



INCIDENT  
MANAGEMENT  
GROUP



## Experience, excellence & a total commitment to our clients sets us apart from the competition.

IMG will help your organization protect your brand, people, products and customer interests. Our knowledgeable and experienced people have a thorough understanding of what it takes to be an essential corporate security resource.

### Purpose

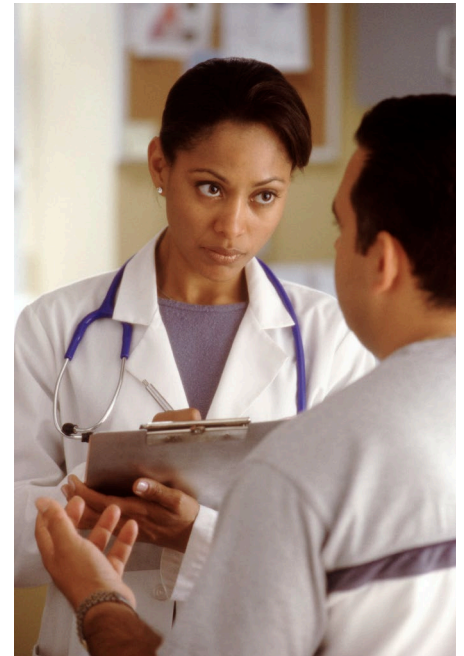
Incident Management Group Inc. (IMG) is a comprehensive risk management and security services resource that, for more than two decades, has helped our clients to confront their employee safety-related challenges, reduce business risk and achieve their numerous security goals. IMG's strength is our substantial experience dealing with virtually every potential eventuality in the management of risk. Our accumulated knowledge will provide you with the options necessary to prepare for and cope with the risks inherent in today's business world.

Our clients' interests span financial, high-technology, manufacturing, pharmaceutical, transportation, cosmetic, retail, aerospace and other businesses. Additionally, we provide consulting support to government, military and law enforcement entities. Over the years, IMG has developed a globally-based network of consultants and support resources - all experts in their respective fields. These knowledgeable and experienced people stand ready to respond quickly and effectively to your security needs and have a thorough understanding of what it takes to be an essential corporate security resource.

## Services

### We can help you:

- Develop worldwide, proactive security and emergency response programs
- Manage emerging or actual crises that relate to your overseas operations or the workplace environment
- Conduct investigations, risk assessment, due diligence and intelligence assignments designed to minimize monetary loss and reputational risk
- Provide your organization with expert psychological and security training, intervention and incident management designed to enhance employee safety and respond to emergencies



### Benefits

Your organization will benefit from access to a wide spectrum of essential services designed to enhance travel safety, mitigate security and medical emergencies, and provide expert management of executive and employee travel and overseas crises.

However, no two organizations are the same and much of our success stems from developing unique and varied solutions that will satisfy your exact needs and budget. As an example, IMG's GlobalSecur<sup>®</sup> Travel Safety Program is available as specific components, dependent on your requirements – an option that represents significant savings.



### Approach

Our approach involves working closely with you to achieve your ongoing security objectives. We have a reputation of being an indispensable and always-available partner; in fact, many of IMG's clients view us as an extension of their in-house operations.

### Expertise

With our long-term expertise and relationship with our business partners and a worldwide, known and trusted security network means that IMG has the combined expert knowledge, integrity and resources to become essential partner in your business.

## Core Competencies



### **Risk and Threat Assessment**

Since a risk analysis will help identify and analyze risk and assess the efficacy of your security programs, IMG's goal on behalf of its clients is to determine whether their organizations, both domestic and overseas, are correctly positioned to understand, interpret and mitigate current risks, natural or man-made. The risk assessment process is an essential first step in developing organizational readiness and emergency preparedness, and many preventive safety and security programs. Whatever

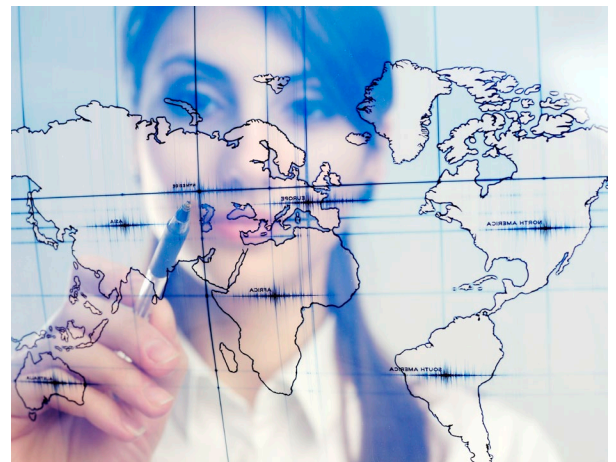
your organization's size or current overseas or domestic security and safety posture, IMG is certain that you will derive benefit from an independent assessment to determine, develop and identify the corporate threats and vulnerabilities that could potentially affect or disrupt your organization's operations, place your assets at risk or cause harm to your people.

### **Organizational Readiness**

Prevention programs are designed to build in appropriate proactive measures as a means of organizational preparedness. Over the years IMG's skills have placed emphasis on innovative, preventive approaches that span business continuity, corporate security, complex project management, system design and engineering, executive protection, workplace violence prevention, forensic psychological evaluation and investigation and worldwide supply chain security.

### **Crisis and Disaster Management**

Preparatory and response services will mitigate the effects of natural disasters and man-made crises. Our crisis management, emergency response and evacuation plans have enabled many organizations to respond in an effective and planned manner. IMG employs a combination of in-house expertise and strategically placed partners to provide crisis management planning, training and response. Our disaster and crisis management and response plans are designed to mitigate any type of unexpected incident that threatens your company's personnel, productivity or survival. IMG's proactive services include crisis management team security and forensic psychological training, seminars, simulations and contingency planning to help position clients to effectively respond to challenging events that include: kidnapping, crime-related disaster, product contamination, political unrest, industrial accidents, labor unrest, strategic downsizing and organizational change, violence or threats of violence, bomb threats and more.





## Forensic Psychological Services

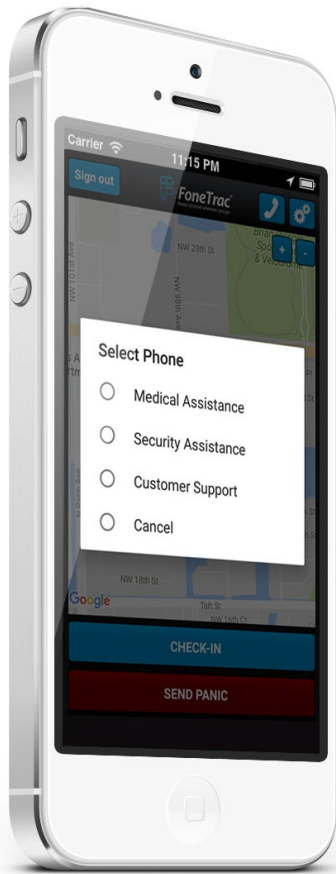
IMG is a leader in the field of helping businesses assess the risk of violence and has responded to thousands of internal and external threats that could jeopardize the safety and security of an organization's operations and personnel. Our consultancy is on the cutting-edge of translating forensic psychological research to leverage successful outcomes. Managing Partner Dr. Harley Stock is a world-renowned expert in assessing actual or potential violence and has conducted thousands of forensic interventions and training sessions for corporate

clients, governments and law enforcement agencies. IMG's workplace violence prevention programs are aimed at primary, secondary and tertiary prevention. That is, the programs allows clients to prevent most episodes from happening, manage those episodes that actively threaten the safety and security of personnel and facilities, and respond to situations of catastrophic proportions. These programs were developed as a means to deliver integrated violence prevention, threat management and post-incident response services in a cost-effective manner. Clients have access to a variety of critical services to manage high-risk events supported by sophisticated, threat assessment tools, consultation, training and 24-hour referral networks to IMG experts.

## Global Protection and Security Programs

Ensuring the safety and security of your employees traveling or stationed overseas is always a priority. The rapid expansion into new global markets, along with the existing operations in foreign countries, can present a threat to corporate employees, executives, expatriates and others traveling or living overseas. Many global threats are dynamic and can elevate quickly and without warning, leaving those without preparatory intelligence or pre-planning with limited reactive options. An intelligence-driven, pre-travel security program is a necessity if travelers and overseas personnel are not to be subjected to unnecessary risk or victimization. IMG partners with major worldwide organizations to provide your entity with state-of-the-art and end-to-end security and medical assistance services, together with affordable global protection support that combines global intelligence, security guidance and state-of-the-art worldwide threat and travel monitoring.





## GlobalSecur Travel Safety Program

GlobalSecur is a comprehensive yet affordable global protection service that provides safety for your overseas business travelers coupled with security guidance, global intelligence and security monitoring services. GlobalSecur seamlessly integrates safety, intelligence, communications, security, medical assistance, risk assessment, emergency response and crisis management. The GlobalSecur service was designed from the ground up to provide your organization with a one-stop, cost-effective security and medical assistance solution. The program is available as optional components, dependent on your exact needs. This arrangement provides significant cost savings and allows for a seamless interface with your existing programs and previously budgeted resources. GlobalSecur offers a complete professional and experienced service, but with unique advantages:

**Management** – On your behalf, IMG manages all security and medical aspects of your employee travel. We monitor actual or emergent risk in areas in which your company has interests or operations and relate this information to the whereabouts of your travelers and expatriates. We follow-up with you and your overseas personnel using voice, email or text notifications, in accordance with previously-agreed procedures.

**State-of-the-Art Monitoring** – For additional peace of mind we offer our advanced FoneTrac System, which works globally on all smartphone platforms. FoneTrac is especially useful for journeys in which there is no itinerary – such as cross-border operations, or when onward travel is arranged by an overseas provider. The smartphone application has a built-in panic button, automated and manual check-in, journey management and more.

**Proactivity** – Our constant monitoring of your travelers' location, threat and employee monitoring requires no effort on your organization's part – IMG will contact you or your employees if there is likely to be a problem.

**Availability** – Whenever or wherever your employees or expatriates are in the world they can be monitored, advised and protected.

**Pricing** – Our all-inclusive pricing offers sensible and affordable options that reflect your budgetary constraints. **Prospective IMG clients are noticing what existing clients already know – that our services offer greater operational value and are more cost effective than other alternatives available.** Our pricing is highly-competitive and based solely on your specific service needs and requirements.



## **Executive Protection and Secure Transportation**

IMG provides comprehensive executive and personal protection services, country- or situation-specific personal protection services and secure ground transportation and aviation resources to suit various risk environments.



## **Intelligence and Employee Awareness**

IMG has developed sophisticated employee communication tools and self-assessment processes to promote and reinforce security awareness. Using our own resources and those of our business partners, IMG provides pre-travel briefings and reports on 330 cities and 280 countries and regions and comprehensive online aids to awareness-enhancing information. To support this effort, IMG has developed sophisticated employee communication tools and self-assessment processes to promote and reinforce employee awareness.

## **Corporate Security Services**

These include program design, policy development, data collation and analysis, security reporting, incident intervention and management. IMG has developed numerous corporate security programs designed to protect assets and personnel in high risk and other overseas environments. Our approach is one that leverages the security, safety, human resource, legal and psychological skills derived from our successful multidisciplinary programs.



## **Logistics Services**

Supply chain security to protect valuable and theft-prone product as it moves through the supply channel. IMG is considered a true innovator in the field of security logistics. We have extensive experience in distribution and supply chain security systems for pharmaceuticals, high-technology companies and logistics service providers. IMG is focused on those security elements necessary to achieve a secure hand-over a product both internally (at fixed sites) and externally as the product moves through the supply chain under the client's control or that of its business partners. Our protective strategy safeguards product as it moves through the supply chain and identifies security strengths weaknesses and vulnerabilities. This approach has enjoyed the support of logistics and transportation professionals, especially when significant improvement has stemmed from process changes that required a minimum of cost.

## **Security Engineering and Design**

We offer technical and physical site protection programs. IMG has provided worldwide security design and engineering solutions to a wide variety of corporate, governmental and other fixed sites, including corporate headquarters, US embassies, distribution centers and warehouses, and more.

## Summary

Even the most sophisticated in-house security operations are consumed with day-to-day demands that may leave little time to consider program design, efficiency or the importance of organization-wide integrated preventive actions. Whether the goal is threat management or the assessment and refinement of your global security posture, IMG's consulting and operational services can help by focusing on the proactive, response and emergency procedures necessary to manage risk and protect your assets and personnel in a global environment. As an IMG client we can help your organization address the diverse and often complex security challenges that exist nowadays, whether they be raising the security awareness of or protecting overseas executives and workforce, conducting risk and threat assessments, minimizing security risk through office and facility design, evaluating and optimizing world-wide supply channels, providing expert forensic psychological training and intervention to preempt violent incidents and responding to all manner of business-related crises, IMG can provide the skills and resources to meet and exceed your security expectations.

## Case History



**Supply Chain Security.** IMG was commissioned by a major US pharmaceutical client to examine certain international supply chains from the point of manufacture of bulk materials to delivery to the end user to determine and rectify losses involving a well-known product that were in excess of \$1 million per month. IMG was also asked to review an overseas manufacturing plant with a view to preventing cross-contamination and theft of finished product.

The study resulted in numerous improvement options, one of which was that interrelated, worldwide personnel did not have a clear perception of supply chain activities and their vulnerabilities. When corrective procedures were implemented further losses were avoided.

Likewise, recommendations were made to reduce the likelihood of cross-contamination and theft of valuable product. These embraced technical and security process improvements to product movement, storage and packaging areas as well as site security enhancements.

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