



EOSTM RISK GROUP

RISK AND SECURITY CONSULTING

'Leveraging technology, information, compliance and relationships to deliver class leading advisory, protective and assistance services anytime, anywhere in the world'

SECURING YOUR OPPORTUNITIES

About us

EOS Risk is a leading global professional security services company, providing a comprehensive range of risk services and solutions in analysis, audit, strategy, operations, travel and assistance.

■ What we do

We help organisations to identify and understand the risks to their business. We build business resilience by mitigating and governing those risks. When unforeseen events occur, we respond with dedicated support immediately. Our service offering spans an end-to-end range of integrated strategic consultancy, expert analysis, audit, political risk, security management, security operations, investigative, project management, travel risk management, digital tracking and monitoring, cyber security and crisis response services.

Our global 24/7 Assistance practice, retained by Lloyds of London insurers, is able to respond at any time, anywhere in the world, offering immediate dedicated support to manage crisis or unforeseen events.

■ Why us?

When the stakes are high, the best possible advice and support matters.

EOS Risk provides the highest quality people, service, solutions and support. Our outstanding people, our trusted relationships, geographical reach, speed of response, technological

innovation and our operational excellence, differentiate us. With a global footprint spanning 5 continents, we resolve complex problems in challenging environments quickly and professionally. We enable our customers to maximise their opportunities and achieve their vision by implementing solutions that govern risk, safeguard people, assets, operations, profits and brand.

■ We offer

- **Management:** We understand their risks and align security requirements to business objectives and implement comprehensive security strategy.
- **Operations:** Maintain a deep understanding of threats to the enterprise, and specialize in continuous monitoring, improvement and the deployment of active defence capabilities.
- **Technology:** Implement appropriate technologies and practices, to protect people and the enterprise.
- **Training:** Preparing people to manage risk and to respond effectively to crisis
- **Assistance:** Immediate dedicated 24/7 support when unforeseen events occur.

Accreditation & Certification

Compliance, Governance, Certification and Licensing

The highest possible professional standards and best practice is our DNA. We are fully licensed and compliant. We take our commitment to governance seriously. Our internal processes and procedures are robust and fully aligned with the US's Foreign Corrupt Practices Act and the UK's Bribery Act.

EOS was a founding signatory of the International Code of Conduct for Private Security Service Providers (ICoC), and is a member of the ICoC Association (ICoCA), as well as a member of the Security in Complex Environments Group (SCEG), the UK Government's chosen partner for standards and accreditation in the Private Security industry, and a signatory to the United Nations Global Compact and member of the UK Network.

We are externally certified to international standards and have achieved the following certifications: LRQA UKAS certification to ISO 9001:2008 Quality Management Systems for Corporate Security Risk Management and Crisis Management and Response. Certification to ISO 28000: 2007 (Security Management Systems for the Supply Chain) and ISO 28007:2015 (Provision of Maritime Security Services). We are accredited by the Maritime Coastguard Agency (MCA) and by the UK Department for Transport as well as the US Marine Administration (MARAD).

Positive Community Engagement

We take an ethical approach to the provision of security. Our policies and processes ensure cutting edge commitment to socially responsible behaviour. We fully embraced the Voluntary Principles on Security & Human Rights (VPSHR). We manage our own and our client's security provision through the lens of human rights.

Advisory Services

EOS Advisory provides information to enable decision-making and the management of risk

■ Political Risk Advisory

Our analysts track trends and events to assess their impact on your political, economic and security risk exposure. Our solutions are customised to match your own specific needs and include:

■ Political Risk and Intelligence Reporting

- Intelligence Updates and Threat Monitoring
- 'Acumen' Our Country Risk Insight Platform, a secure online and information database providing daily assessments and advice in more than 200 countries, including country reports, country risk ratings and pre-departure and in-journey security risk intelligence services
- Custom political risk monitoring and reporting
- Briefings and workshops on trending political or business risk issues

■ Security Risk Advisory

Conducting business globally is complex. Fatalities, damage to physical assets, losses of reputation and intellectual property can have a devastating impact on a business. Our experts help identify, evaluate, manage, and mitigate current and future security risks to your organisation. Our services offer unparalleled insight and include:

■ Security Risk Consulting

Eos consultants provide security expertise to clients so they can assess and treat security risks to their operations. Our assistance helps clients understand the risks, their impact and likelihood and how to build resilient systems to manage monitor and respond to a deteriorating environment. Our risk methodology is informed by ISO 31000:2009, Risk Management – Principles and Guidelines, and was designed specifically to support our consultants in the assessment and treatment of security risks.

Advisory Services continued

■ Strategic & Operational Risk Assessments

- Understand your environment by country, region, city, operational site, journey or supply chain.

■ Travel Risk Management

- Pre-Travel briefings to ensure risk exposure is understood – works in tandem with our proprietary traveller tracking solution via our online platform.

■ Risk and Resilience Project Consulting

- Site security surveys and audits
- Contingency planning
- Pre-deployment Training
- Kidnap awareness training

■ Due Diligence & Screening

- Our meticulous research combined with ground truth provides germane, advantageous insight into the participants involved in your transaction, whether you're recruiting or closing a deal. Our reports deliver accurate, dynamic and privileged information that allows you greater flexibility in your negotiating and helps you avoid poor outcomes.

■ Cyber Risk

Threats to your valuable data, projects and assets are constant, and your entire business is at risk of the world's number one threat. EOS provides a unique combination of enterprise risk management, security programme delivery and crisis response expertise to help secure your information and protect your business

- Cyber risk assessment, understand the likely threats and your resilience to them
- Cyber active threat monitoring and protection, monitors cyber threats across your business systems, brand and key people, providing open net and dark net coverage of your third party risks
- Cyber Threat Intelligence Convergence platform, automating the process of data collection from multiple sources
- Cyber audit, systems penetration testing, cyber consulting
- Cyber breach response - manage a breach, respond, contain, resolve, manage the business, investigate and recover.

■ EOS Frontier Services

For customers engaging in new markets and territories EOS Frontier is a trail blazing advisory service that supports and underpins decision-making, delivering risk mitigation strategies to support competitive advantage and drive success. Our services include:

- New Market entry support
- Desk top threat assessment
- Desktop Risk Assessment
- Project due diligence
- Reputational sensitivity analysis
- Office and residential premise advisory
- Local partner & professional service provider Due Diligence
- Threat Identification
- Security strategy design
- Corruption practice advisory and mitigation strategy



Protective Services

■ Security Project Management

Risks can become compounded, more serious or simply more evident when operating in high growth, emerging or complex environments. EOS project risk management services identify and treat risks to enable successful business outcomes. We provide innovative, flexible and cost-effective security solutions to fulfil our clients' duty-of-care obligations and ensure a secure working environment for their staff:

- Outsourced security experts to resource capability gaps or manage unforeseen or escalating events
- Security services, security programs and training
- Security by design, integration of security policies and procedures into business processes
- Project Risk Analysis
- Personal and asset tracking
- Effective community engagement
- 3rd party Security Management & Mentoring
- Security insourcing and outsourcing decision support
- Meet duty of care obligations towards through contractual risk management
- Develop contingency and incident response plans and exercises
- Immediate assistance and response management

■ Executive Protection

With our integrated offering of discreet close protection, expert advice, local liaison, Travel support and coordination, we assist thousands of executives each year, delivering comprehensive security from end to end

■ Travel Risk

24/7 Support, Traveller Tracking & Monitoring Services

Accounting for all of your people at any one time, in particular your travellers and expatriate employees is a fundamental duty of care.

Our global traveller tracking tool allows you to monitor your people and assets 24/7 and issue real time alerts of incidents likely to affect business travel. Flight data is integrated directly to our system complementing our asset tracking software and our phone apps, delivering an active

real-time picture of where staff are. Travellers facing difficulties can call our hotline 24/7 for advice or interact directly with our platform via their PC, tablet or smart phone, via email or SMS.

Secure Journey Management and crisis response preparation and management delivered in an end to end managed service, monitored 24/7 by our security operations centre, utilising software as a service travel tracking, mobile applications and real time risk consulting support and response.

■ Maritime Security Services

EOS's marine practice is one of the longest standing independent marine security practices in existence. Our dedicated ISPS-qualified marine consultants spent over 1.5 million man hours at sea, protecting over 2500 vessel transits last year alone, whilst our maritime analysts and operations staff monitored and tracked over 10,000 vessel movements.

EOS Group is retained exclusively by Novae at Lloyds of London to provide priority crisis response to clients insured under marine kidnap-for-ransom and extortion policies:

<http://www.novae.com>

Our marine services include:

- Marine Risk Advisory & Intelligence Support
- Risk assessment and security plans
- Route Risk Assessments
- Vessel security surveys
- Embarked armed/unarmed security teams and escort vessels
- Offshore marine security
- Counter piracy training
- Marine Kidnap and response consultancy
- Maritime Security Online – active tracking, dynamic route risk assessments, pirate incident alerts, port security, transit monitoring

■ Investigations

Fraudulent activity against companies is prevalent, often by employees. Whether a major fraud, a leak of information or unwitting investment in money laundering, EOS Risk Group will help contain the problem, investigate and, where possible, trace assets. Our multi disciplined investigation teams are drawn from seasoned consultants with first careers in legal, intelligence, law enforcement, journalism and accountancy backgrounds.



EOS Assist

■ Crisis Management

EOS Groups crisis team helps organization's understand the specific threats and risks to their business and the critical resources that underpin their business. Our experts then help develop robust processes and plans to manage those unforeseen events.

■ Insurance

EOS Risk Group is retained by Lloyd underwriters, Novae <http://www.novae.com>, to provide priority consulting and response services to their clients who insure against kidnap, extortion, terrorist damage, contaminated product recall, malicious harm, reputational harm and Cyber. Eos Risk Group works for both insured and uninsured companies:

■ Accredited Kidnap & Crisis Response

Kidnap is a global menace. It disrupts thousands of lives each year. Its impact is traumatic and its legacy expensive.

EOS Risk's Crisis Response Team has resolved over 500 cases, including conventional kidnap for ransom, express kidnap, marine piracy, marine hijack, terrorist/political kidnap, threat, extortion and illegal detention. With particular expertise in emerging markets, we have resolved cases in 63 countries and almost 20% of the total originated at sea.

■ Malicious Product Tampering, Extortion & Contaminated Product Recall

Eos works in tandem a leading product recall specialist and the foremost international Crisis PR and corporate communications firm. Our services can cater for retailers and general manufactures and help to mitigate likelihood and the impact of a recall to both the insured and insurer.

■ Emergency Evacuation and Global SOS

The havoc of the Arab Spring and the outcome from natural disasters underscore the requirement for robust evacuation plans in place to ensure the safety of staff in rapidly escalating situations, where government and infrastructure is overwhelmed or has ceased to function.

EOS Response experts combine experience and best practices with 24/7 multi lingual response to help clients plan and execute the safe evacuation of personnel and their dependents from deteriorating environments. Our response experts deliver frontline assistance during crisis, emergency response and evacuations. Our services include:

- Expert crisis management, emergency response consultants and security analysts 24/7
- Rapid response
- In country support and privileged access to our global associate network
- Seamless coordination with our UK based assistance centre
- Integrated medical and security response and assistance through one single point of contact

■ Security Response & Crisis Management support

Delivering strategic and operational security support from our security experts and analysts around the globe, who are constantly monitoring events in real time, ensuring that you are able to respond from an informed basis to fluid situations.

■ Media Handling and Crisis Communications

EOS's crisis PR consultants helps our customers prepare, defend, and manage reputational issues. Our preparatory service enables clients to understand the risks they face and to be prepared should they arise. Preparedness work includes:

- **Advise** - Reputation risk analysis - a review of what risks the organisation face and the likelihood and potential impact of these. The analysis would include likely stakeholder and media response, and the preparation of holding lines for given situations.
- **Protect** - Crisis Communications Manual review or creation - existing crisis communications manuals could be reviewed and updated as required to ensure it contains key information. If no existing material exists, then a crisis communications manual can be written that would include;
 - Organisations overall approach to effective crisis management
 - Call-out process to properly inform key personnel when a crisis breaks
 - Details of roles and responsibilities during a crisis
 - Guidelines and templates to ensure swift and consistent action
- **Protect - Crisis Exercise** - a desktop exercise to ensure teams have tested the procedures and processes they would deploy in a crisis. Additionally this processes tests individual roles and responsibilities as well as key messaging an organisation would need in a crisis.
- **Assist - 24/7 Crisis PR Response Services** -
 - Crisis counsel and tactical guidance, including support on the ground around the globe - The Crisis PR team is available on a call out basis to provide 24/7 advice, tactical support and guidance whenever the client should

require us. EOS PR Consultants has offices in key global locations including Europe, the Middle East and Asia, as well as affiliate offices in South America and Africa, meaning that we can provide support on the ground wherever the issue may occur.

- Crisis press office - alongside any existing communications team or on our own, we can act as the insured's press office to field press enquiries, issue positional statements and respond to media, ensuring that the client's position is communicated and understood, and inaccurate information is challenged and corrected.
- Media Monitoring and analysis - We will conduct round-the-clock monitoring and analysis of print, online and social media, put in place for each crisis by search terms, to ensure that potential threats are identified and addressed at the earliest opportunity.
- Litigation support - Managing and protecting reputation before, during and after litigation using our bespoke Reputation Planning Guide.


■ Safety and Security Training

Eos provides a range of approved aviation and marine security and medical training courses certified to properly prepare and equip staff for work specific environments and in relevant skills (Security Industry Authority (SIA) (approved by City & Guilds), BIIAB, EDEXCEL, the UK Maritime and Coastguard Agency (MCA), the UK Department for Transport, and major Classification Societies). Training and training needs analysis disciplines include:

- Personal Security and Situational Awareness
- Enhanced Driving
- Defensive Driving Training
- K&R & Crisis Response
- VPSHR
- Certified ISPS Training (CSO, SSO, PFSO, PDSD)
- STCW 95 Training
- Crews Vessel Safety and Security Act Compliance Training (CVSSA)
- International Civil Aviation Organisation Training (ICAO)
- Hostile Environment Training

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