



## SERVICE OVERVIEW

Incident Management Group, Inc., (IMG) is a comprehensive risk management and global consulting company that since 1995 has helped organizations large and small to protect their brand, people, products and customer interests. IMG maintains a globally-based network of consultants who are recognized experts in their respective fields and who are able to respond in an effective and timely manner.

Our one-stop services range from risk assessment and organizational readiness planning to operations support, forensic incident management and emergency response. Much of our experience derives from our work on industry-specific solutions for high-technology, pharmaceutical, healthcare, transportation, financial services, educational and government organizations.

Our services have helped clients manage crises, develop worldwide security programs, conduct strategic studies, due diligence investigations and intelligence assignments, and enable security at meetings and events. We have assisted clients with travel and industrial safety, counter-terrorism, security design, supply chain losses and concerns, labor disputes, executive and personal protection and expert management of workplace violence issues.

Over a multi-decade period, there will be few security challenges with which IMG personnel are unfamiliar, both in the corporate security arena and in the public sector.

### A Wide-Ranging Skillset

Our long-term security experience – decades of managing partner practice in the corporate security and consulting arenas – suggests that a multi-disciplinary, proactive model is the most cost-effective way to prepare for, detect and interrupt security threats at an early stage, and to effectively respond to threatening situations. This model is the most viable option available to protect personnel and assets, and to ensure that your organization can stay ahead by using sensible prevention measures.

### Core Competencies

**Risk Assessment** - A risk assessment process will accurately determine what is at stake for an organization's people, assets and brand reputation, as well as supplier, distributor and customer relationships. The assessment determines whether organizations, both domestic and overseas, are correctly positioned to understand, interpret and mitigate current risks, natural or man-made.

**Organizational Readiness** – Our prevention programs are founded on experienced-based measures as a means of achieving organizational preparedness. We place emphasis on an innovative, preemptive approach that embraces all aspects of our security services – corporate security, complex project management, system design and engineering, executive protection, workplace violence prevention and mitigation, forensic psychological evaluation and investigation, and worldwide supply chain security.

**Corporate Security Support** – We help organizations develop numerous practical and innovative programs to assess, improve and support their corporate security stance. IMG provides support to further a security goal or corporate security mandate, determine risk in various actual or planned environments, and verify the status of your worldwide, personnel and asset protection objectives.

**Security Design and Engineering** – IMG personnel have provided worldwide security design and engineering solutions for a wide variety of sites and overseas operations. These include executive residences, corporate headquarters, regional offices, healthcare facilities, warehouse and distribution centers, pharmaceutical, automotive and high-technology manufacturing plants, and more.

**Crisis and Disaster Management** – IMG and our business partners stand ready to develop the preparatory and response measures needed to mitigate the effects of man-made crises and natural disasters. IMG can provide access to the consulting skills necessary to help your organization respond to challenging situations that, if wrongly dealt with, can imperil employee safety, damage reputation and threaten the well-being of the organization itself. IMG resources and expertise have been utilized for many travel- or workplace violence- related situations, some of which have received national media attention.

**Global Travel Safety Programs** – Our clients' expansion into new global markets, along with existing operations in foreign countries and the ever-changing threat environment, presents a security challenge for management, employees, expatriates and others traveling or living overseas. In the absence of an intelligence- and awareness-driven travel security program, overseas personnel can be subject to avoidable risk. Many global threats are dynamic and can elevate quickly and without warning, leaving those lacking Preparatory awareness or preplanning with limited options for a safe response.

**FoneTrac® Worldwide Position-Locating Smartphone App** – FoneTrac, a unique positioning-locating smartphone app with "Check-In", "Panic Alert" functions, has proven a useful tool to confirm the continued worldwide safety of travelers, notify the need for emergency support, and to account for personnel in the aftermath of a major incident or natural disaster. The app, for organizations and individuals, is for use on iPhone, Android, Windows and Blackberry smartphones, as well as tablets, notepads and laptops. IMG clients are using FoneTrac position-locating to enhance travel itinerary data, or as a substitute standalone system. The system is monitored by a security and medical assistance Emergency Response Center.

**Security Planning for Special Events** – IMG helps organizations develop and implement secure meeting arrangements for executives and VIPs at events and meetings around the world using our in-house resources and our global network of security professionals. IMG has provided worldwide secure meeting services for dignitaries, board meetings, incentive events, and more. Each assignment is tailored to exactly suit the nature of our client's operations, organizational culture and specific requirements. Our planning for any contingency that could develop is based on tried and tested professional practices currently used to reduce attendee threats, the theft of proprietary information, and to avoid reputational risk or organizational embarrassment. Services include risk and vulnerability assessment, event security plan preparation, onsite security supervision and management, security, medical, natural disaster contingency, evacuation plans, and more.

**Forensic Psychological Services** – IMG is a leader in providing integrated psychological assessment and security management skills to safely resolve potentially dangerous workplace situations. Our services are called upon by a wide range of organizations, large and small, to address threats, intimidation and violence. Clients include private and public entities, local and federal law enforcement, and the US military. IMG also provides post-incident crisis intervention management and expert witness services.

**Executive Protection** – IMG relies on its long experience in executive and personal protection in concert with its global network of security professionals able to provide proactive planning and onsite protection. IMG provides worldwide secure ground transportation geared to destination threat assessment. The changing threat environment has been a driver for the increased use of this service in countries such as Mexico and Brazil.