduces each one in the order it appears in the navigation.

5.1 Media & social listening

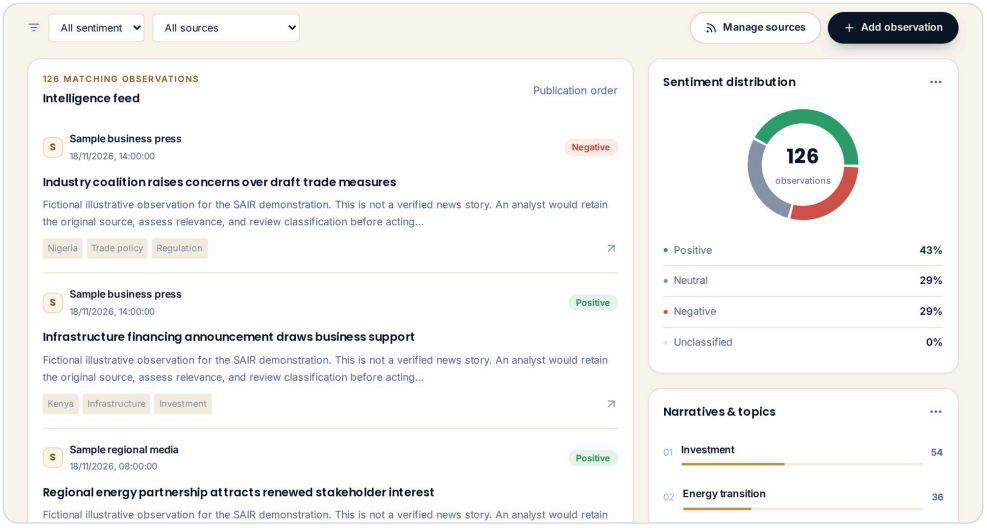

Figure 7 Media & social listening

PURPOSE	Stay close to the conversation and keep the evidence in view.
KEY ACTIONS	Filter the **Intelligence feed** by sentiment and source. Click **Add observation** to record coverage. **Manage sources** opens Data sources.
GOOD TO KNOW	Each Observation keeps its publisher, publication date, geography and sentiment. The sentiment distribution and **Narratives & topics** panels update with your scope.

5.2 Sentiment & narratives

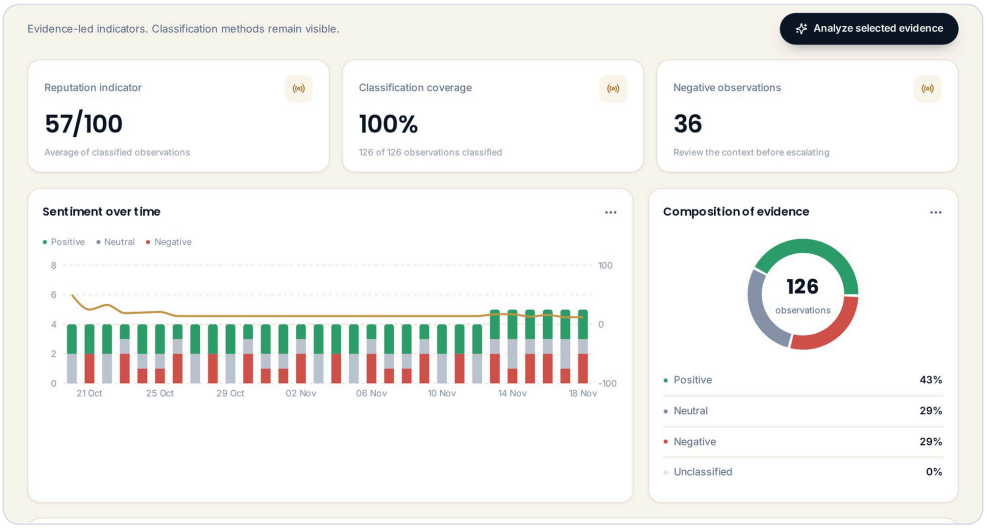

Figure 8 Sentiment & narratives

PURPOSE Understand the themes shaping your reputation.

KEY ACTIONS Read the **Reputation indicator**, classification coverage and negative observations. Select evidence and click **Analyze selected evidence**.

GOOD TO KNOW Unclassified observations are excluded from the indicator, and classification coverage shows how many that affects. Methods are always shown beside the figures.

5.3 Stakeholder intelligence

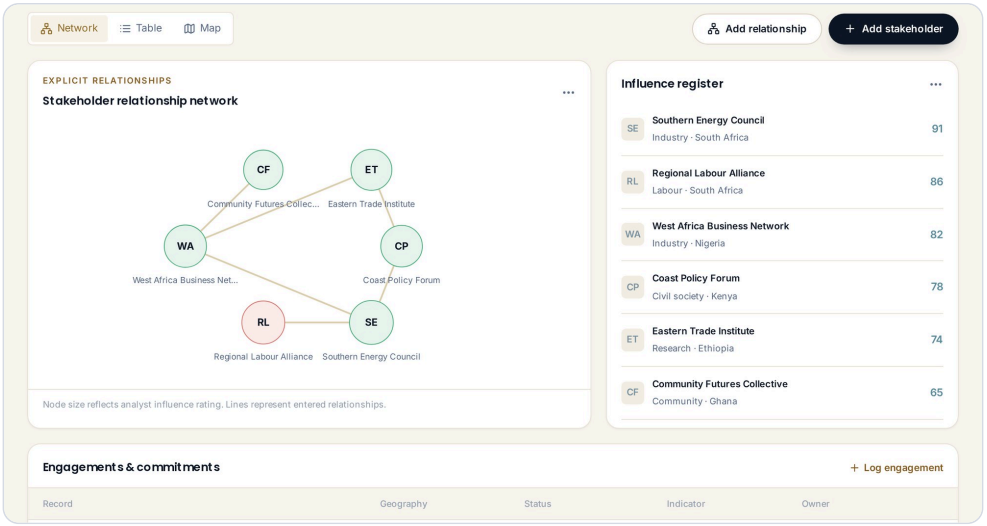

Figure 9 Stakeholder intelligence

PURPOSE Connect the people, institutions and commitments that matter.

KEY ACTIONS Switch between **Network**, **Table** and **Map** views. Click **Add stakeholder** or **Add relationship**. Record contact with **Log engagement**.

GOOD TO KNOW The **Influence register** ranks stakeholders by an analyst-entered influence rating from 1 to 100. Relationships are recorded by analysts, not inferred.

5.4 Issues & crisis response

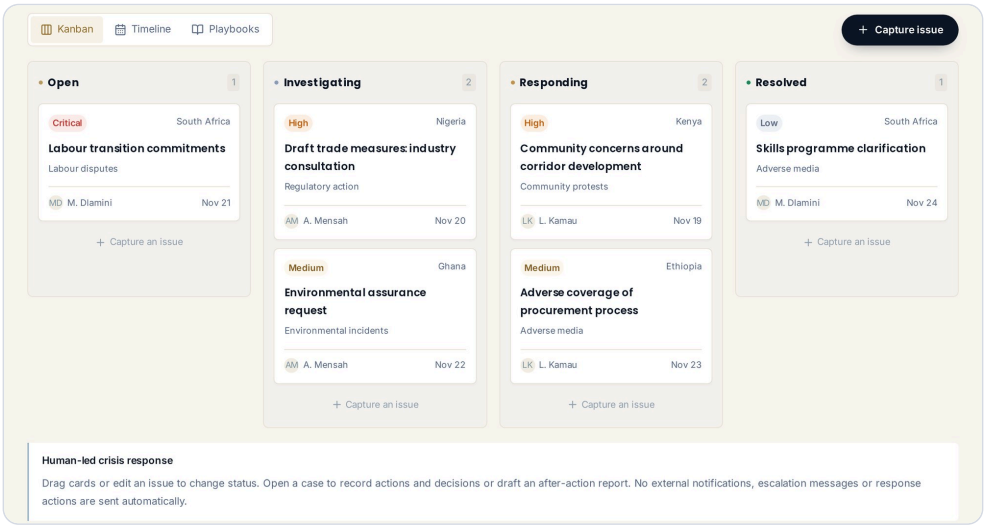

Figure 10 Issues & crisis response

PURPOSE A clear picture and an accountable response.

KEY ACTIONS Click **Capture issue**. Drag cards across **Open**, **Investigating**, **Responding** and **Resolved** on the **Kanban** board, or use **Timeline**. Open **Playbooks** for response checklists.

GOOD TO KNOW Each issue holds its owner, follow-up date and response decisions. When it is resolved, **Draft after-action report** produces a first draft for review. No escalation messages are sent automatically.

5.5 Strategic communications

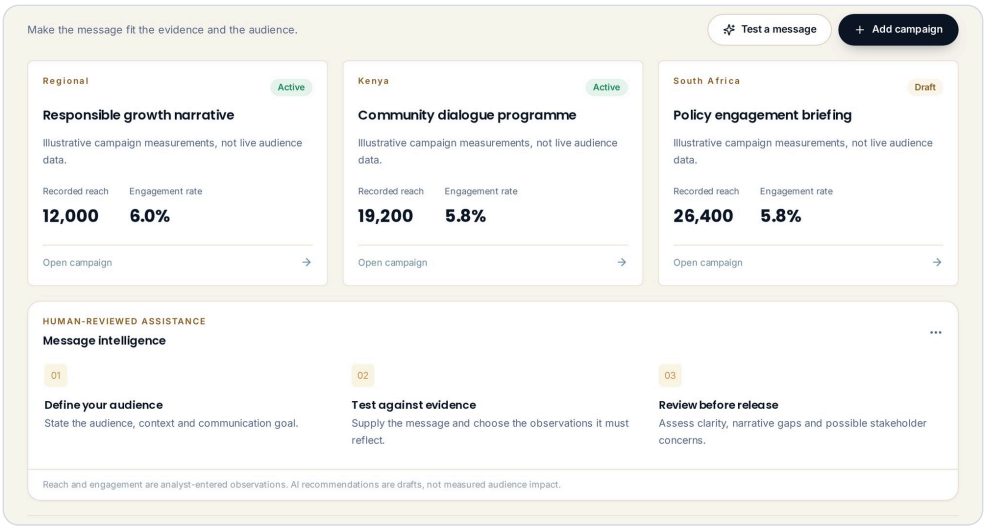

Figure 11 Strategic communications

PURPOSE Evidence-led messages for the audiences that matter.

KEY ACTIONS Click **Add campaign** to track a campaign's reach and engagement. Click **Test a message** to check a draft against the evidence.

GOOD TO KNOW Message testing follows three steps: define your audience, test against evidence, review before release. Reach and engagement figures are entered by your team.

5.6 Policy & political monitoring

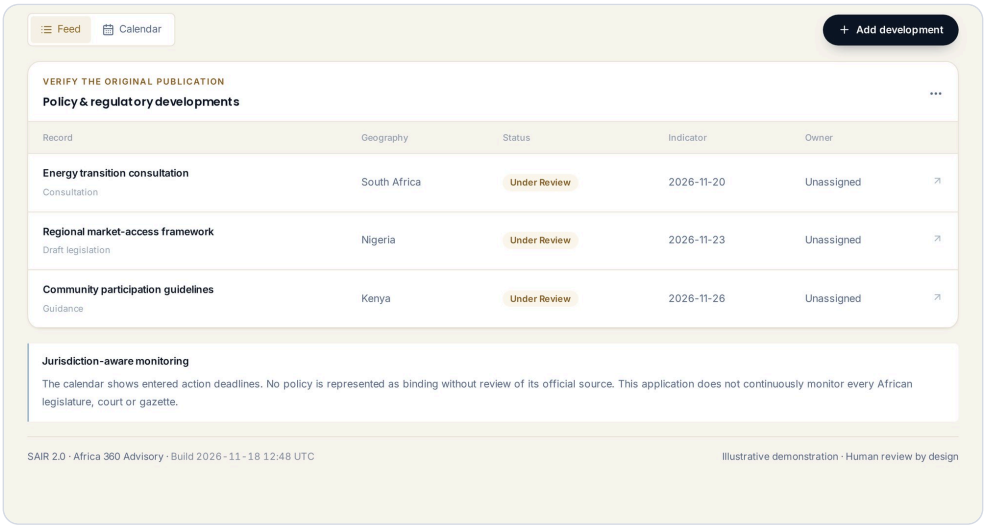

Figure 12 Policy & political monitoring

PURPOSE Track change across jurisdictions and keep deadlines visible.

KEY ACTIONS Use **Feed** for developments and **Calendar** for deadlines. Click **Add development** to record a consultation, bill or regulation.

GOOD TO KNOW Always verify the original publication. SAIR does not continuously monitor every legislature, court or gazette, and no policy is presented as binding without review of its official source.

5.7 Early warning & risk

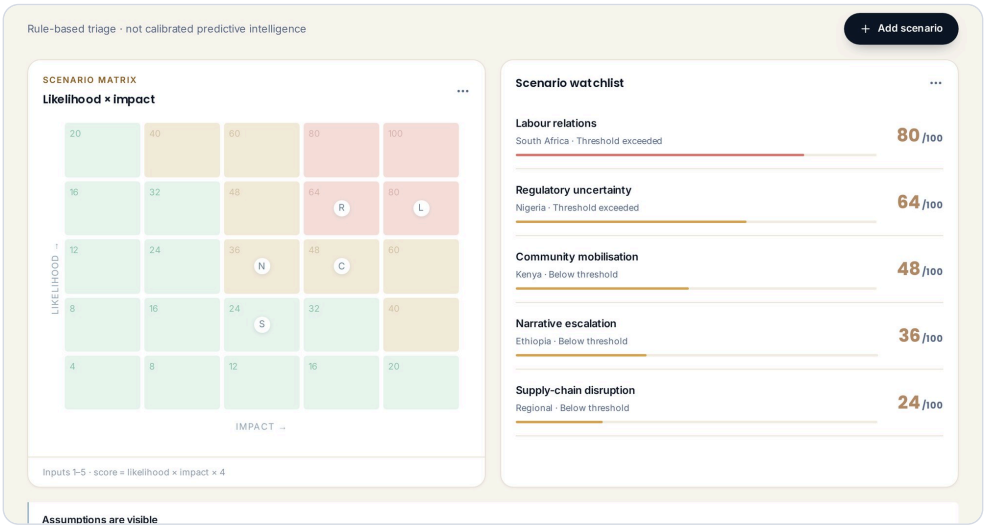

Figure 13 Early warning & risk

PURPOSE Make your assumptions visible and prioritise the next review.

KEY ACTIONS Click **Add scenario** and rate its likelihood and impact from 1 to 5. Read the likelihood × impact matrix and the **Scenario watchlist**.

GOOD TO KNOW The Risk score is rule-based triage, not calibrated predictive intelligence. Scenarios at or above their threshold appear as review flags in the top bar.

5.8 Reports & analytics

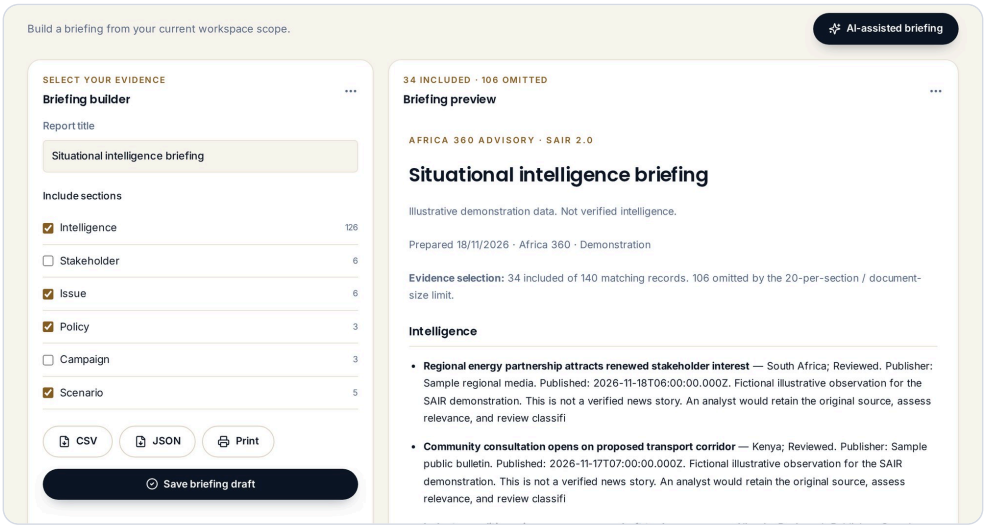

Figure 14 Reports & analytics

PURPOSE
Turn a connected operating picture into a clear briefing.

KEY ACTIONS
Choose sections in the **Briefing builder**, check the preview, then export as **CSV**, **JSON** or **Print**. Click **Save briefing draft**, or **AI-assisted briefing** for a cited first draft.

GOOD TO KNOW
The preview shows how many records each section includes and omits. Each section includes up to 20 items.

SECTION 06

Recording and reviewing evidence

Every module has an **Add** action, such as **Add observation**, **Capture issue** or **Add development**. Each opens a form for that kind of record. The fields change with the record type, but every record has a title, a geography, a status and a source or owner.

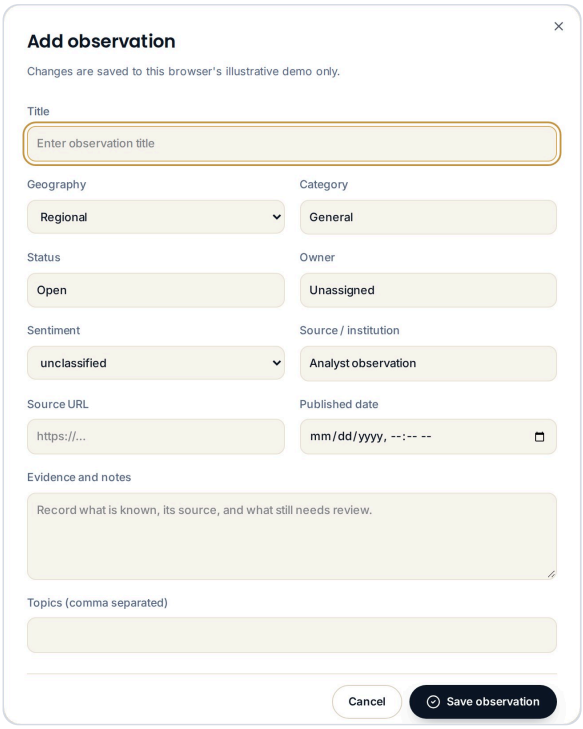

Figure 15 Recording an observation

Write records others can rely on

- Use the headline or a plain summary as the title.
- Record the original publisher and publication date, not the date you read it.
- Classify sentiment only once you have read the source, and leave it unclassified if you are unsure.
- Link the record to the stakeholders, issues or enquiries it supports.
- Name an owner for anything that needs action.

Who can edit what

Administrators and analysts can edit any intelligence record. Field officers can edit the records they created. Executives can edit the enquiries they raised. Every change is recorded in the Audit trail.

6.1 Open a record

Click any record to open its detail panel. The panel shows status, severity and sentiment chips, the owner and follow-up date, the record ID and the linked records.

From there you can **Edit** the record, add linked actions and decisions, or start an AI task suited to the record. For a resolved issue, that task is **Draft after-action report**.

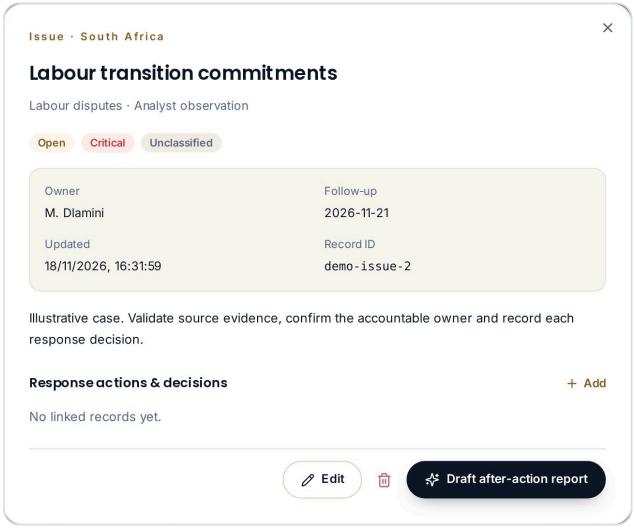

Figure 16 An issue's detail panel

SECTION 07

AI analyst and briefings

The **AI analyst** button on the Executive overview, and the AI actions in each module, open the SAIR AI analyst. It works only from the records you select, up to 20 at a time, and cites each one in the draft.

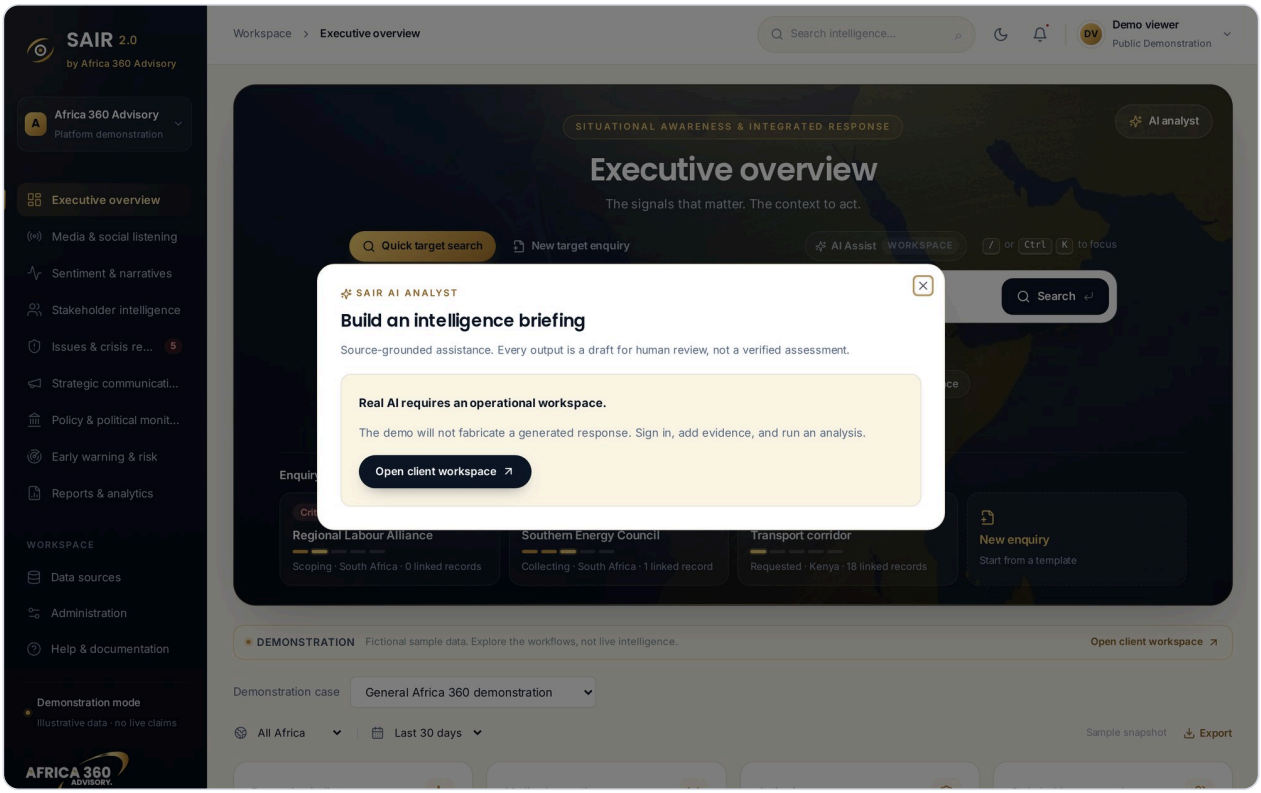

Figure 17 The AI analyst preparing a source-grounded briefing draft

AI task	What you get	Who can use it
Build an intelligence briefing	A structured briefing on the selected evidence. On an enquiry it becomes **Draft a target briefing**.	Admin, Analyst, Executive
Analyze the evidence	Themes, gaps and points of tension across the selected records.	Admin, Analyst
Test your message	How a draft message may land against the evidence and the audience.	Admin, Analyst
Draft an after-action report	A first draft of what happened, what was decided and what to learn.	Admin, Analyst

EVERY OUTPUT IS A DRAFT
AI drafts are source-grounded assistance, not verified assessments. Check each claim against the cited records before you share a draft. Drafts are saved to Reports & analytics as drafts. Each user can request up to five AI briefings per hour.

SECTION 08

Data sources and public profiles

Data sources shows where your evidence comes from and when it was last retrieved. SAIR does not run a continuous feed. Retrieval happens on request, so you always know what was collected and when.

Source	What SAIR collects	Status
BBC News Africa, UN News Africa, SABC News, Mail & Guardian, News24	Headlines from approved Really Simple Syndication (RSS) feeds, with a short attributed excerpt (up to 400 characters) and a link to the original. Full articles are not copied.	On demand Admin
X (Twitter)	Up to 10 recent public posts for a keyword search.	On demand Admin
YouTube	Titles and descriptions of up to 30 public videos for a keyword search. Videos are not transcribed.	On demand Admin
Google News	A pre-built search link across ten African editions: South Africa, Kenya, Nigeria, Ghana, Ethiopia, Tanzania, Zimbabwe, Senegal, Morocco and Egypt.	Link-out, no import
LinkedIn and TikTok	Public company pages and public accounts: followers, description and verification. Posts and videos are not retrieved. Personal profiles are refused.	Lookup Admin Analyst
Reddit, Facebook, Instagram, Telegram	Not connected. Each needs a licensed data agreement.	Requires access

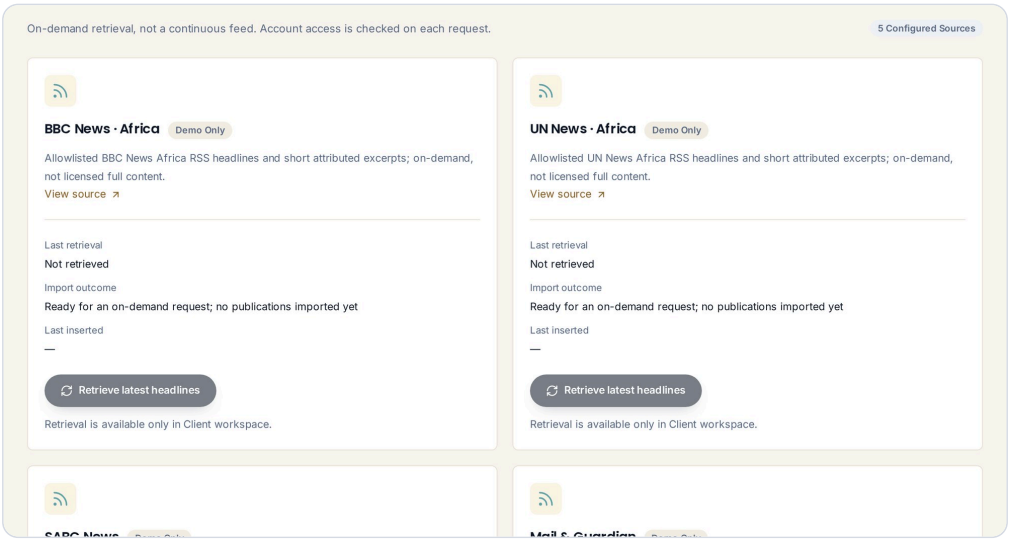

Figure 18 Data sources: each card shows its last retrieval and import outcome

8.1 Look up a public profile Admin Analyst

1. In the Target Desk results, click **Profiles**, or open the profile lookup on the Data sources page.
2. Choose LinkedIn or TikTok and confirm the suggested company page or account name.
3. Review the public details SAIR retrieved, including when they were retrieved.
4. Click save to add the profile to Stakeholder intelligence, or close the dialog to discard it.

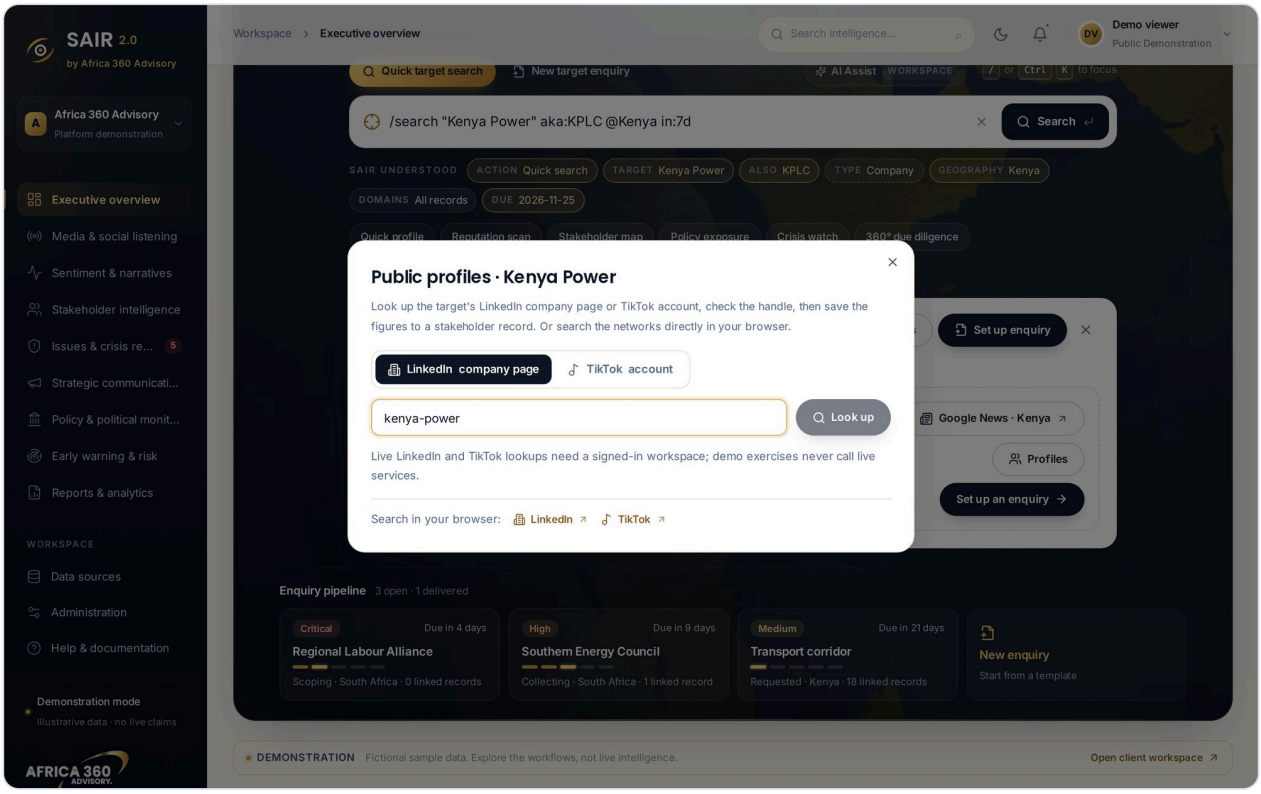

Figure 19 A public LinkedIn company profile ready to be saved as a stakeholder

> **NOTE**
> Lookups are limited to 20 per user per hour, and source retrieval to 10 per user per hour. In the public demonstration, retrieval and lookups are simulated and nothing leaves your browser.

SECTION 09

Administration

Administrator Administration controls who can open your workspace and records what has changed. It never grants access to other Africa 360 workspaces.

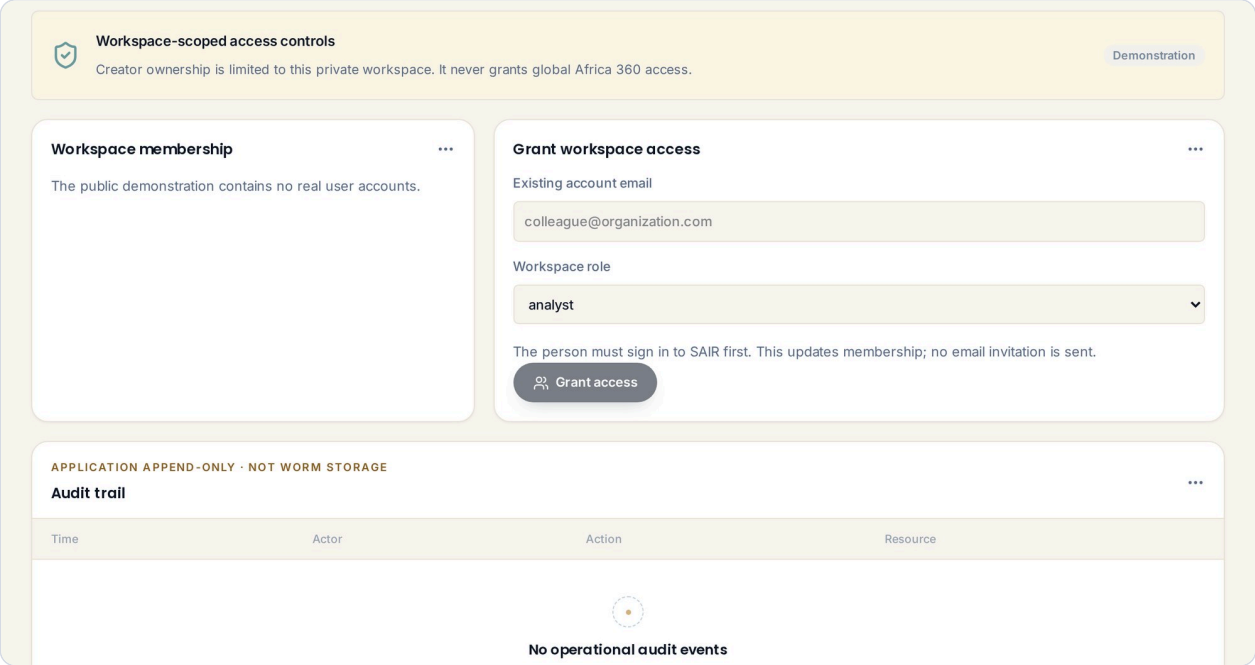

Figure 20 Workspace membership, access grants and the audit trail

9.1 Grant workspace access

1. Ask your colleague to sign in to SAIR once, so their account exists.
2. In **Grant workspace access**, enter the email address of their account.
3. Choose their role: administrator, analyst, field officer or executive.
4. Click **Grant access**. They will see the workspace the next time they sign in. SAIR does not send an email, so let them know yourself.

To change a role or revoke access, use **Workspace membership**. Keep at least two administrators so access never depends on one person.

9.2 Review the audit trail

The Audit trail lists who created, edited or deleted each record, and when. It is an append-only application log, which means entries cannot be edited from within SAIR. It is not tamper-proof (WORM) storage, so keep your own records for formal compliance evidence.

SECTION 10

Using SAIR on phones and tablets

SAIR adapts to smaller screens. The navigation moves into a menu, the Target Desk stacks vertically and boards scroll sideways. Everything in this manual works on a phone or tablet, including the Target Desk, enquiries, record forms and the AI analyst.

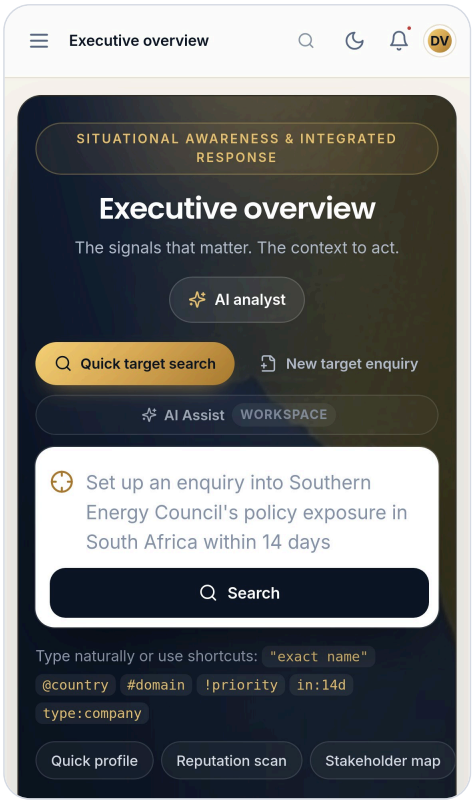

Figure 21 Overview on an iPhone

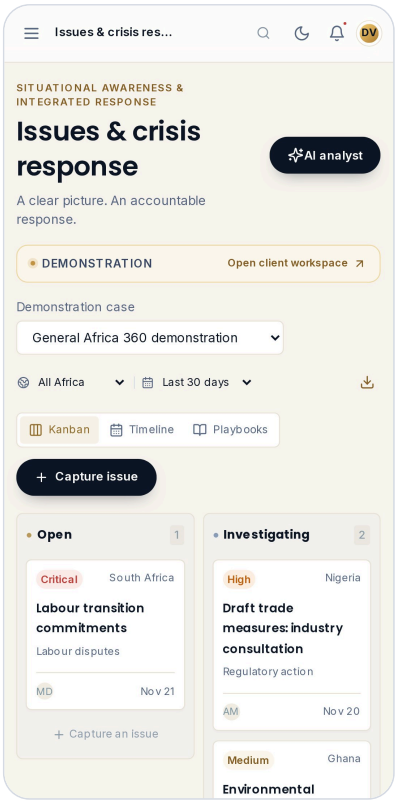

Figure 22 Issues board on an Android phone

Device	Tested on 18 November 2026
Computers	Chrome and Edge, Firefox and Safari (light and dark modes).
Tablets	iPad with Safari, Android tablet with Chrome.
Phones	iPhone with Safari, Android phone with Chrome (light and dark modes).

TIP
SAIR is a web application, not an app-store download. On a phone, use your browser's **Add to Home Screen** option to open SAIR with one tap.

SECTION 11

Data protection and responsible use

SAIR handles information about organisations and, at times, about people. Your organisation remains responsible for how that information is collected and used, including under Protection of Personal Information Act, 2013 (POPIA) and any other law that applies to you.

11.1 How SAIR protects your data

- Each Client workspace is isolated. Members of one workspace cannot see another workspace's records.
- Access is role-based, and every change is recorded in the audit trail.
- The public demonstration stores data in your own browser only.
- SAIR collects only public information from approved sources, keeps attribution with every item, and copies no full articles.
- Personal social-media profiles are refused. Public lookups are limited to organisations and public accounts.

11.2 Your responsibilities

- [ ] Record only what you need for a legitimate purpose, and avoid special personal information.
- [ ] Verify evidence against the original source before you act on it or share it.
- [ ] Review every AI draft before it is relied on, and keep a person accountable for each decision.
- [ ] Revoke access promptly when someone leaves the team.
- [ ] Agree with Africa 360 Advisory on how long your workspace data is kept.

CURRENT RELEASE BOUNDARIES

This release does not yet include licensed social-media or enterprise connectors, native mobile apps, calibrated forecasting, multi-factor authentication or single sign-on, email alerts or scheduled reports, or ISO 27001 or SOC 2 certification. Data protection compliance (for example under POPIA or the GDPR) has not been formally assessed. Ask Africa 360 Advisory before you rely on SAIR for any of these purposes.

SECTION 12

Getting help

12.1 Inside SAIR

Help & documentation in the navigation has five tabs: **User guide**, **Administrator guide**, **API guide**, **Capability status** and **Support & security**. **Capability status** shows what is live, simulated or not yet available, and always reflects the current release.

You can also raise a support ticket from **Support & security**. A ticket is saved as a record in your workspace so your team can track it. It is not emailed to Africa 360 Advisory, so contact us directly for anything urgent. Executives cannot create tickets.

12.2 Contact Africa 360 Advisory

CLIENT SUPPORT

Africa 360 Advisory

Email: info@africa360advisory.com
Telephone: +27 73 274 6501
Web: africa360advisory.com/contact-us

When you contact us, include your workspace name, the module you were using, what you expected and what happened. A screenshot helps.

APPENDIX A

Glossary

AI Assist
Optional AI help on the Target Desk. It reads free-text prompts and drafts enquiry scopes. Available to administrators and analysts in the Client workspace.

Audit trail
An append-only log of changes in a workspace, visible to administrators.

Enquiry
A tracked request for intelligence on a named target. It moves through Requested, Scoping, Collecting, Analysing and Delivered.

Observation
A single piece of media or social evidence recorded in the workspace, with its source, date, geography and sentiment classification.

Playbook
A response checklist for a common issue type, such as a community protest or a regulatory action. You can adapt it and save it as a working playbook.

POPIA Protection of Personal Information Act, 2013
South Africa's data protection law. It governs how personal information is collected, stored and transferred.

Reputation indicator
The average sentiment of classified observations, where positive = 100, neutral = 50 and negative = 0. It is a descriptive indicator, not a forecast.

Review flag
A prompt for human attention: a scenario at or above its threshold, or an unresolved critical issue. It is not an automated alert to anyone outside the workspace.

Risk score
Likelihood (1–5) × impact (1–5) × 4, giving a score out of 100. Scenarios at or above their threshold (default 60) are flagged for review.

RSS Really Simple Syndication
A standard feed format that publishers use to share headlines. SAIR reads RSS feeds from the approved publishers only.

SAIR Situational Awareness and Integrated Response
Africa 360 Advisory's intelligence workspace. It connects media evidence, stakeholders, policy change and issue response in one place.

Scope bar
The geography and date-window filters that set which records every module shows.

Target
The company, person, institution, community, topic or project an enquiry or search is about.

APPENDIX B

Quick reference

TARGET DESK KEYS

`/` `Ctrl`+`K`	Focus the prompt
`Enter`	Run
`Ctrl`+`Enter`	Set up enquiry
`Shift`+`Enter`	New line
`↑`	Recall last prompt
`Tab`	Accept suggestion
`Esc`	Clear or close

PROMPT SHORTCUTS

`"Name"`	Target (quote several for a batch)
`@Country`	Geography
`#domain`	Domains, or `#all`
`!priority`	low · medium · high · critical
`in:14d`	Due window (d or w)
`due:YYYY-MM-DD`	Exact due date
`type:` · `aka:`	Target type · aliases

ENQUIRY STAGES

Requested → Scoping → Collecting → Analysing → Delivered

ISSUE STAGES

Open → Investigating → Responding → Resolved

USAGE LIMITS PER USER PER HOUR

AI briefings and analysis	5
Source retrieval	10
Public profile lookups	20
AI Assist prompts	60

B.1 Indicator methods

Indicator	How it is calculated
Reputation indicator	Average of classified observations: positive = 100, neutral = 50, negative = 0. Unclassified observations are excluded.
Net sentiment index	Trailing seven days: (positive − negative) ÷ classified × 100.
Risk score	Likelihood (1–5) × impact (1–5) × 4, out of 100. Flagged at or above the scenario's threshold (default 60).
Review flags	Scenarios at or above threshold, plus unresolved critical issues.

SAIR 2.0

Situational Awareness and Integrated Response

AFRICA 360 ADVISORY.

Informed Decisions for Enlightened Solutions.

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