

# Travel Risk Management



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The most comprehensive Travel Security  
and Crisis Response solution on the market





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Fulfill your duty of care needs anywhere your people need to go. From preventive measures to safe extractions from unsafe situations, we have the experience and on-the-ground network to protect your valuable human resources.

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**3.5**  
**MILLION**  
trips covered  
in 2018

We make it simple to improve how you fulfil your duty of care by managing your employees' travel security in real time, around the clock, wherever they are in the world.

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Proven track  
record since  
**2001**

We pride ourselves on taking a 360-degree approach to duty of care; our Travel Risk Management services cover your employees from the moment a business trip is planned, to the moment they arrive safely back home.

Our program's three pillars—**Inform, Monitor and Respond**—provide travelers with advanced warning of potential threats and deliver the resources they need in the event of an incident.

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Your duty of care obligations have evolved. Make sure your travel security processes don't lag behind.

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# Why organizations choose our program

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## One-stop solution

GardaWorld is the only travel risk management provider to offer a global end-to-end service using its own resources. Our international presence across five continents means that we can provide on-the-ground support, be that a pre-planned “meet and greet” or a full-scale evacuation. Our unrivaled global resources ensure you are dealing with one trusted provider, from start to finish.

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## Exclusive access to leading intelligence and information from IHS Markit

To provide our clients with a reliable and trusted source of information, GardaWorld has formed a strategic alliance with IHS Markit. IHS Markit excels at anticipating changing risk dynamics across the globe. With access to real-time data, you have the power to proactively modify any of your company’s travel plans or policies to help prevent any potential crises.

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## 24/7 direct access to a global leading crisis response team

NYA, a GardaWorld company, has one of the largest and most experienced crisis response teams in the world, ensuring you receive the very best expertise when you need it most.

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## Advanced technology

Our solutions are at the cutting edge of technology. Our platform provides everything you need in one place: real-time travel updates, country information, instant communications, geolocation tracking and the option to receive automatic feeds from your travel management provider. We offer a GPS tracking product without the need for data roaming.

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## Proactive monitoring

GardaWorld proactively monitors employees around the clock on behalf of clients. We provide emergency notifications and alerts in the event of significant incidents as well as updates on potential triggers that could signal instability or a less secure environment.

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## Easy to implement

A change in travel security provider can be challenging. We have successfully rolled out our program across organizations with over 60,000 travelers. We work with you every step of the way to ensure a smooth transition, and that everyone in your organization understands the value and benefits of using our program.

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## Insured travel risk solution

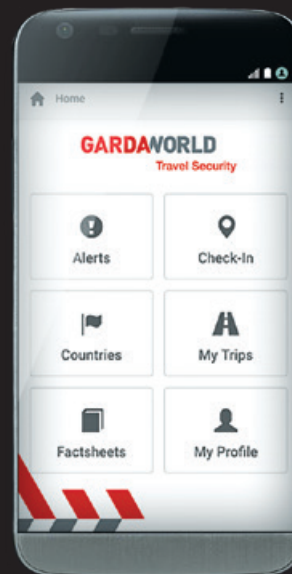
GardaWorld has well-established relationships with the insurance industry and can offer its travel security solutions in partnership with insurers. Our travel security services can be customized to your requirements, and we can ensure you’re working with the right medical provider and insurer for your organization.

# Inform

We prepare your employees to be proactive, to anticipate risks, and mitigate them. We do it by educating employees about the countries they are visiting, and the risks they may face.

Our travel security web portal and mobile app allow your employees to access continuously updated intelligence information for more than 200 countries (with granularity by region), as well as practical tips regarding daily life abroad.

- Access to the Travel Security portal and to the GardaWorld Travel Security mobile app
- Detailed, real-time information from our Crisis24 portal about more than 200 countries, including analyses provided by IHS Markit experts
- Memos and alerts regarding travel security
- All you need to assess the safety of the environment and make better decisions



## A unique alliance

We are excited to have joined forces with IHS Markit—a leader in providing intelligence-led risk forecasts. Teaming up with IHS Markit has allowed us to help our clients meet the latest market requirements by delivering an innovative and comprehensive travel security solution.

### If you can anticipate the risks, you can mitigate them.

Thanks to our alliance with IHS Markit, we're able to provide you with the data and analyses you need to foresee change in the parts of the world where you do business. Equipped with this knowledge, you are in a better position to make the calls that keep your employees safe, wherever they are.



# Prevention and planning

Businesses have a corporate duty of care and a legal requirement to properly prepare their employees for travel. We offer a full range of training to improve your employees' security awareness, while giving them the confidence to travel safely and focus on their business objectives.

## **We offer the following courses for travelers, both online and in person:**

- Personal Safety Awareness Training (PSAT)
- Security skills for the female traveler
- Emergency First Aid Training
- Hostile Environment Awareness Training (HEAT)
- Active Shooter Awareness Training
- Driver Training

We also offer a wide range of crisis management training and consultancy. From developing your crisis management plans and procedures, through to full-scale simulated exercises, we help your crisis management team become fully prepared and confident to handle any crisis situation.

Online courses available at [garda.com/campus](https://garda.com/campus)

## **Planning safe travel**

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### **Executive protection**

Our executive protection teams provide close protection services for our clients in high-risk and complex environments, or where additional security measures are required. This includes detailed planning and advance preparation, using intelligence analysis and reporting in conjunction with physical security.

Our teams are selected for each client's individual requirements with consideration given to the operating environment, very latest threat state and security profile.

### **Secure journey management**

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We provide secure transport with security-trained drivers. Our secure transport fleet includes armored B6 vehicles, all equipped with electronic countermeasure (ECM) systems with radio and satellite communication systems that connect them to our Global Operations Center, allowing us to follow your movements in real time.



# Monitor

Our dedicated Travel Security intelligence analysts will keep you in touch with 24/7 global coverage, proactive monitoring and analysis of potential security, travel and critical incidents.

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## Stay connected to your employees

How you benefit:

- Travel tracking via an easy-to-use travel registration form
- Travel data accessible to decision-makers, letting them know the location of their employees outside the
- United States, thanks to a high-performance mapping tool
- Teams of experts doing 24/7 follow-up to ensure the smooth running of the stay
- When an event has an immediate impact on traveler safety, operational decision-makers and travelers are notified by text and/or email

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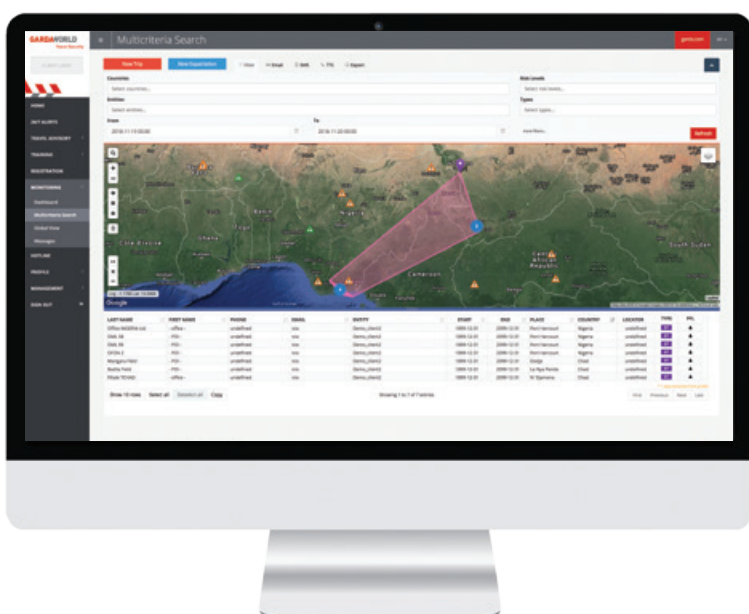
**Our program lets you connect with your employees while they travel thanks to state-of-the-art technology and our advanced dashboard system**

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# The GardaWorld Travel Security Platform

To help organizations navigate and understand complex travel and security risks, GardaWorld Travel Security services offers an innovative, customizable and scalable online platform, which is entirely owned and developed by GardaWorld.

The platform is used to monitor all of an organization's sources of travel data, including automatic tracking through travel agencies and self trip registration, in addition to GPS solutions and assets on the ground.



The multicriteria search and mapping function allows organizations to locate its people, cross-referencing against incidents and facilitating direct contact to travelers.

The dashboard provides a global overview of critical information, allowing you to quickly identify and locate any at-risk personnel and assets.







# Respond

Our dedicated Travel Security intelligence analysts will keep you in touch with 24/7 global coverage, proactive monitoring and analysis of potential security, travel and critical incidents.

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## A world-leading crisis response consultancy

NYA, a GardaWorld company, has a 28-year proven track-record of responding to global crises. With an expansive network of experienced personnel and resources, our reputation is why NYA is the trusted advisor to clients around the world.

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## The most experienced team, working for you

Our crisis response consultants are experts in their fields, be that military, law enforcement, intelligence agency or the commercial security sector. We carefully select and train our response consultants so you can be certain that the team we deploy to help you is of the highest caliber.

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## Global Operations Center

Our Global Operations Center (GOC) underpins our Crisis Response, Security Risk Management, Travel Risk Management and Maritime Security services. The GOC provides a dedicated, first-line response hotline, staffed 24/7/365 by a team of multilingual analysts with strong geopolitical knowledge and subject matter expertise in kidnap for ransom, maritime security and other “special risks.” It is central to our global operations, providing information and intelligence to help our clients understand the threats they face.

We have responded to 80–100 cases each year since 1990, so our experience of incident types is broad. In 2017, we responded to more than 120 cases, which means our response consultants remain current on a wide range of incident types all around the world. Regardless of the type of incident, the operating environment or complexity, we will advise and support you through to resolution.

## What this means for our clients

- **Fast response times:** Direct access to our own network of in-country experienced security personnel
- **Local expertise:** Our in-country teams speak the local language and understand the operational environment
- **Strategic partnerships:** Operating successfully across our markets has required us to build a network of influential, strategic partners. We can leverage these relationships to enhance our capabilities in times of crisis



# Case Studies

## An emergency evacuation in Egypt

In 2011, during the Arab Spring, the situation deteriorated rapidly in Egypt and the government was on the verge of closing the borders. Our client, a multinational company with 200 employees located in Cairo, was trying to decide whether to evacuate. We provided a comprehensive analysis of the situation, enabling them to make an educated decision. After we conducted an on-the-ground threat assessment, the decision was made to evacuate personnel at risk. Our evacuation plan included cases, chartering an aircraft, establishing secure evacuation routes, GPS employee tracking, as well as monitoring and arranging medical support to accompany vulnerable individuals. Thanks to our support, the organization fulfilled their duty of care obligations, ensuring the safety of staff and their families.



## Kidnap in Central Asia

In 2018, NYA, a GardaWorld company, responded to a kidnap on behalf of a multinational corporation operating in Central Asia. NYA deployed two consultants to join the client's Incident Management Team (IMT) in Central Asia, and another to the client's headquarters to ensure a coherent strategy. The consultants were supported throughout by continual threat and contextual analysis from our Global Operations Center, and remote oversight and advice from the Response Management team. NYA's established methodology continuously reassured all stakeholders, and minimized risk to life. Our consultants coached a company communicator throughout the negotiations, leading to the release of all three victims within five days. Post incident support included victim counseling, and an after-action review for the client.

## Aggression during the CAN in Gabon

Our clients were journalists sent to Gabon to cover the 2017 edition of the Africa Cup of Nations (CAN). Before departure, we prepared them for the trip by briefing them about the country's risks, suggesting appropriate risk mitigation measures, including our GPS app. Once there, one of the journalists was arrested at an illegal checkpoint and his vehicle was surrounded. He used our GPS app to send an SOS signal, which told us his exact location. We were able to communicate with him by phone and gave him real-time advice and instructions to guide him to his hotel safely. At the request of our clients, we communicated with diplomatic authorities. Our team liaised with his editorial office in Paris throughout the event.



# Travel Security Packages

Whatever your travel security needs,  
we have the package for you.

## Packages

Services	CORE	PRO	INTEGRAL
Access to the travel security portal	●	●	●
Access to the GardaWorld Travel Security app	●	●	●
Self-registration of trips to enable tracking	●	●	●
Alerts broadcasted 24/7 to administrators and travelers/expatriates	●	●	●
24/7 notifications in case of a critical incident	●	●	●
24/7 emergency hotline	●	●	●
Crisis response (coverage determined by your insurance provider)	●	●	●
Access to the comprehensive travel tracking solution, including dashboard, global mapping, mass notifications, and 2-way communication (up to 5 admins for PRO)		●	●
Proactive monitoring of registered travelers		●	●
Automated Passenger Name Record (PNR) data for travel tracking-2		●	●
Crisis Messenger Standard GPS app: check-in (no data roaming)		●	●
Pre-departure memo and notifications (standard)		●	●
Pre-departure memo and notifications: fully customizable			●
Configuration of the fully customizable Travel Security services according to the company's established standards			●
Online management of assets and physical sites			●
Customization of the platform, communication materials, etc.			●
Internal coordinator assigned to travel security services part-time or full-time, if needed)			●
Crisis Messenger GPS Premium app: send out an SOS (+standard features)*	Available as standalone services		
GPS Tracker Satellite devices			
Coverage in case of kidnapping for ransom or extortion			
Coverage in the event of a crisis, including facing an active shooter situation			

1 All employees potentially affected by a crisis will be geolocated, alerted and given instructions.

2 Carlson Wagonlit Travel, AMEX, Egencia or BCD Travel included, additional cost for other feeds.

3 A cross-carrier app that allows mobile teams to instantly send their GPS location and status to company decision-makers, even without data roaming. Android and iOS smartphones. App version 7.0

4 GPS Tracker<sup>TM</sup> is a standalone GPS/satellite device that, thanks to the Iridium satellite network, allows employees working in remote areas to send their GPS position and status (check-in, SOS, etc.) manually or automatically at any time. The GPS Tracker<sup>TM</sup> makes it possible to locate mobile travelers when the usual means of communication are interrupted.

\*Option, available as standalone service

# GardaWorld Security Services

Our understanding of the communities we work in, together with our local relationships, enable us to work closely with you to develop tailor-made solutions that meet all your needs — all while respecting local regulations.

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## Static Security

Active in the field, our security guards in uniform help you protect your employees and your facilities. We analyze your higher-risk areas and make recommendations, especially regarding the introduction of security equipment and the deployment of appropriate personnel. We provide security guards accredited by external organizations and trained to prevent, detect, and respond to threats in your work environment. Our solutions are based on a multi-level approach, which includes fixed and mobile checkpoints, access verification, and security systems.

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## Executive Protection

Our highly specialized and discreet executive protection teams are composed of former American, British, Canadian, and French members of the Special Forces, specifically trained to protect diplomats and other at-risk individuals in sensitive environments.



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## Secure Transport of People

Our secure transport fleet consists of armored B6 vehicles or unarmored vehicles, all equipped with electronic countermeasure (ECM) systems as well as radio and satellite communication systems that connect them to our operations centers, allowing them to follow your movements in real time. We are able to deploy various vehicle profiles, chosen according to the task at hand, but also according to the most recent information transmitted by intelligence services. The secure transportation solutions we offer do not just include vehicles; we also do a thorough study of the site, an analysis of itineraries for all trips, as well as develop a contingency plan.

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## K9 Patrol

In certain contexts, the use of dogs can be an integral part of our security solutions. In airports, ports, stadiums, arenas, shopping malls, or any other place where crowd safety can be a concern, we can provide you with appropriate canine support, including:

**Security dogs:** surveillance, crowd control, and deterrent.

**Detection dogs:** screening for explosives or narcotics in vehicles, buildings, luggage and on people.

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## Security Consulting

Our security consulting services help you understand the risks your organization faces. Our solutions are tailored to your specific needs and allow you to identify, manage, and mitigate current and future risks in order to protect your employees, assets, and reputation.



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## Risk Analysis and Reporting

GardaWorld's superior security services require a deep understanding of the areas in which we operate. The ability to gather relevant information, understand it, analyze it, and pass it on to our clients is one of our greatest strengths.

We established Crisis24, a portal that delivers vetted security information, to allow both travelers and organizations to get real-time alerts, as well as security reports so they can track threats, make informed decisions, and stay safe. At the core of Crisis24 is a team of seasoned analysts who offer subscribers access to comprehensive risk analyses for more than 200 countries. This is made possible by our partnership with IHS Markit, preeminent in the production of prospective risk assessments. With a team of more than 5,000 analysts, data scientists, financial experts, and industry specialists, IHS Markit's expertise spans numerous industries, including finance, energy, transportation, and insurance. In addition, our specialized crisis analysis and management team regularly disseminates insights into the evolution of worldwide kidnapping and piracy activities—valuable information for any business leader who operates in high-risk areas.



A GARDAWORLD COMPANY

*Crisis24* provides  
global action-based  
security risk management  
everywhere our clients need it.



Only Crisis24 is powered by a uniquely integrated methodology and responsive approach that helps clients predict, oversee, comprehend, plan, operationalize and respond to every challenge in a timely and precise manner, anywhere in the world.

[crisis24.com](https://crisis24.com)

**102,000+**  
employees

**45+ countries**  
With operations and infrastructure

**35,000+**  
Clients worldwide

**500+**  
Locations worldwide

**US\$3.5B**  
Run rate revenues



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Learn more about our security risk management solutions: [www.crisis24.com](http://www.crisis24.com)

Setup your personalized alerts and download country reports: [www.garda.com/crisis24](http://www.garda.com/crisis24)

Contact us by email: [info@crisis24.com](mailto:info@crisis24.com) phone: **1 888 326-0070**