



## SERVICE OVERVIEW

### GlobalSecur® Travel Safety Program

IMG designed and developed GlobalSecur® from the ground up based on our clients' perception that existing services were inflexible and did not reflect their exact needs. They were overly expensive with various additional charges. More importantly, although these services provided location data and threat information, clients were on their own in terms of aligning the two and then managing an issue or incident.

Your use of GlobalSecur® means that we will know the whereabouts of your employees and the prevailing threats, and we will take the appropriate action – notifications, etc., – on your behalf in accordance with previously-agreed procedures. We will be available at any time to provide security advice, or to respond to any issue, event or emergency. Furthermore, there are no additional costs such as itinerary-related (PNR) charges for any number of your travelers or trips.

IMG has become a focal point and partner for our clients. They see value in our security advice, our ready availability, and for coordinating and managing challenges such as country evacuations or the employee-related crises that can occur anywhere. In practice, many of our clients prefer that we manage GlobalSecur® for them, since they are unable to provide a high degree of focus to this challenging area.

As a GlobalSecur® user, your organization will have access to our own long-term and trusted resources and those of our business partners for overseas support, up to and including security and/or medical evacuation. We can capture travel data automatically from any travel agent or provider, but we can also obtain data from other agents in any format. And GlobalSecur® can work with any responder or insurer and we can adapt GlobalSecur® to best suit your operational needs.

Our program emphasizes our primary market differentiators of a commitment to travel safety on your behalf, our ready availability, a cost-effective approach with no PNR or hidden charges, and the availability of optional components. These GlobalSecur® market differentiators will benefit your own organization.

### Global Travel Monitoring

We use advanced technology to conduct travel positioning on our clients' behalf. This is based on the traveler's itinerary, and/or FoneTrac®, a sophisticated smartphone and server-based locational technology developed by IMG. IMG reconciles location data with emergent threat intelligence to provide your travelers and corporate managers with real-time visibility of their current location and emerging threat environment.

### FoneTrac® Smartphone Location Positioning

FoneTrac® is a primary or secondary location positioning service coupled with the availability of expert security support. This unique service, developed over a five-year period, is equipped with a number of safety-related features, such as "Check-In" and "Panic" buttons. The Check-In function is used in various ways to reinforce safe travel, allowing users to notify check-in on arrival, at the hotel, at a meeting site, etc.

FoneTrac® does not monitor smartphones continually for various reasons. The easily-downloaded app can be enabled at any time by iPhone or Android device users who then interface with IMG's Azure-based Global Monitoring System.

We will use our long-term experience to help you put together response procedures, such as the action needed in the event of no check-in or the use of the panic button. The latter will send an immediate text message containing exact location, user and other information to IMG and any number of recipients, as well as to a 24/7, US-based Emergency Response Center (ERC). The ERC specializes in medical assistance and emergencies, worldwide evacuation and more.

Together we will deploy and manage our worldwide resources to provide your travelers with expert and timely assistance. With FoneTrac® and GlobalSecur® you can be certain that IMG will on your behalf manage all issues and emergencies through to their resolution. Rest assured that with our decades of security experience, there are few travel challenges with which we are unfamiliar.

## Monitoring Actions

Global travel monitoring actions include the following:

- Use Itinerary and/or FoneTrac® data to immediately determine the whereabouts of you personnel
- Assess whether your personnel (or expatriates) are likely to be affected by the issue or incident. Issue notifications, as needed
- Contact your personnel and management directly, if circumstances dictate
- Dependent on the nature of the threat, discuss the situation and possible action
- Subject to your prior approval, deploy location-specific security and/or medical resources, as necessary

With GlobalSecur® the safety and security of your international travelers and overseas operations will always be the focus of our attention. IMG's long-standing business partners and worldwide resources will always provide you with the reassurance of a global security presence.

## Pre-Travel Destination Threat Reports

IMG's in-depth reports for clients are based on their specific needs and concerns. These reports include an in-depth description and assessment of the destination's political, security and medical environment and its assessed impact on travelers and business operations.

- Destination security/political overview
- Overview of location security threats
- Recent and current security issues of concern
- Medical concerns and precautionary advice
- Areas and places to avoid
- Personal protection recommendations (Principles of Personal Protection, Low-profile, safe transportation, etc.)
- Other measures to enhance traveler safety
- Important contact information
- Location-specific medical services/hospitals, etc.
- Important location-specific contact information
- 24/7 contact number(s) for routine inquiries/emergencies (based on protocols agreed with your organization)





## **Risk Assessment**

Safe international travel can require risk assessment and security planning, vulnerability assessments, accountability/communications programs for travelers and expatriates, emergency preparedness and contingency plans. We provide expert risk assessment and analysis consulting services for multi-national companies, both large and small, using risk assessment methodology that reflects industry best practices. This approach ensures that risk is properly quantified and recommended security measures are cost-justified.

IMG's in-depth risk assessment reports are based on your specific needs and concerns. These reports include an in-depth description and assessment of the destination's political, security and medical environment and its assessed impact on your travelers and business operations.

If needed, IMG can provide a no-cost, GlobalSecur® website for your travelers that contains a wide array of proactive security advice and will act as a focal point for your risk-related services. The content can be easily adapted/modified to suit your exact needs.

IMG can assist regarding advising whether staff should travel to certain destinations. (In practice, employees can travel almost anywhere, provided the risks are known and appropriate protective measures are enacted.) Once your company's risk/ cost threshold becomes known, we can advise you appropriately.

## **Worldwide Executive and Personal Protection**

IMG provides expert security and risk assessment services for senior executives and others traveling to or deployed in the US or overseas locations. Our Executive and Personal Protection programs are based on tried-and-tested sophisticated practices currently used to protect travelers and senior personnel worldwide, using trusted support skilled in providing these services. Each program is tailored exclusively to suit the nature of your operations, your organizational culture and specific requirements.

IMG will help you in assessing the risk and threat levels of your key personnel and their families face at home, at work, or in any domestic and international setting, and by developing proactive programs to counter the identified risk.

Our Executive Protection efforts are led by Christopher Hagon, previously with Scotland Yard's Royalty and Diplomatic Protection Department, and a security executive in corporate America for many years.

Support services can include proactive training and skill development, overseas executive protection, secure and reliable air and ground transportation, secure meeting and event arrangements, emergency contacts and a wide range of routine and emergency security services available across the globe.

## **Secure Ground Transportation**

IMG provides secure ground and aviation transportation services in most worldwide locations at competitive rates. Ground transportation services range from our International Car Service – vehicle and security-trained driver – to full protection details and armored vehicles.