

SERVICE DEFINITION

Cascade Digital Safety Case and Gateway Software

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Service Definition

1. Introduction

Cascade Risk Management provides a cloud-based Digital Safety Case and Gateway platform that helps organisations manage building safety assurance as a continuously maintained, evidence-led process. The service supports the creation, maintenance and presentation of structured safety case arguments and the associated evidence, actions and governance records required to demonstrate ongoing control of safety risk. It is designed for teams who need to manage regulated risk across one building or a complex portfolio, without relying on fragile document chains, uncontrolled spreadsheets or manual version control.

Cascade also supports the management of gateway applications as a coherent, traceable assurance narrative. Rather than treating a gateway submission as a one-off event, the platform allows the “story” of the gateway application, including assumptions, design decisions, risk arguments, evidence and regulatory responses, to be evidenced and maintained over time. This ensures that the rationale behind gateway decisions remains visible and defensible as the building progresses through construction and into occupation, supporting continuity between gateway submissions, the safety case and ongoing building safety management..

The service is delivered as Software as a Service (SaaS) and accessed through a web browser. Customers do not need to install software locally, and deployments can be configured quickly to support mobilisation timelines.

2. Company overview

Cascade Risk Management is a UK SME based in Herefordshire. We were established to improve the quality and practicality of risk governance by applying structured assurance methods drawn from safety-critical environments. Two of our founding directors are former military aviators who moved into safety and assurance roles after operational flying careers. That experience informs our approach to accountable decision-making, evidence discipline and the design of systems that support real operational workflows rather than purely theoretical compliance.

We work with organisations across housing, local government and safety-critical sectors, providing software and where required, specialist support services to help customers adopt an auditable and scalable approach to safety case and gateway management.

3. Value proposition

The Building Safety Act 2022 and the introduction of a gateway-led regulatory regime require organisations to demonstrate building safety compliance in a way that is clear, auditable and defensible over time. The challenge for many organisations is not simply

producing a compliant submission, but maintaining a coherent safety case and gateway narrative that can withstand regulatory scrutiny as buildings, risks and evidence evolve.

Cascade addresses this challenge by enabling safety cases and gateway applications to be managed as living assurance systems rather than static documents. The platform provides a structured way to develop, evidence and maintain safety arguments, ensuring that assumptions, decisions, controls and supporting evidence remain traceable and up to date throughout the building lifecycle.

By centralising evidence, workflows and decision making records, Cascade reduces regulatory challenge, rework and uncertainty. It gives accountable persons, building safety managers and their advisers a clear, current view of safety risk and compliance status across individual buildings or portfolios, supporting confident decision-making in complex, high-risk environments.

4. What the service provides

Cascade provides an integrated environment for building a safety case and managing the information that underpins it. Customers create a safety case structure that reflects their governance model and regulatory requirements, then connect Key Building Information, arguments, evidence items, control measures and actions into a coherent whole. The platform supports collaborative authoring while maintaining permissions, version integrity and auditability.

The service includes a built-in report authoring capability, enabling teams to produce branded and consistent safety case outputs directly from the system. Reports can be generated on demand and remain aligned to the live data and evidence held within the platform, reducing manual rework and preventing outdated content being circulated.

Cascade also supports risk analysis workflows through integrated risk management tooling, including bowtie modelling and barrier and controls linkage. This allows customers to connect risks and controls to the safety case narrative, producing a joined-up view of risk and assurance suitable for accountable decision-makers. Where customers use external bowtie tooling, bowties can be imported and enriched with metadata to support traceability and oversight. An occurrence and incident reporting capability can be used to connect operational learning back to controls and safety case elements, supporting feedback loops and continuous improvement.

5. Social value (aligned to Policy Outcomes 7a and 7b)

Cascade Risk Management supports social value by helping to remove barriers to entry into safety, risk and assurance roles and by contributing to the development of future skills pipelines within the built environment and safety sectors.

We provide mentoring and informal career guidance to individuals seeking to develop capability in risk management, safety assurance and regulatory compliance, with a particular focus on those new to the sector or transitioning from adjacent disciplines. Where feasible, we also offer free introductory training sessions on building safety risk and the Building Safety Act to help improve understanding and confidence among under-represented or early-career groups.

In addition, Cascade contributes to sector-wide skills development through voluntary professional activity. This includes chairing the IStructE Risk Skills Panel on a pro bono basis, supporting the development of improved risk understanding, guidance and learning pathways across the engineering and safety community. These activities help create a stronger pipeline of informed practitioners and reduce barriers to accessing knowledge critical to regulated safety roles.

Our social value commitments are designed to be proportionate to our size, repeatable over time and focused on practical skills development rather than headline promises.

6. Overview of the G-Cloud service

Cascade's Digital Safety Case and Gateway platform supports organisations responsible for managing building safety risks in Higher-Risk Buildings by providing a structured, evidence-led approach to safety case and gateway application management. The service enables safety cases and gateway submissions to be developed, maintained and presented as continuously updated assurance artefacts rather than static documents. The platform is delivered as a web-based service and can be accessed from any device with a modern browser.

Cascade reduces the operational burden of safety case work by centralising safety arguments, evidence, actions and governance records within a single controlled environment. Portfolio-scale consistency is supported through configurable templates and reuse, helping organisations apply a repeatable assurance approach across multiple buildings while retaining flexibility for local risk and context.

The platform provides dashboards showing safety case status, outstanding and overdue actions and evidence requiring review. Workflow and notification features support task allocation and accountability in line with the customer's governance model, ensuring the right users are prompted to contribute, review or approve content at the appropriate stage. A comprehensive audit trail records changes and interactions, supporting assurance, oversight and defensible regulatory engagement.

7. Associated services

Cascade includes software maintenance and platform updates within the SaaS subscription. Technical support is included and customers can gain access to additional professional services where needed, such as support with safety case methodology,

structured reviews, onboarding at scale and risk workshops. For customers requiring integration with other systems, Cascade can provide API capability by agreement (optional and chargeable) and can scope bespoke integration work where customers need data exchange across platforms.

8. Data protection

Cascade supports customers to meet UK GDPR and Data Protection Act 2018 obligations. Customers retain ownership and control of their data and Cascade acts as a data processor under customer instruction. Where Cascade processes personal data as part of service delivery, it does so in accordance with contractual terms and documented policies. Data handling is designed to support the confidentiality, integrity and availability of customer data, including personal data, in line with UK GDPR requirements. Customers retain control of their data and can request data export to support reporting, governance and exit planning.

9. Information assurance

Cascade aligns its information security controls with recognised good practice, informed by ISO 27001 principles and UK NCSC guidance. Our approach combines policy governance, technical controls and staff awareness to reduce risk. Security controls include role-based access management, strong authentication controls, secure development practices and monitoring of authentication events. Multi-factor authentication is planned as part of ongoing service improvement. We employ automated vulnerability monitoring across our software stack, including dependency scanning and container security checks, with prioritised remediation based on severity.

Accessibility is treated as a continuous improvement area. Report outputs are designed to support WCAG 2.2 AA expectations and we maintain a roadmap to improve platform accessibility toward WCAG 2.2 AA compliance.

10. Data backup and restoration

Customer data is backed up daily and stored securely in a location separated from the primary service environment to support resilience. Restoration processes are documented and tested. In the event of a service-impacting incident, Cascade operates disaster recovery processes designed to restore service using secondary infrastructure, with a target restoration time aligned to defined recovery objectives, subject to incident scope and dependencies.

11. Business continuity

Cascade maintains a Business Continuity Plan and Disaster Recovery procedures to support service continuity. These documents are reviewed at least annually and operational risks are tracked in a risk register reviewed at least every six months. Risks

and mitigations are informed by operational monitoring, customer feedback and structured hazard identification activities to ensure continuity planning remains relevant.

12. Privacy by design

Cascade designs and operates the service using privacy-by-design principles. Security and privacy are embedded into the service architecture, including encryption, access controls, logging and disciplined retention practices. Data minimisation is applied so that the platform collects and retains only what is necessary for service delivery. Cascade maintains an incident response approach to support prompt containment, investigation and transparent communication should a security incident occur.

13. Using the service

Authorised users gain access to the service via a secure web login. The platform enables users to contribute to safety case content, manage evidence, allocate and complete actions and generate reports. Permissions can be configured to ensure that users only see and edit information relevant to their role, supporting both operational working and governance oversight. The service is designed to be usable with limited training, helping customers manage turnover and maintain continuity of knowledge.

14. Ordering and invoicing

Orders are managed through a straightforward engagement process. Customers begin with an enquiry and a demonstration of the software to confirm its suitability. Where appropriate, Cascade offers a short evaluation period with agreed success criteria. Once scope is confirmed, Cascade agrees the subscription arrangement, modules, user access approach and any optional services. Invoicing is typically annual in advance unless otherwise agreed.

15. Trial service

Cascade can provide a short evaluation trial, typically up to fourteen (14) working days, subject to agreement of objectives and appropriate safeguards. Trials are used to validate user onboarding speed, report generation, evidence handling, governance controls and workflow suitability for the customer's environment.

16. Onboarding, offboarding and migration

Cascade provides structured onboarding including user setup, role configuration and core training. A standard onboarding package includes an initial onboarding session and a follow-up session for system administrators. Where customers require additional support, Cascade can provide chargeable sessions for extended onboarding, advanced training or configuration workshops.

On contract termination, Cascade revokes access and returns customer data in an agreed, non-proprietary) format. Customers retain ownership of their data. Cascade retains ownership of the platform software and intellectual property.

17. Training

Cascade provides training during onboarding and makes available supporting guidance materials. Additional training can be provided as an optional service, including safety case methodology and risk management. Training can be delivered remotely or onsite depending on customer preference.

18. Implementation plan

Where required, Cascade will provide an implementation plan tailored to the customer's portfolio size and governance needs. Implementation planning typically covers configuration, template creation, role setup, evidence structure, onboarding milestones and early reporting outputs.

19. Service management

Cascade manages the service with defined internal processes for requirement capture, change control and customer communication. Planned maintenance is scheduled outside normal business hours between 18:00 and 06:00 UK time, with customer notification for planned maintenance events. Where features are retired, Cascade uses a managed deprecation approach with advance notice, typically six months, to reduce disruption.

20. Service constraints

The service requires an internet connection and a modern web browser. The platform is optimised for desktop and laptop use. Mobile and tablet access is supported but complex configuration and reporting activities may be less efficient on smaller screens. Bespoke configuration and integrations are available by agreement and subject to feasibility.

21. Service levels and support

Cascade uses commercially reasonable endeavours to provide the service on a 24/7 basis, excluding planned maintenance and unavoidable unscheduled maintenance. Support is provided on a severity-based model, with incidents assessed and prioritised according to impact on service availability and users. Response and resolution targets are defined within Cascade's support arrangements and aligned to operational urgency. Customers are kept informed of progress for significant service issues until resolution.

22. Outage and maintenance management

Cascade manages service availability through controlled release practices, validation and continuous monitoring. Planned maintenance is scheduled outside normal business hours and communicated in advance. Service health is monitored to detect incidents promptly, with investigation supported by logging and root cause analysis. Where incidents occur, corrective and preventative actions are identified and implemented to reduce recurrence. Disaster recovery and scalable infrastructure support service resilience and changing demand.

23. Financial recompense

Where service levels are not met, remedies are provided in accordance with the agreed Service Level Agreement. Where incidents occur, Cascade focuses on rapid restoration, transparent communication and continuous improvement to reduce recurrence.

24. Provision of the service

Cascade provides the hosted SaaS platform, including updates, maintenance, security monitoring and technical support. Customers can optionally purchase professional services for configuration support, training, methodology input and integrations.

25. Customer responsibilities

Customers are responsible for managing authorised user access, ensuring user credentials are protected and maintaining internal governance for safety case content quality. Customers should notify Cascade promptly if unauthorised access is suspected and should maintain an up-to-date record of authorised users consistent with their own security policies.

26. Development lifecycle

Cascade develops the platform using agile methods, delivering improvements iteratively with embedded testing and controlled release. Customer feedback informs prioritisation and continuous improvement, supporting alignment with evolving regulatory practice and customer operational needs.

27. After-sales account management

Customers are supported through account management that provides a clear route for support requests, onboarding follow-ups, service reviews and escalation. Cascade maintains open communication with customers and uses feedback to strengthen product performance, documentation and service delivery.

28. Experience

Cascade Risk Management has experience delivering digital risk and safety case capability to regulated environments, including with private housing and public sector stakeholders. Our approach combines safety case discipline with practical software delivery, enabling customers to scale good assurance practice without the administrative burden of manual document control.

As an SME, we offer responsive service, direct access to subject matter expertise and rapid iteration aligned to customer needs.