

A large, dark blue, stylized globe is centered in the background, showing the continents of North and South America. The globe is semi-transparent, allowing the dark blue background to show through.

Traveler User Guide

Feel safe knowing that Global Guardian's 24/7 Operations Center is standing by to support in the event of an emergency. Our Mobile Phone Application and Traveler Portal allow employees to request support, receive updates on travel advisories, and stay connected to the company.

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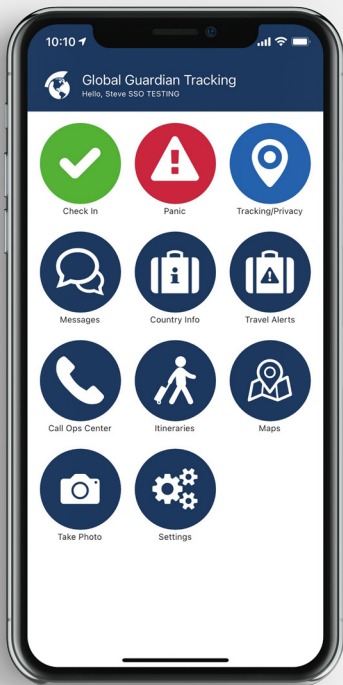
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HOW TO USE

With the push of a button, employees have access to the 24/7 Global Operations Center. Below outlines all important application features to familiarize yourself with should you need to access them in an emergency situation.

KEY FEATURES



***You must keep the app open in the background to be tracked and receive alerts (DO NOT FORCE CLOSE)**



CHECK IN

This feature allows the user to let Global Guardian know that all is well. An Operation analyst will respond through a text on your mobile app confirming that we have received your check-in. We recommend the user tap the check-in button when you move locations, arrive at the airport, or check-in to a hotel. In addition, should you choose to be in Privacy Mode, please push the 'Check-in' button each time you move locations.



PANIC

If you find yourself in an emergency situation, hold the 'Panic' button down for 2 seconds. The app will automatically send a notification to our 24/7 Operations Center indicating that a Panic Alarm has been fired.

Our Ops Center will immediately reach out to the individual through phone, text or email to assess the situation. We will also geo-fence the individual's location to determine if there are any threatening events happening nearby.

Once we assess the situation on the ground, we will either provide over the phone security/safety advice or deploy one of our in-country security teams to provide assistance and/or emergency evacuation.



TRACKING & PRIVACY

When Tracking, users will see themselves as a blue dot on the map. If you do not want to share your location with Global Guardian, you have the option to turn on 'Privacy Mode'. We will not have the ability to see your location while this setting is on. However, should you find yourself in an emergency situation while in 'Privacy Mode', you can still push the 'Panic' button which will automatically turn your app location on and send an alert to the Ops Center.



TRAVEL INFO

This feature allows the user to view the risk ratings of all countries around the world. A 1-page summary will be available for each country which will detail the unrest, crime, kidnapping and health ratings. There will also be country safety tips for emergency numbers, vaccines, currencies, ATMs, Internet accessibility and transparency, driving hazards, socket & plug compatibility, alcohol, drugs, and religion.

ADDITIONAL FEATURES



TRAVEL ALERTS

Any alerts that have been vetted and approved by our GG Intel Analysts that may impact your travel. Use this feature to see events closest to you.



CALL OPS CENTER

Allows user to quickly call directly to a live Global Guardian Operator for assistance 24/7.



TAKE PHOTO

Take a photo to share your unfamiliar setting with our Operations Team to better assist you throughout your travels.



MESSAGES

Direct line of text communication to the Ops Center.



DEVICES

Setup Bluetooth Panic Buttons.



ITINERARIES

Personal travel itineraries are displayed here.

FREQUENTLY ASKED QUESTIONS



WHEN SHOULD I USE THE PANIC BUTTON?

Use the panic button at any time you find yourself in an emergency situation. By pushing and holding the “Panic” button for 2 seconds, the app automatically notifies Global Guardian’s 24/7 Operations Center. Through our Global Tracking Platform, the in-need individual’s contact information, organization, and exact location will appear on all computer screens. Our Operations Center will then immediately reach out to the individual through phone, text, or email to assess and triage the situation. We will also geo-fence the individual’s location to determine if there are any threatening events happening nearby.

Once we assess the situation on the ground, we will either provide over the phone safety and security advice or deploy one of our in-country security teams to provide assistance.



WHAT TYPE OF INFORMATION CAN I ACCESS VIA TRAVEL INFO?

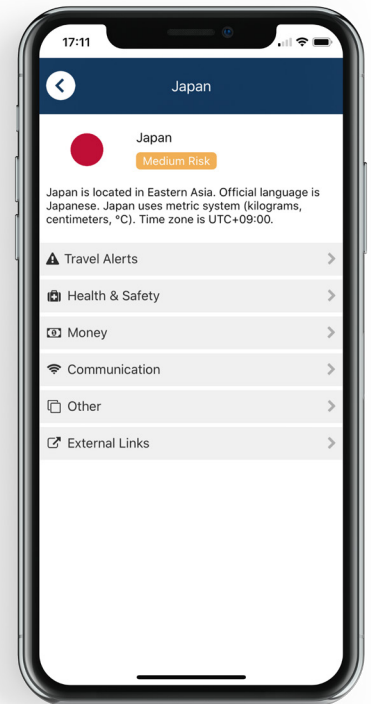
The Travel Info feature allows the user to view the risk ratings of all countries around the world. A 1-page summary will be available for each country which will detail the unrest, crime, kidnapping and health ratings. There will also be country safety tips for emergency numbers, vaccines, currencies, ATMs, Internet accessibility and transparency, driving hazards, socket & plug compatibility, alcohol, drugs, and religion.



HOW WILL I BE NOTIFIED OF A NEARBY SECURITY INCIDENT?

If you are in the proximity of a security incident, you will receive a push notification through the mobile app detailing the incident and its location. The range of a security alert is based on the severity of the incident. For example, extreme event notifications (terrorist attacks) will be pushed to all users located within a specific country; while minor/less extreme events (protests) will only be pushed to a smaller range of users who may be affected by the incident. During a life threatening event, our Operations Center will geofence the incident’s location and proactively reach out to the individual’s closest to the event to assess the situation and provide assistance or deploy a security team to respond.

Extreme Risk High Risk Medium Risk Moderate Risk



Example of Travel Info App Functionality

FAQ CONTD.



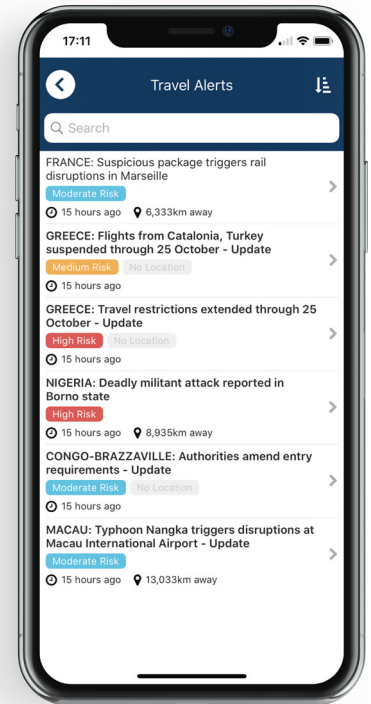
WHAT IF I DO NOT WANT TO BE TRACKED AT ALL TIMES?

Once you register and download the app, your phone's location is shared with our Global Intelligence Platform for your safety. Location sharing allows the Operations Center to respond as quickly and efficiently as possible should an emergency event take place near your location. If you do not wish to share your location with Global Guardian, you have the option to turn on 'Privacy Mode'. We will not have the ability to see your location while this setting is on. However, should you find yourself in an emergency situation while in 'Privacy Mode', you can still push the 'Panic' button which will automatically turn your app location on and send an alert to the Operations Center. If you do choose to be in Privacy Mode while traveling, please push the 'Check-in' button every time you move locations such as arriving at the airport or checking in to a hotel – this will allow Global Guardian to know your region without knowing your exact location.



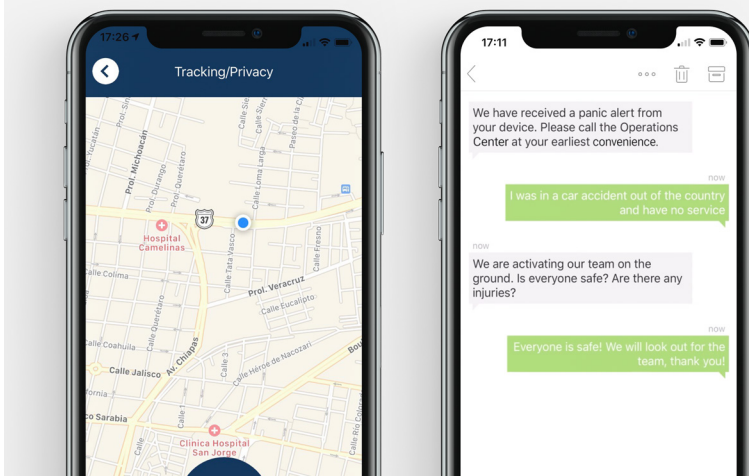
WHEN SHOULD I MESSAGE OR CALL THE OPS CENTER?

Calling or messaging the Ops Center features can be used for non-emergency situations. Employees can use these features to receive travel information and advice for current and/or upcoming travel, ask questions related to recommendations for travel, the Global Guardian Tracking App, or any other assistance that they may require.



Example of Travel Alerts on the Global Guardian Application Platform

If you have any additional questions, please contact our operations center directly by calling +1-703-566-9463 or emailing operationscenter@globalguardian.com

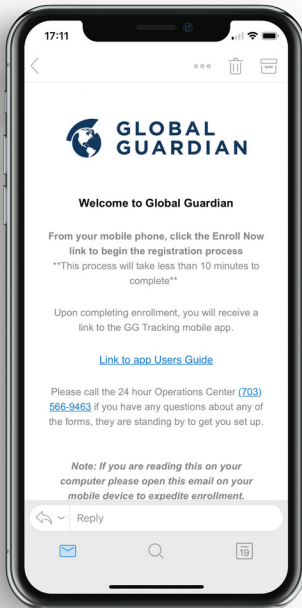


GLOBAL GUARDIAN MOBILE APPLICATION IN ACTION

During a business trip, a client was in a car accident. Upon triggering the Panic button, the Ops Center called the client who did not pick up. They immediately messaged them through the app and were able to learn they had been in a car accident. They deployed our on-the-ground teams to assist the client and ensure everyone was safe and uninjured.

A large, dark blue, stylized globe is centered on the left side of the page. The continents are visible in a lighter shade of blue. The globe is partially cut off by the right edge of the frame.

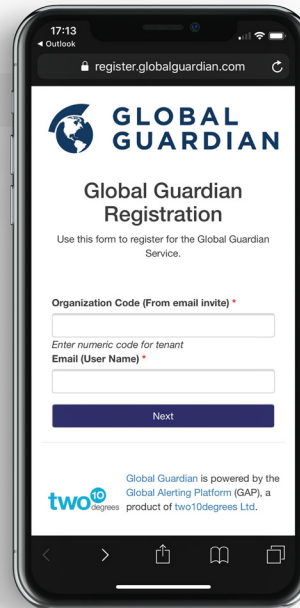
Mobile Application Download Guide



STEP 1

Receive Email Notification

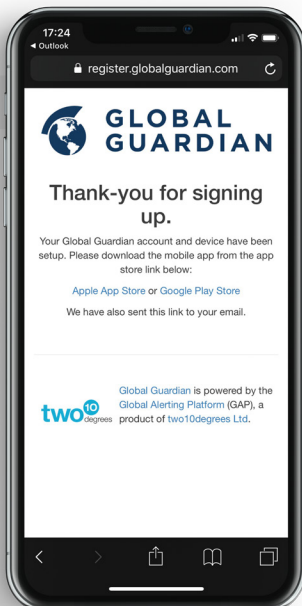
- Clicking on the Enroll Now link will take you to the Global Guardian registration website
- Please make note of the organization code for reference later



STEP 2

Device Registration

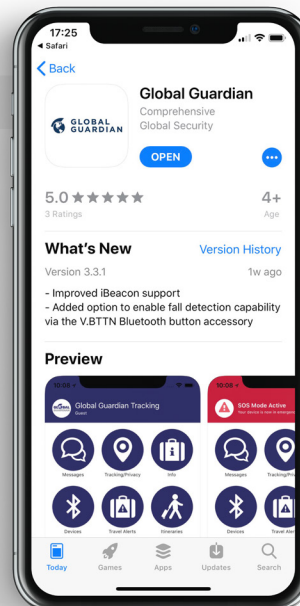
- Enter the organization code from email
- Complete all required fields needed for registration



STEP 3

Click on Specific Device Link

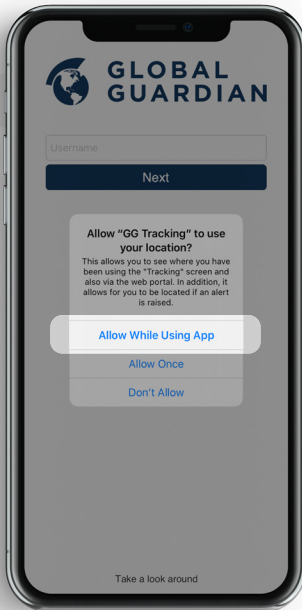
- Click on the download link that corresponds to your phone type



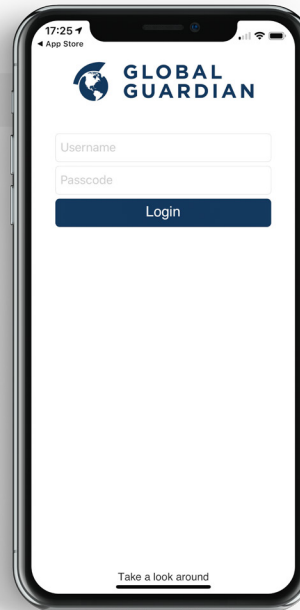
STEP 4

Download Global Guardian Application

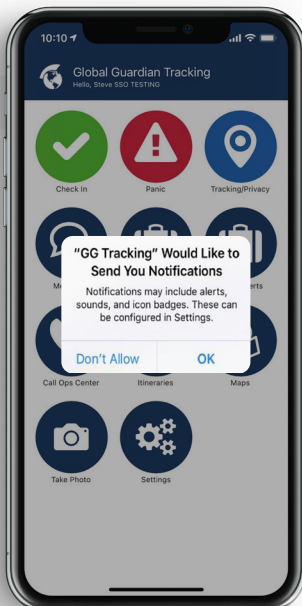
- Select "Get" to download the tracking APP. Once the download is complete, you will be prompted to "Open" the APP


STEP 5
Allow Tracking & Notifications

- Open the application and select "Allow while using App"
- To update your location sharing at any time simply go to your phone's Settings > Privacy > Location Sharing > GG Tracking and select your preference: Never, Ask Next Three, While Using the App, Always


STEP 6
Sign-In & Activate

- Sign In using your company email address and password setup during registration


STEP 7
Log In & Notifications

- Once logged in, select "OK" to allow push notifications


STEP 8
Send 'APP Download Successful'

- Click on the 'Check In' option to ensure and successfully test two-way communication with our 24/7 Operations Center

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Traveler Portal Overview

Access the web-based Traveler Portal to view itineraries, stay updated on travel advisories, and utilize links to critical resources before and during travel.

HOW TO USE

This web-based portal allows employees to view their personal travel itineraries, find travel advice and global alerts, review personal information, and utilize important links to ensure safe travels.

Go to <https://travelerportal.globalguardian.com/> and enter your mobile app login credentials to access this portal



KEY FEATURES



MY ITINERARIES

Use this feature to submit new travel itineraries or view ones that have already been uploaded. Whether it be hotel information, flight data, or both, submit itineraries so Global Guardian knows where to reach you in the event of an emergency.



TRAVEL ADVICE

Any alerts that have been vetted and approved by our GG Intel Analysts that may impact your travel will appear here. Use this feature to see events closest to you, as well as around the world.



MY PROFILE

This tab holds basic personal information about a traveler. It is here that employees can verify information, update emergency contacts, change account passwords, and more.



USEFUL LINKS

A host of useful Global Guardian resources are stored here for quick and easy access. From the main website to a comprehensive world Risk Map, travelers can look here for important information to prepare for trips.

CASE STUDIES



INCIDENT: Coordinated Terrorist Attacks

LOCATION: Paris, France

SERVICE: Duty of Care

SITUATION: In the evening hours on 13 November 2015, terrorists attacked multiple sites in Paris including a concert hall, major stadiums, and hospitality venues.

RESPONSE: Global Guardian acted immediately, pro-actively transmitting alerts to all relevant clients through Travel Guardian, our mobile phone application.

In addition, our 24/7 Operations Center geo-fenced the attack sites to determine if any clients were in the vicinity. After locating one member watching a show adjacent to one of the attack sites, the Operations Center contacted the traveler utilizing her Travel Guardian mobile phone application. The Operations Center team directed her to safety and within minutes coordinated a pick-up by our local security team to transport her to a hotel on the outskirts of the city for an overnight stay.

Separately, the Operations Center maintained communications with all travelers in the general vicinity, directed them to safety, and updated their respective headquarters of their status.

Thanks to Global Guardian's well-placed network of international ground teams, client tracking services, and our 24/7 Operations Center, situations like these can be responded to immediately, allowing our clients peace of mind when traveling.



INCIDENT: Hurricane in Houston

LOCATION: Houston, Texas

SERVICE: Duty of Care

SITUATION: Following the devastating flooding in the Houston area following Hurricane Harvey, Global Guardian assisted clients with accountability and rescue efforts.

RESPONSE: Utilizing shallow draft boats Global Guardian directed teams into the heart of the city to confirm the safety of client employees who had not checked in with their headquarters as planned. With this immediate response, Global Guardian was able to find and confirm the safety of those in question and ensure that the client's personnel were accounted for. In addition, Global Guardian directed teams in high water vehicles to evacuation shelters to collect families and transport them safely out of the area. All of these efforts were accomplished while simultaneously communicating with the evacuees and teams and securing lodging far out of the danger area.



INCIDENT: Car Accident in Mexico

LOCATION: Cabo San Lucas, Mexico

SERVICE: Duty of Care

SITUATION: An executive's 18-year old daughter was thrown from a vehicle traveling more than 60 mph in Cabo San Lucas, Mexico, while on a college graduation trip. The friends of the injured teenager did not know which hospital she was transported, did not speak Spanish and had no idea what to do after calling her parents.

RESPONSE: As a result of a call from the parents, Global Guardian dispatched 3 bilingual security personnel to the most prominent hospitals in the area. The daughter was located and identified within 47 minutes and an English speaking surgeon was connected to the parents by our Global Guardian medical team for diagnosis. Global Guardian ultimately evacuated the daughter to her home city 10 hours later.

For assistance, please contact our 24/7 Operations Center:

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