



Services & Solutions

About Us



Nordic Roots

Founded in Denmark in 2005, Guardian is the leading security consultancy in Scandinavia. With a global footprint, we provide highly specialised security solutions in support of international actors operating in dangerous and challenging environments.

Business Enabler

At Guardian, we take pride in our role as business enablers. Through our comprehensive services within travel risk management, we enable organisations and individuals to travel and work in remote areas, open up new markets, and pursue exciting opportunities. Whether the goal is commercial, humanitarian, or journalistic, we can establish a safe and robust setup to protect both people and the organisation.

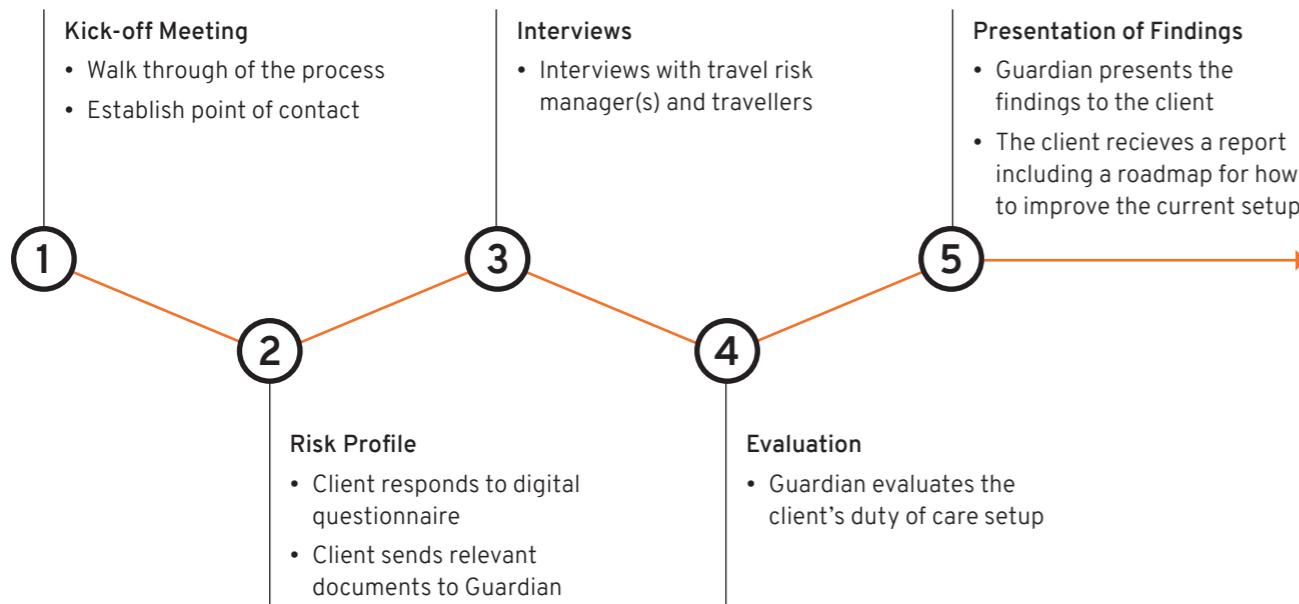
Proximity

We want to be close to our clients – whether they are at home or abroad. At Guardian, we recognise that understanding you and your mission is the key to meaningful security advice. Building a relationship is crucial, which is why you will have your own personal point of contact. This allows for a flexible and smooth cooperation, where we act as your externalised security department.

Duty of Care Check-up

Our Duty of Care check-up is a simple and efficient way to investigate whether your organisation lives up to your duty of care. Upon completion of the check-up, you will receive a comprehensive report that describes and analyses the strengths, weaknesses, and gaps in your duty of care setup. It will conclude with a detailed roadmap on how to become fully compliant with best practices.

Check-up Timeline

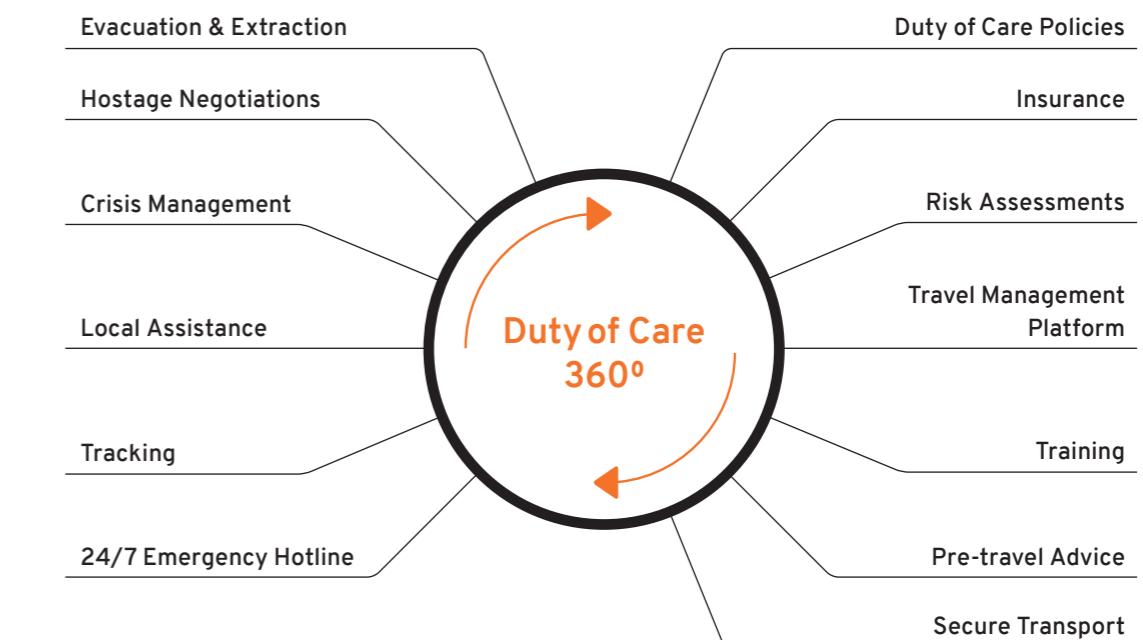


Duty of Care at a Glance

Duty of care refers to the moral and legal obligation of an organisation to ensure the safety and wellbeing of their employees. Some countries have clearly defined laws regarding duty of care, while others don't. In any case, it is vital that an organisation is compliant with duty of care best practices.

An organisation's duty of care commitment towards its travelling employees consists of several elements, some of which are more important than others depending on the profile and risk exposure of the organisation.

Duty of care is relevant to each and every organisation, including those that operate domestically or in low risk areas. It is something that all companies should aspire to fulfil, regardless of their size, scope or sector.



Travel Management Platform

As part of our travel security offerings, Guardian provides a digital solution to help manage travel security within your organisation.

Our travel management platform is designed to provide a comprehensive overview of your employee's travel plans. The system works on two levels. First, it equips travellers with a range of tools to help them carry out their jobs safely. Second, it enables security managers to have an active overview of where all travellers are, through a range of active or passive tracking mechanisms. It also ensures that – in the event of an incident – your organisation will be able to respond rapidly and precisely, allowing you to direct your resources towards the most critically affected travellers.

Our platform is equipped with a full suite of risk information, including worldwide country reports and global incident alerts. Travellers will have access to this information on the traveller portal and travel app, enabling them to prepare for their trip and ensure that they are informed of the risks that they will face so that they can activate the appropriate mitigation measures. Travellers and security managers will also receive automated incident alerts, customised to your organisation, that will help you keep abreast of events in relevant travel or operating locations.

Most processes are automated to reduce the administrative burden on your organisation; as a result, this newfound time can be used to manage a variety of other security-related issues that may arise. Our platform can also be integrated with your travel agencies to ensure the automatic import of itineraries into the system.



Travel Management Platform

In a world of growing uncertainty, employers are increasingly held responsible for providing duty of care towards their travelling employees. At the same time, there are no regulations that outline your responsibilities making it difficult to know where to start.

Our travel management platform helps you to put the right building blocks in place, enabling you to manage your duty of care with ease.

- Automated**
 Free up your time to manage the daily security challenges that arise.
- Tracking**
 Active and passive tracking enables you to track travellers in remote or high-risk locations.
- Modular**
 A simple and effective platform that is customised to work with your unique workflow.
- Check-in**
 Obtain peace-of-mind by scheduling check-ins with travelling employees.
- Integrated**
 Ease your administrative burden by integrating your travel policy directly into the platform.
- Two-way communication**
 Instantly make contact with individual travellers and groups via chat, SMS, or voice messages.
- Networked**
 Create a seamless ecosystem by integrating the platform with your existing travel agencies.
- Risk information**
 Prepare your employees. Automatically send country reports when a new trip is booked.
- Global alerts**
 Know what's going on where your travellers are. Receive relevant incident alerts, worldwide.
- Incident management**
 A triage system helps you to respond to incidents and provide assistance in a timely manner.

Duty of Care, made easy.

If you're interested in a technical solution to help facilitate your duty of care, email Isha Pinto at ish@guardian-srm.com for more information or to arrange a live demo at your organisation.

Training

Training is essential before travelling to medium- or high-risk areas. Through a skill-based teaching approach, our training equips participants with a number of practical tools to mitigate risks and deal with critical situations, should they occur. Based on more than 15 years of training experience, we have developed a number of courses – specifically tailored for medium- or high-risk areas. We are also able to provide fully tailored courses that cater to your organisation's distinct requirements.

Hostile Environment Awareness Training (HEAT)

Our HEAT course is developed for high-risk destinations. Through a combination of theory, group work, skill-stations, and simulated exercises, this course provides the participant with all the necessary tools for travelling in high-risk areas. Part of the training revolves around the elements of planning a trip, as this is the best stage for avoiding known risks. Through the use of role-players and simulation exercises, we also prepare participants for how to deal with and respond to a range of difficult and critical situations.

Time is a scarce resource. That's why our HEAT is conducted as a 3-day course as opposed to 4 or 5 days. Nevertheless, our extensive experience and special course design ensures that the content and output are the same, if not better than, longer courses. We believe this makes it easier for you to send valued employees on training and allows for enhanced flexibility in a busy schedule.

HEAT Refresher

The HEAT Refresher is a 2-day course designed for individuals who have undertaken HEAT within the last 3 years. The course aims to refresh and restore memory of the tools obtained in a full HEAT course, thus consolidating and enhancing the already-acquired knowledge. To ensure a common baseline for learning, participants must present a valid HEAT certificate issued within the last 3 years.

Travel Security Awareness Training (TSAT)

This 8-hour course is designed for medium-risk destinations and includes a number of easily applicable tools that can be used both by individual travellers and groups. The course consists of a blend of theory and practical exercises.

Female Security Awareness Training (FSAT)

This 8-hour course will prepare the participant for travelling and working in medium- and, to some extent, high-risk areas, with a focus on the threats related to being a female traveller, whether travelling alone or in a group. The course is delivered by two experienced female instructors and consists of a blend of theory and practical exercises.

Remote First Aid (RFA)

This 8-hour course is designed for individuals who travel and work in remote areas. The training builds on the basic principles of first aid and progresses into more advanced first aid. The aim is to teach participants how to treat and stabilise injured people for longer periods of time. The training includes the use of Individual First Aid Kits (IFAK). Previous first aid training is not a prerequisite.

Crisis Management Training

Preparing and training your crisis and incident management teams on crisis procedures are vital components in your ability to counter sudden and unexpected crises and business interruptions. Through a tailored approach to best practice, based on your organisational context and resources, we offer scenario-based training and testing of your ability to handle crises effectively. Depending on the level of experience within your organisation, the training can be delivered as a workshop or a fully-fledged, realistic crisis simulation.

E-learning

Our e-learning courses are designed for low- and medium-risk destinations and provide the client with a flexible solution, where travelling employees can conduct their travel security training online and at their own pace. Our learning management system (LMS) enables the client to administer accounts within its own organisation as well as monitor who have completed which courses. Our e-learning courses can also be tailored to specific content.

Tailored

Each year we deliver a large number of tailored courses around the world. Many of them are variations of our regular courses tailored to match the needs of the client, mirroring their line of work, travel patterns, and other relevant requirements. Others are tailored from scratch to meet specific requirements set by the client. Contact us to hear more about how we can accommodate your specific needs.

Operational Support

Executive Protection Services

When operating in difficult areas, it can be necessary to provide your employees with additional protection and guidance. Guardian provides executive protection services around the world to ensure that your employees stay safe when travelling in hazardous environments. Our executive protection officers are experienced former military or police officers, with extensive training in executive protection. They have in depth knowledge about security planning, operating procedures, and de-escalating situations, providing you with peace of mind.

Tracking Solutions

When your employees travel in high risk areas, it is important to keep track of their location so that aid can be sent immediately in the event that something should happen. Guardian offers comprehensive tracking solutions to provide your employees with additional safety in high risk areas. Employees can be tracked using a wide variety of tools to suit their needs and preferences, ranging from mobile phone tracking to satellite tracking. Guardian has a 24/7 emergency centre capable of following the location of your employees around the world.

Meet & Greet

When arriving in a foreign country, it's comforting to have a trusted person waiting for you. Guardian can arrange a meet & greet service anywhere in the world to ensure that your employees are in good hands as soon as they arrive. During their stay, Guardian can provide trusted and secure transportation to ensure that your employees arrive safely at their destinations. All of our drivers have local knowledge of the country and are capable of securely navigating challenging situations.

Local Assistance

Travelling in a new country or unfamiliar area can be a challenging experience, which can divert your employees' attention from the work at hand. To help overcome this, we can help provide a local guide (or fixer) who can help you with

everything from entering the country, to acquiring the right visa, getting you to the places you want to go and supplementing you with the gear you need to solve your tasks. All of our fixers have extensive local knowledge, a strong local network, and speak the native language.

Intelligence Gathering

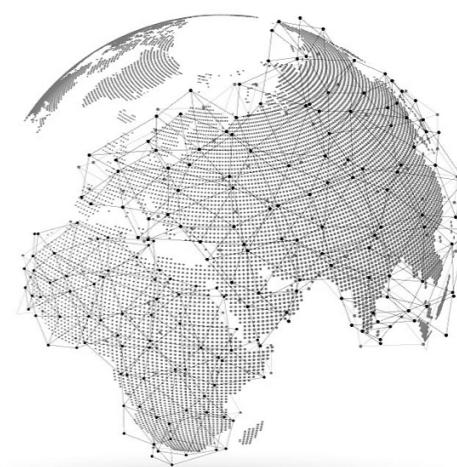
When operating abroad, being prepared and well-informed are key elements of successful business. You need someone in the field, and this is where we can help. Guardian has hundreds of local and international consultants around the world ready to help you find the answers to your questions. Our consultants can provide valuable information such as the location of important checkpoints, road conditions, or current events taking place.

Counter-Intelligence

Maintaining the confidentiality of your organisation's sensitive information can be challenging when operating globally. Many foreign actors will be interested in acquiring your strategic plans or proprietary information. With your business team working around the world – often far from headquarters – the different regulations and information security risks they face become more complex and challenging. Guardian can provide you with counterintelligence services to prevent your confidential information from falling into the wrong hands. When travelling to a high-risk area, Guardian can also provide specialised counterintelligence measures to frustrate espionage attempts.

Tailored Security Services

Every organisation has differing security requirements. Guardian can provide tailored security services to ensure the right fit for your needs. Our security consultants will help your organisation map potential risks and develop a solution that matches both the risks on the ground and the risk appetite of the organisation.



Security Consultancy

Maintaining a safe work environment is a shared responsibility between the employee and the employer. It can be a tricky balancing act. Too much regulation and red-tape will cripple your ability to do your job. Too little, and your organisation opens itself up to vulnerabilities. You need someone you trust, someone who can give you professional advice or a second opinion. We are that someone.

Corporate Security Policy

A corporate security policy contains strategies for maintaining employee safety. Our experienced security consultants will assist you in establishing a corporate security policy that fits your operational needs and demands. We also have extensive experience with implementing new procedures organisations and measuring their effectiveness.

Security Risk Assessments

Before launching a new project, you need to know the risks that it entails and how to mitigate them. Whether you are looking into a location, facility, project, or something completely different, you will benefit from our experience and knowledge. We conduct assessments around the world.

Pre-travel Advice

We advise a large number of travellers going to high-risk destinations on their preparations and how to behave during and after their travel. 'Risk maps' are simply not sufficient. We personalise the advice to you, taking several factors into account, such as who you are with, what you will be doing, who you will meet, and the time of the year.

Due Diligence

When operating worldwide, it is crucial you verify that all security standards are complied with. Guardian's professional security consultants can audit third-party security providers, security plans, and facility security levels anywhere in the world.

Crisis Management

In times of crisis, effective management requires precise handling, based on best practice and experience. Often, this requires retaining the right expertise and having the right procedures in place. Our experienced responders stand by on a 24/7/365 basis to support you, your business, and employees globally.

We have more than 15 years of experience responding to crises throughout the world, ranging from emergency security and medical evacuations, to kidnap and piracy incidents, extortion, threats, and disappearances.

Retained by AIG, the world's largest insurance company, we have experience delivering crisis management support to all sizes and sectors of industry. We also consult on a private basis with high-net-worth individuals and families.

Guardian's response team is capable of supporting you in the management of any type of crisis. We have consulted on hundreds of international, high-profile cases over the years. We provide you with support and advice based on our own hard-earned experiences from some of the most complex crises that companies, employees, and families have ever had to face.

24/7 Emergency Hotline

Guardian's emergency hotline, staffed by our security specialists, can provide you, your employees, and your crisis management team with immediate support if and when a crisis occurs.

Response

Guardian's response team operates on a 24/7/365 basis and stands ready to offer immediate support or deployment. We can assist and support you in setting up and guiding your crisis management team from the early – and often critical – stages of a crisis.

In the event of an extended crisis, we can embed crisis consultants within your organisation to expand your capacity and help you achieve the resilience needed to sustain prolonged crisis events, while at the same time upholding business continuity and critical business processes.

Crisis Management Support

Guardian's prolific experience in crisis management enables us to assist your crisis management team throughout an emergency, thus helping you get a head start on the problem. Our crisis support team can assist you throughout the crisis to help contain it and limit the negative effects.

Hostage Negotiations

Guardian is ready to support you and will dedicate an experienced, internationally accredited negotiator to assist in case of kidnap-and-ransom (K&R) incidents, as well as other types of hostage situations, such as terrorism and illegal detention by corrupt 13 authorities. With several years of experience and numerous solved cases, we have a proven track record as live hostage negotiators.

Extortion Response

Criminal networks specifically target international organisations and individuals by holding sensitive information or assets for ransom. Guardian can provide valuable assistance from experienced professionals with a proven track record of negotiating extortion demands.

Missing Persons

Individuals and organisations sometimes face situations where local law enforcement either cannot, will not, or should not, search for missing persons. Guardian is ready to dispatch responders throughout the world to conduct investigations in support of your organisation.

Malicious Product Tampering

Product extortion and malicious product tampering can be financially devastating to organisations: the risk it poses to reputation, public health, and business continuity is profound. Guardian has years of experience in supporting and resolving cases in different industries.

Extraction Services

Guardian is ready to support the extraction of individuals on a 24-hour basis. Our consultants are trained and experienced in getting people out of dangerous situations, such as medical crises, natural disasters, political unrest, and terrorist attacks. We stand by to assist, both on-site and remotely, in case of rapid deterioration of the local security situation.

Crisis Communication

Communication is a vital part of crisis management. To avoid exacerbating the crisis, the crisis team must quickly develop a communication plan for both internal and external stakeholders. Our experienced consultants and partners will assist you in this process and help you handle the crisis.



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