



YEAR IN REVIEW

A LETTER FROM THE CEO

Dear Members and Friends,

2020 was a year like no other. Together, we navigated through a new normal and have adapted, and endured these extraordinary times. As COVID-19 has overwhelmed the global economy, interrupted international and domestic travel, and disrupted our work and home lives - we are grateful for your support and honored to have earned your trust.

Our team has spent their careers preparing for crisis. When the pandemic hit, we were ready to protect you - and we will remain ready. Just like years past, we continue to focus on innovation and expanding our suite of services to keep you safe and operational.

With infection rates climbing again, we have our work cut out for us. We believe that Global Guardian is well-positioned to meet the challenges of the future thanks to the hard work put in by the team this past year. As we enter 2021, we are committed to remaining leaders in every vertical in which we operate. While we understand a return to normal, particularly when it comes to business and personal travel, is still months away, know that Global Guardian is here ready to guide and support you. We are resolved in our mission of making your safety our first priority.

GLOBAL RESPONSE NETWORK

Partly as a consequence of the pandemic, our clients are facing unique challenges that put their people and assets at greater risk around the world. In an effort to address this situation, we expanded our global network well beyond 100 countries in 2020. We have also bolstered our presence in the Americas, which puts us in a favorable position across the industry.

Our growing on-the-ground networks are an invaluable resource for our clients, helping them navigate the uncertainties and challenges of 2020. Our 24/7 Operations Center is in daily contact with our local teams to manage and coordinate our work, from large-scale evacuations to car-and-driver missions.

2020 International Capability Expansion

AFRICA	ASIA/OCEANIA
Mali	Kazakhstan
Niger	Papua New Guinea
South Sudan	Yemen
Sudan	
Uganda	

AMERICAS	EUROPE
Bahamas	Cyprus
Dutch Caribbean Islands	France
Mexico (Los Cabos, Cancun)	Georgia
Paraguay	Malta
Turks & Caicos, Providenciales	North Macedonia
Uruguay	Portugal

We have never seen the world shut down as it did in response to the pandemic. Overnight, governments closed borders and airspace, and international travel ground to a halt. In response, we intensified our support to clients. In March, we evacuated more than 300 U.S. citizens from Honduras who were stranded as a result of local lockdowns and curfews. Working closely with the U.S. Embassy, the Federal Aviation Administration (FAA), and the Honduran government, we secured the necessary permissions and chartered aircraft to safely evacuate these individuals to Miami.

While the pandemic raged, so did the 2020 Atlantic hurricane season, with the most named storms in history. We were thankful these storms were not as destructive as meteorologists predicted, yet they still had a severe impact on Louisiana. When the state was hit by five hurricanes — all Category 3 or above — our teams were on the ground supporting and protecting our clients.

Over the past year, we expanded our technological capabilities, including the addition of drone technology. These drones support search-and-rescue operations, provide damage assessments when natural disasters strike, and have eye-in-the-sky surveillance capabilities that can prevent crime.

Working closely with the U.S. Embassy, the Federal Aviation Administration (FAA), and the Honduran government, we secured the necessary permissions and chartered aircraft to **safely evacuate these individuals** to Miami.

TRAVELER SECURITY

We know the immense toll that the pandemic has taken on the travel industry and are keenly aware of the personal losses inflicted on our community. Throughout the year, our Traveler Security Division continued to provide comprehensive duty of care solutions for corporate and family travelers. For example, we used integrated services of our local team, chartered boats and planes to safely and quickly evacuate a family with a COVID-19-positive member stranded on an island nation to medical care in the United States.

In anticipation of a slow return to business travel this year, Global Guardian has launched new products designed to protect our members in a more uncertain world. We now offer membership programs designed to protect travelers from risks related to kidnappings and broad based security crisis posing a direct threat to life.





These services have been rolled out under new offerings called Kidnap and Ransom Solutions and Security Response memberships. Our Kidnap and Ransom program provides our clients access to pre-event, realtime, and post-crisis services, while our Security Response membership provides comprehensive evacuation coverage in a time of crisis. Our on-the-ground networks and deep understanding of regional issues make these services unique to the market and give our clients the best chance for a safe and quick recovery.

In addition, we are excited to be launching the Global Guardian Academy, an E-Learning platform in partnership with Greylake Training Solutions. Each of our clients will receive complimentary access to two E-Learning courses — International Travel Safety and Travel Health & Wellness — to help them travel securely and confidently in 2021.

Further, in response to an increased demand for bespoke missions, we have created a Special Operations division to provide custom security solutions, including executive protection, security and transportation, emergency aviation, event security, and employee in-person training. Corey Johnson, former Director of Operations, will now oversee this division as the President of Special Operations.

ASSET SECURITY

The pandemic has caused great economic pain and led to an increase in crime. Furthermore, widespread protests and unrest across U.S. cities resulted in the destruction of commercial and personal property. In this volatile atmosphere, our clients have felt an increasing need to protect their people and assets with physical and virtual guards. Global Guardian's Asset Security Division continues to provide video surveillance and intrusion detection monitoring, often integrated with the deployment of physical agents. This hybrid model replaces the traditional deployment of costly and ineffective security guards and leverages our video surveillance technology.

Our event-driven analytics platform has continued to prove invaluable for facility protection. We concluded the year with 492 intrusion events, 475 police dispatches, and 245 criminal apprehensions.



492

INTRUSION
EVENTS

475

POLICE
DISPATCHES

245

CRIMINAL
APPREHENSIONS

On average, our SOC protects clients from **3.8 million potential cyber security events per day**

CYBER SECURITY

Even before the pandemic, cyber security ranked among the top challenges facing companies. According to Cyber Security Ventures, an industry research firm, global cybercrime is expected to cost as much as \$6 trillion this year. The unprecedented shift toward working from home as a consequence of pandemic lockdowns has meant that we are now even more vulnerable to cyberattacks.

Our 24/7 Cyber Security Operations Center (SOC) provides real-time protection to secure corporate and residential networks, including individuals traveling or working from home. We protect clients from attacks on smart home automation systems such as Nest and Ring; credential stuffing; and phishing, malware, and ransomware attacks.

In the last 12 months, our team saved multiple companies from ransomware extinction events. In roughly one-third of new 2020 installations where we deployed our cyber defender toolkit, we identified and immediately stopped ongoing attacks within the residential network. On average, our SOC protects clients from 3.8 million potential cyber security events per day, marking an overall increase of 300% from 2019.

In 2021, we will begin offering cyber security training through our new E-Learning platform – Global Guardian Academy.

CUSTOMIZED SECURITY SOLUTIONS

We continue to provide our clients with innovative and bespoke security solutions that respond to unique real-time requirements. Introduced in 2020 and continuing to roll out in 2021, we have added drones, K9 services, and E-Learning to our suite of customized services.

Our Intelligence Team continues to provide comprehensive reports for clients. In addition, they release regular complimentary COVID-19 updates, which have been in place since the start of the pandemic. This past year, we supported clients with customized physical security assessments and threat management plans for companies and locations in the United States and abroad.

FirstNet is the United States' **first nationwide public safety communications platform** dedicated to first responders and supported by AT&T.



Recently, Global Guardian achieved the distinction of becoming FirstNet certified — giving our clients the assurance that Global Guardian will be able to communicate globally in any crisis. FirstNet is the United States' first nationwide public safety communications platform dedicated to first responders and supported by AT&T. In times of crisis, FirstNet certified users, including Global Guardian,



Global Guardian's 24/7 Operations Center in McLean, VA

have unique and priority access to mobile communications technology that the general public does not. This means that no matter the emergency and regardless of whether mobile networks are up and running, our team is still be able to communicate with local authorities to ensure our client's property and assets are protected.

LOOKING AHEAD

Throughout the past 12 months, Global Guardian has remained responsive, resourceful, and innovative while adapting to unique situations across the world. **We will continue to do so in the year ahead.**

2020 challenged us in many ways, and put Global Guardian's team and tenacity to the test. Our team has gone above and beyond the call of duty, and has persevered through the challenges of the year with professionalism, fortitude, and grace. Throughout the past 12 months, Global Guardian has remained responsive, resourceful, and innovative while adapting to unique situations across the world. We will continue to do so in the year ahead.

As we look to 2021, we are optimistic about the opportunities before us. Our accomplishments over the past year have put us in a strong position to continue to be a leader in our field. We are more inspired than ever to use what we have learned and achieved to help protect our clients. Our competitive advantage lies in our reaction and responsiveness, our exceptional team of experts, and our dedication to duty of care. Above all else, it is you that motivates us to do our best each and every day.

Together, all things are possible and we look forward to the year ahead.

Standing by to support,



A handwritten signature in black ink, appearing to read 'Dale Buckner', written in a cursive style.

Dale Buckner, Chief Executive Officer