

TERRAIN 9

TRAVEL RISK
FIELD SECURITY
CRISIS MANAGEMENT
DUE DILIGENCE

CAPABILITIES PRESENTATION



SERVICES PROVIDED:

TRAVEL RISK MANAGEMENT

- ✓ Travel risk program **design, development & implementation**
- ✓ **Evaluation & enhancement** of existing travel risk management programs for full alignment with the ISO31030 Guidance for Organizations
- ✓ Custom travel security **training, briefs, and interactive maps**
- ✓ **Executive protection** planning & coordination for journeys in sensitive environments



TRAVEL RISK MANAGEMENT: PAST PERFORMANCE

Restructured the travel risk management program of a major international financial institution:

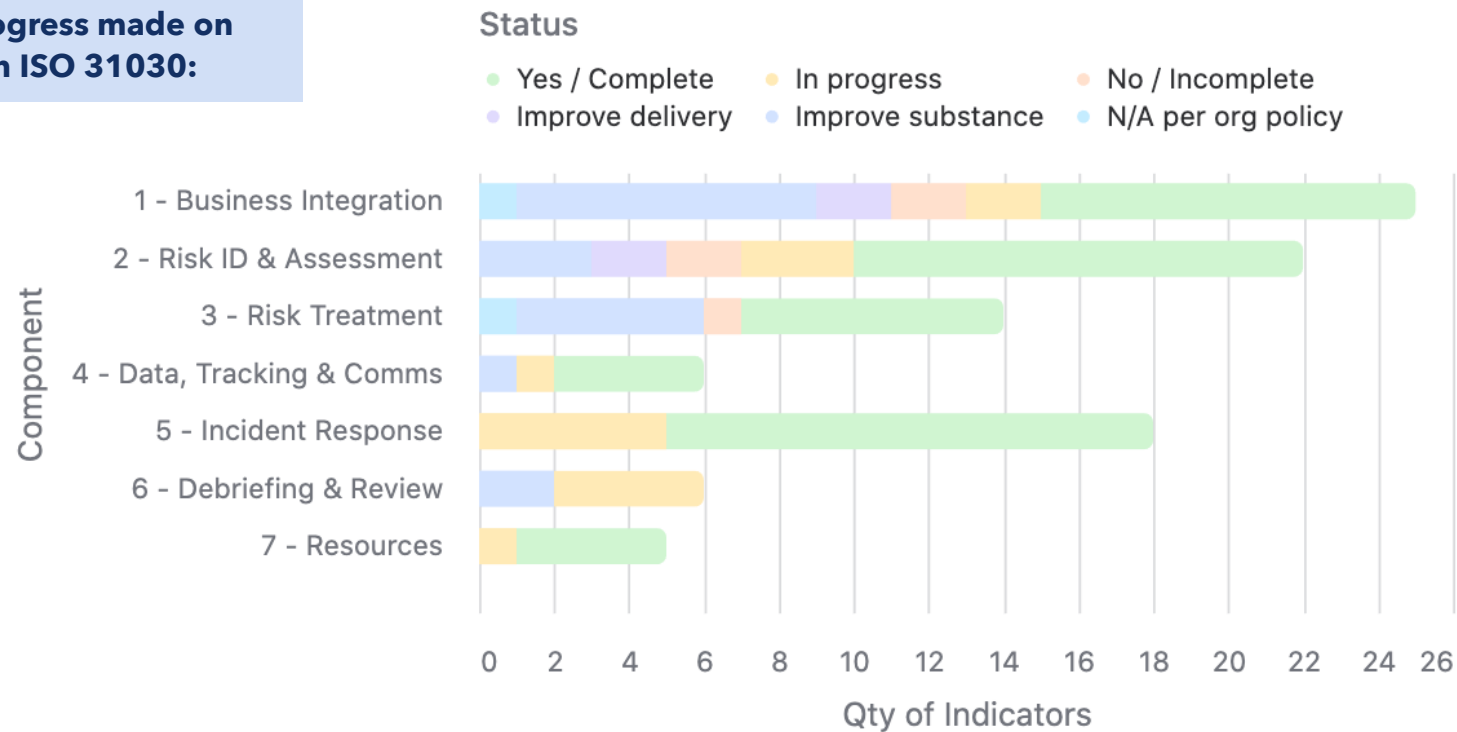
- Conducted a **comprehensive evaluation of all existing program components**, benchmarked across peer organizations worldwide, and carried out a listening tour with more than 100 client-side interviewees
- Identified and launched **wraparound technology integrations** for traveler tracking, asset management, and emergency communications
- Developed a **bespoke intelligence analysis pipeline** for efficient early warning oversight
- Designed and deployed policy enhancements, **new GSOC procedures, enhanced tech applications, training materials, stress test exercises**, and **assessment metrics** for ongoing program refinement



TRAVEL RISK MANAGEMENT:

SAMPLE TRM AUDIT FRAMEWORK

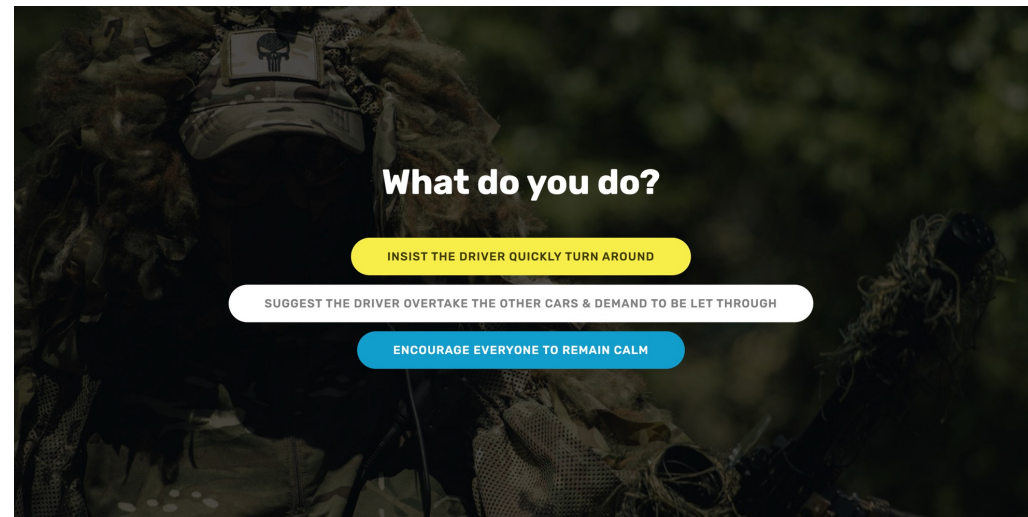
Visualizing progress made on alignment with ISO 31030:



TRAVEL RISK MANAGEMENT: SAMPLE TRAINING FORMAT

Our choose-your-own-adventure interactive training modules are:

- ✓ **Fully customizable** for any & all organization-specific guidance
- ✓ Lightweight & easily accessible, residing on a **budget-friendly** platform
- ✓ Built to be **engaging & easy to use**: no webinar frames, only thoughtful UX



SERVICES PROVIDED:

FIELD SECURITY MANAGEMENT

- ✓ Field security program **design, development & implementation**
- ✓ **Evaluation & enhancement** of existing field security programs
- ✓ Field security **SOP development**
- ✓ **Evacuation planning**
- ✓ Security performance standard **audits & compliance action plans** for international organizations



FIELD SECURITY MANAGEMENT:

PAST PERFORMANCE

Managed operations within a field security program for a global organization of 8,000 staff across 30+ countries:

- Led advisory services on **program strategy**, **security data analysis**, policy development, communications, training, and crisis management
- Built three **proprietary online applications** allowing access to field security management data and tailored risk briefs
- Surveyed 500+ staff to obtain **risk metrics** for continuous program improvement, notably in areas of instability



FIELD SECURITY MANAGEMENT:

PAST PERFORMANCE

Led a ground-level security risk investigation across three countries for a large infrastructure project in a critical-risk jurisdiction seeking to attract nearly \$50 million in foreign multilateral investment:

- Uncovered serious concerns regarding onsite security practices
- Identified major problems with the project's overall technical prospects
- **Preserved investors from over \$100 million in prospective direct financial, legal, and reputational liabilities**



FIELD SECURITY MANAGEMENT:

SAMPLE LISTENING TOUR INSIGHTS

Bespoke approaches to feedback collection that generate invaluable security risk management data for program enhancement:

Few travelers are aware of existing Security Team resources, though those who have reached out were satisfied with available support

- Approximately 25% had experienced a security-related incident handled by the Security Team, of which **100% were satisfied with the support** they received: *“terrific”, “excellent”, “absolutely awesome”, “very clear and helpful”*
- A **cultural shift is needed**: only 18% were aware of the full scope of support provided by the Security Team; about 10% indicated they thought the Security Team was *“mostly for international staff”, “reserved for senior management”* (*“not sure if I have the right to reach out”*)
- Travelers consistently stressed their desire to have **wider, more direct access to travel risk-related information in advance** of their departure



SERVICES PROVIDED:

CRISIS MANAGEMENT

- ✓ Bespoke crisis management training: **in-person workshops** and/or **interactive online modules**
- ✓ Design & development of custom **exercise & evaluation materials**
- ✓ **Exercise monitoring** & analysis
- ✓ Crisis management & **business continuity planning**



CRISIS MANAGEMENT:

PAST PERFORMANCE

Crafted and led multi-day crisis management training sessions for civil service leaders of a NATO member state:

- Delivered in-depth crisis planning and **preparedness guidance**
- Organized **interactive workshops** on global best practices in crisis management
- Led **choose-your-own-adventure exercises** co-constructed with each cohort
- All activities **designed to facilitate cross-agency cooperation** in crisis
- **Exceptional participant satisfaction rates** rendered these sessions a key part of a recurring annual multilateral training program for the fourth year running



CRISIS MANAGEMENT:

SAMPLE WORKSHOP FORMAT

Perfect for teams learning to “think like the threats they manage”:

2024 Olympics Attack

Your delegations have arrived in Paris for the **2024 Olympic Games**.

Amid the excitement, you begin receiving troubling reports that **members of other delegations are falling ill with bizarre symptoms**, seemingly consistent with those of a **nerve agent attack**.



CRISIS MANAGEMENT:

SAMPLE EXERCISE SCRIPTING

3. In-app SOS activation and live traveler tracking

<i>Time required:</i>	15 minutes
<i>Proposed participants:</i>	- Security Team - HQ GSOC - Travel Team
<i>Advance setup notes:</i>	Advise the participant playing the non-responsive traveler: - not to pick up the phone when called by the GSOC - then to request active tracking - then to send a message saying they feel unsafe - then turn off active tracking and refrain from responding further
<i>Functions and procedures tested / reviewed:</i>	In-app SOS alert treatment, active traveler tracking / monitoring, one-on-one GSOC-traveler communication, escalation procedures for a non-responsive traveler in distress

Roles to attribute:

	<i>Participant names</i>
<i>Analyst</i>	
<i>Watch Manager</i>	
<i>CSO</i>	
<i>GSOC officer(s)</i>	
<i>Employee in distress</i>	
<i>Contact in Travel</i>	

	Score (%)	Reviewed? (%)	Addressed? (%)
Stage 1.			
<i>Incident Onset (%)</i>	63,33	100,00	77,78
Stage 2.			
<i>Incident Development (%)</i>	60,00	66,67	50,00

EXERCISE SCORECARD

Item	Score (/10)	Notes	Reviewed?	Addressed?
Stage 1: Incident Onset				
Situational awareness at incident onset for GSOC team	6		1	1
Situational awareness at incident onset for Travel team	3		1	1
Understanding of roles & resp among the GSOC team	8		1	1
Understanding of roles & resp among the Travel team	6		1	1
Clarity of onscreen emergency signage	10		1	1
Clarity of online platform instructions	4		1	
Clarity of alerts issued as delivered to phones	8		1	1
Clarity of alerts issued as delivered to inboxes	8		1	1
Accessibility of instructions	4		1	
Stage 2: Incident Development				
Internal communications efficacy	6		1	1
External communications efficacy	4		1	1
Escalation procedures followed by GSOC team	8		1	1
Escalation procedures followed by Travel team	6		1	
Ease of use of online platform by GSOC team	8			
Ease of use of online platform by Travel team	4			



SERVICES PROVIDED:

DUE DILIGENCE

- ✓ Comprehensive **public record screenings**
- ✓ Enhanced **cross-jurisdictional investigations**, including reputational source inquiries
- ✓ **Specialized compliance frameworks** for the extractive, construction, aid, logistics, and public procurement sectors



DUE DILIGENCE:

PAST PERFORMANCE

Designed, deployed, and managed a procurement due diligence program for a multilateral development institution with a \$15 billion loan portfolio:

- Conducted **over 100 in-depth investigations** to analyze and mitigate risks of fraud, corruption, money laundering, adverse security and community impact, and public tender regulatory violations
- Managed a network of **best-in-class onsite investigators** conducting discreet reputational inquiries and hidden record retrieval across 20+ countries
- **Advised on fraud and compliance risks for projects collectively worth over \$350 million**



ALL REQUESTS WELCOME!

Contact us for a free consultation:

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