



THE INKERMAN GROUP

# Travel Safe Services



24/7

Business Risk and Intelligence

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## THE INKERMAN GROUP

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The Inkerman Group is a specialist risk and intelligence company that delivers tools, techniques and methodologies to counter or mitigate threats to businesses. The Group's expertise covers all aspects of risk, intelligence, travel safety, protection and security, and it works with clients, companies and organisations throughout the world to identify the specific risks, threats and vulnerabilities being faced and delivers bespoke solutions to minimise those risks.

Intelligence, Protection and Investigations forms The Inkerman Group's core business, which encompasses the full range of services including travel safe, personal protection, tracking solutions, kidnap and ransom, crisis management, security evacuations and specialist investigations, backed-up by real-time, 24/7 intelligence.

Established since 1996, The Inkerman Group is a global business and international in scope, with the capability to deliver anywhere throughout the world and in rapid response times. Its client base includes multinational corporations, companies, governments and private individuals for which the company provides the full range of security and intelligence services. Key qualities which are applied in all areas of our business are rigour, loyalty, discretion, meticulousness, persistence, incisiveness and resourcefulness. Integrity, professionalism and the delivery of leading-edge services and solutions to clients lie at the centre of the company's approach.

The permanent staff consists of experienced law enforcement and intelligence professionals drawn from military, defence, police and security backgrounds. They are supported by a number of associates with specialist skills. Added to high-grade technology and IT, there exists a capability to deliver fully integrated security solutions to government, corporate and high net worth clients. The Inkerman Group is an ISO 9001:2008 accredited company, is registered with the Data Protection Agency and has Credit Consumer Registered licences with the Office of Fair Trading. The Inkerman Group is an SIA Approved Contractor for Close Protection and Security Guarding.

The Inkerman Group provides bespoke, personalised services to its clients; solutions which seek to completely understand the in-depth requirements and to deliver the unique solutions which most closely meet the needs of the business. We create the template around the client. The request for a summary of The Inkerman Group's travel safe capabilities is addressed in this document; however, these can be adapted and changed to meet client's specific requirements. We would welcome any feedback that ensures our clients obtain the best from The Inkerman Group's services as we are flexible enough to ensure that our clients receive the exact services and support they need and want.

In addition, The Inkerman Group seeks to develop and maintain long-term security partnerships with its clients and, in the process of doing so, works hard to understand the very specific challenges facing them in order to deliver the best solutions, on an ongoing basis. Understanding your needs is paramount to us; our team will get to know your needs ensuring best service and delivery.

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## SECURITY REQUIREMENTS

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The Inkerman Group specialises in travel security issues and in the provision of a wide range of services for its clients throughout the world, all of which are bespoke to each of its clients. These services include a number of options, which are designed to either be provided as stand-alone services or as an integrated provision.

### 24/7 MANNED OPERATIONS CENTRE

The Inkerman Group operates its own Operations Centre which is manned 24/7 with experienced and professional staff at all times. All traveller tracking, advice and response is managed and co-ordinated through the Operations Centre; this, together with the Company's intelligence-led approach to services, forms the base-line support to the full range of operational and travel services provided to clients throughout the world.

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## TRAVEL INFORMATION: PRE-TRIP ADVICE / RISK ANALYSIS

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iTravelSafe is an Internet-based product designed and wholly owned by The Inkerman Group to deliver real-time information and risk assessment throughout the world. It is a comprehensive service of all travel, risk and business information in one place, for companies, organisations and their personnel to be able to access the very latest and up-to-date data and intelligence at the touch of a button, any time of day. The site can be branded specifically for companies and can be viewed either on the internet via The Inkerman Group portal, or via the company's own intranet.

Individual travellers can also be sent updated information via SMS, e-mail or phone – so, even when travelling, business travellers and expatriates can be constantly updated on the latest developments in-country.

The user friendly system can also be utilised by the company's travel booking agencies and services, especially when certain alert states in countries warrant the travel agents requiring consent by those authorising travel within the business. We can implement a system whereby the travel agents contact The Inkerman Group should an employee plan to travel to a Country on the alert list.

Continuously and dynamically updated with comprehensive information on a wide range of subjects to ensure that business travellers are fully conversant in all aspects of their travel arrangements, business meetings and valuable information about the locations being travelled to. The Inkerman Group produces regular Kidnap and Ransom Bulletins which can be dove-tailed into this service.

In addition, bespoke requests for information would be dealt with by the internal team of analysts in the Corporate Intelligence Division of The Inkerman Group, and on specific briefed requirements. The Inkerman Group risk mitigation element is centred upon TravelSafe and iTravel report services which are bolstered by personal traveller briefings prior to travelling if deemed necessary. These comprehensively drafted TravelSafe reports are specifically designed to cater for those high risk

locations which are either too dangerous to visit or are designated as being at such a risk to deem it unsafe to travel.

Systems and processes can be integrated with existing travel agent booking services, internal client management, HR and security services where required such as American Express Travel Services and CWT, whom we already deal with on this basis.

iTravelSafe can be provided in other languages in addition to English if required.

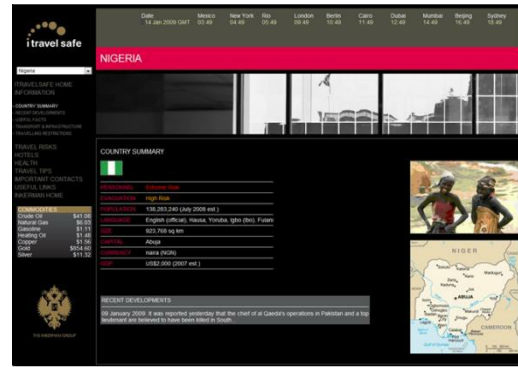
This subscription service delivers information, advice and assessment on a wide range of issues for all 207 countries - up-to-date, in real-time, 24/7. The site, which can be accessed at all times by our clients from anywhere in the world, contains travel information such as:

#### Country background information

- Useful facts
- Transport and infrastructure
- Travel restrictions
- Recent developments including security incidents
- Currency convertors delivered in real time
- Weather reports delivered in real time
- Business protocol

#### Travel risks

- Political situation
- Crime
- Areas of risk
- Kidnap
- Terrorism
  
- Hotels / places to stay
  
- Health
  - General health advice
  - Immunisation requirements
  - Hospitals
  
- Travel tips
  
- Important contacts
  - 24/7 hotline
  - Emergency numbers
  - Embassies and consuls (multi-national)



In addition, bespoke requests for information would be dealt with by the internal team of analysts at The Inkerman Group, and on specific briefed requirements. The Inkerman Group risk mitigation element is centred upon TravelSafe and iTravel report services which are bolstered by personal traveller briefings prior to travelling if deemed necessary. These comprehensively drafted TravelSafe reports are specifically designed to cater for those high risk locations, which national government e.g. the UK Foreign and Commonwealth Office Travel Website, deem as either too dangerous to visit, or they are too dangerous and the FCO have not nominated them as such. By working with your travel management company The Inkerman Group can integrate the risk indices for each country, advising where travellers are likely to be at risk, before they travel. This can take many forms but could, for example, be provided via a direct link to the Client's Security department who can agree sign off, arrange additional briefings, the provision of tracking, Close Protection and heightened assistance all before travel. Those travellers identified as being at risk can then receive detailed updates sent to them by text, e-mail or telephone call from The Inkerman Group Operations Room. "Fire side chats" or briefings by Inkerman Group specialists can also be provided should you need the extra personal touch.

INTERNATIONAL RISK ASSESSMENTS - including global perspectives, analysis and regular updates are all produced bespoke to your company's needs and requirements. These can include:

1. COUNTRY RISK REPORTS available either as an ongoing subscription service or with specific reports concentrating on the areas pertinent specific businesses. All geographical regions and subject matters can be covered.
2. ACCESSING NEW AND EMERGING MARKETS - Country specific reports that focus on political and security risks associated with particular business ventures, including an examination of the national, regional and local issues that may adversely affect business; ongoing support and analysis to aid business development and expansion.
3. BESPOKE REPORTS - These are produced by our iTravelSafe team of analysts. Dependent on your requirements, e.g. how many reports per annum and to what depth you require them, we can provide a quote, or these can be purchased individually.

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## TRAVELLER TRACKING AND MONITORING – THE EMPLOYEE TRACKING SERVICE (ETS)

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Employee Travel System (ETS) is a bespoke travel system designed to receive and then search travel information surrounding accounts and individuals as required. All information relating to a booking reference from Passenger Named Record (PNR) via the TMC to include Name (first and last), the relevant travel mode (flights / rail / including low cost carriers), destination, arrival point (country and city), duration of visit, hotel accommodation, contact details (telephone and e-mail). All information is searchable and can be interrogated by criteria such as airline carrier, arrival city, departure city, country, airline scoring matrix, country risk matrix etc. We provide client access to the system to enable accessibility of data on a 24/7/365 basis so that strategic decision makers have the relevant information to make decisions against. Options allow information to be displayed in list or map format as dictated by our clients as well as specific mapping to indicate levels of travel to specific countries etc.

The Inkerman Group receives details of travel bookings direct into its ETS system from the Travel Management Companies used by clients. This is provided via our 24/7/365 Operations Centre and ensures that all booked travel (so long as it is through those travel providers) is monitored by our personnel, thereby enabling us to take (on our client's behalf) proactive or reactive actions including:

- Travel to High or Extreme Risk destinations. Sending the traveller (and Security and Travel Management) an e-mail advising them of the risks inherent in that destination.
- Monitoring the location of travellers – whether this is through their travel or hotel information, we work with clients and travellers in times of emergency or the need to assist the traveller. This may include utilising information on:
  - Transit point or destination
  - Carrier
  - Hotel group / location
- Monitoring of travel information, for example
  - Number of travellers on one flight
  - Information missing such as contact information e.g. e-mail or cell number
- Monitor historical travel data, for example who was on flight no.'x'

## OPERATIONS CENTRE ALERTS

Our Operations Centre also provides tailored alerts and specific information feeds to travellers and management, including:

- Issue alerts to travellers. Dependent upon the nature of the incident and proximity this may be by SMS, e-mail or telephone.
- Issue Alerts to Security and Travel Management. Typically by e-mail, this enables the travel and security management to be kept apprised of developments in those countries or regions in which they have an 'interest.'

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## PERSONNEL TRACKING

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Corporate duty of care and the requirement to be able to manage and locate staff, particularly those working remotely / the lone worker and / or in specific risk / sensitive areas throughout the world is increasingly important to businesses. In recognition of this, The Inkerman Group has developed a whole range of services to address the very specific challenges in this area.

The Inkerman Group provides a comprehensive traveller tracking system in real-time, 24/7 throughout the world for clients. It is a location service and management protection system of people and / or assets and is designed specifically to track the whereabouts of individual travellers and assets.

The tracking system is managed entirely by The Inkerman Group in the Operations Centre 24/7, tailor-made for specific client requirements and is available through various platforms and devices including:

- Any GPS enabled Blackberry
- Any Windows mobile 5 or 6 Smartphone with GPS capability
- GPS dongle for location tracking only

Reports can be generated as frequently as required to outline the movements tracked, and the system enables clients to be able to monitor its people in real-time. Historical data is also available to clients should this be required. In addition to the tracking capability, we provide 24/7 monitoring and, in the event of a crisis, clients could also locate the person or persons in question.

Important features of the system include:

- Live Location Requests - requests a live location of one or all devices/employees on the system;
- Geofencing - allows geographical areas to be "fenced" so that if those being tracked leave the designated area, it alerts the system, mapping and locating the individuals in real-time;
- In incident areas, it is possible to ring-fence a geographical area and identify all employees within that specific area;

- The platform can also be set up with schedules to perform regular checks on devices, and geofence zones so that you will be alerted when the device leaves a specific location;
- Mapping - Street level mapping is available for all platforms;
- Overlay with Google Earth enables extremely accurate locator detailed information;
- Manual and automatic panic alarms;
- Normal accuracy down to 3-10 metres worldwide dependent on satellite coverage;
- Speed and direction of travel;
- Can contain personnel data that allows any operations centre to readily identify the person to the alarm should it be triggered;
- Can be used by all staff and their families if deemed necessary;
- The system can be used on BlackBerries and other GPS enhanced communication devices.



The platform can of course be set up with schedules to perform regular checks on devices, and geofence zones so that you will be alerted when the device leaves a specific location.

The system will also display messages from the device such as battery low, or fault reports ensuring you can keep in regular contact with your people.

Privacy issues are also handled by us and we can advise on any questions that employees may have.

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## EXTRACTION / HOSTAGE NEGOTIATION

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It is acknowledged that travellers may be required to travel to more sensitive and volatile areas, where they may be at risk of kidnap or caught up in unrest. Although unlikely, employees being taken as hostage or requiring safe exit from a country need to have the confidence that a robust infrastructure is in place to deal with such eventualities should they occur.

The Inkerman Group has a professional and experienced K&R team, headed up by Nick Howard and supported by experienced responders throughout the world. Nick, who served as a UK Police officer for twenty seven years, retired at the rank of Detective Superintendent having been at NCS and then SOCA. He is a UK Police Nationally accredited Kidnap & Extortion (K&E) Senior Investigating Officer (SIO), and has fourteen years K&E experience as a Senior Detective Officer within UK law enforcement. During this time he has performed the overall command role of SIO in



many K&E cases, including International cases in Spain, Turkey, Eire, Pakistan, Malaysia, Venezuela & South Africa.

The Inkerman Group's three tiered approach to Kidnap and Extortion comprises:

- Effective event risk mitigation,
- Live event training
- Live event response handling.

The Kidnap and Extortion training element comprises of crisis management training with inputs at three levels. The executive half day awareness input, and the one day and one and a half day workshop based exercise for crisis management practitioners. Additional training inputs include how to deal with being taken hostage together with personal and physical security whilst operating or residing abroad in a corporate context.

The Inkerman Group's live events response service is centred upon individually tailored client Specialist Contingency Risk Insurance (SCI) which includes post event repatriation and psychological support services. All Inkerman Group event responders have completed the National Metropolitan Police Hostage Negotiators course and have extensive International live event experience.

Crisis Management training should in time also form part of any offering.

Emergency Political Repatriation (EPR) would also be included with any SCI policy and should be sought from the underwriter.

We can also introduce clients to specialist brokers and underwriters in this arena to ensure highly commercial rates with The Inkerman Group appointed as responders.

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## PERSONAL PROTECTION

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The Inkerman Group provides a range of services to help ensure the safety of staff, executives and private individuals, particularly when travelling to regions with which they may be unfamiliar, working on projects or attending events which may attract unwanted attention, as well as being in environments when it is perceived that they may be at risk. Services which it already provides to a variety of its clients throughout the world, as required.

Backed up by a fully equipped Operations Centre and by real-time international intelligence, our full-time close protection teams are all SIA (Security Industry Authority) licensed, experienced, and able to respond quickly and efficiently, deploying effective protection solutions to clients throughout the world. The team is experienced in the delivery of long-term and short-term executive close protection assignments with business leaders, high profile individuals and large corporations.

The Inkerman Group has its own in-house close protection teams, with both male and female close protection officers, as well as these being SIA licensed in their own right, The Inkerman Group is also an SIA Approved Contractor for Close Protection and Manned Guarding.

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## CRISIS MANAGEMENT AND SECURITY EVACUATION

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Developing plans to cover potential crises is essential business practice - whether to protect from terrorism to criminality, political instability to natural disasters, kidnap and ransom, emergency, extortion and disaster recovery. The Inkerman Group is equipped and experienced to

- prepare for evacuation and return, and test existing plans
- design and implement crisis management policies, plans, and procedures
- crisis management training
- provide strategic planning and on-the-ground support.

The company has experience of dealing with all crisis management issues including pandemic, product contamination, exit strategies, emergency contingency plans and strategies and has experienced negotiators placed around the world

The Inkerman Group's world-class team of professional strategists, trainers and negotiators deliver solutions to clients worldwide. The specific requirements for this service would need to be discussed in more detail in order to be able to provide any costing indications.

### CRISIS MANAGEMENT TRAINING

The Inkerman Group has many years experience in all aspects of Crisis Management Training throughout the world; the trainers are qualified and able to work at all levels of the company's organisation to develop, produce and implement training courses.

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## ADDITIONAL SERVICES

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The Inkerman Group is able to supply a wide range of additional security services which may be of interest. These include:

- Investigations
- Intelligence management
- Pre-employment screening and vetting
- Security reviews
- Overt and covert surveillance
- Electronic sweeps
- Due diligence
- Security awareness training
- CONDO training
- Crisis Management Training
- Evacuation procedures
- IT entry procedures

- Personal protection services
- Security procedures / production of protocols and procedures

The Inkerman Group also has a number of wholly owned subsidiaries which augments the core offering and ensures an enhanced scope of services to meet client needs:

- Burravoe Translations Limited, which enables the Group to be able to confidentially translate any client's requirements into any language;
- TASK International Ltd, a training company in the security sector;
- Capital Eye Ltd, an international security and policing advisory company chaired by Lord Imbert a former Commissioner of the Metropolitan Police;
- PSS a company specialising in recruitment and placing of personnel with policing experience.
- Additionally, The Inkerman Group has, through its contacts, support in 168 countries where infrastructure and resources are available to it, which are nongovernmental, even though the latter links are extremely strong and robust as well.

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## GENERAL ADVICE AND SUPPORT

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In developing long-term business partnerships with its clients, The Inkerman Group often finds that it is required to provide a great deal of general advice and support across all areas of security, intelligence, protection and investigations – a relationship which, at times, positions the company almost as an outsourced security team, on call at all times. This is a service which The Inkerman Group believes is of value to clients; again, this would need to be tailored to each client's specific needs and requirements.

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## SUMMARY

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It is The Inkerman Group's philosophy to give you what you want and not what we want you to have and by working closely together we have a track record of achieving that. We trust that answers your questions, but we would be pleased to answer any questions you may have of us.

## EXPERIENCE

The Inkerman Group already has experience in the provision of travel safety, tracking, information provision, crisis management, kidnap and ransom and protective security. These are real-time services currently being delivered to existing clients throughout the world, supported by the company's 24/7 Operations Centre in the UK. This includes live traveller tracking service, internet based in-depth and detailed travel information via the iTravelSafe website, continuous information updates, interface with travel agent booking and client management. The Tracka service is also available with many additional, powerful features which enables closer tracking, reporting and useful management information for those needing to make important critical decisions, particularly in time of crisis.

#### PROVISION OF BESPOKE, PERSONALISED SERVICES

The Inkerman Group provides bespoke, personalised services to its clients; the Company seeks to completely understand the in-depth requirements and to deliver the unique solutions which most closely meet the needs of the business.

#### FLEXIBILITY

The Inkerman Group is extremely flexible in the delivery of its products and services and in responding to specific client requirements; the company does not attempt to squeeze its clients into existing templates for service provision, but creates a sets of services which genuinely meet your specific needs as a business.

#### 'CAN DO' ATTITUDE

The company and its personnel are extremely 'can do' in their attitudes and behaviours particularly with regard to customer service and the whole business is completely focussed on the needs of each of our individual clients. Close business relationships within the client business are encouraged and the whole account team allocated to each client works hard to ensure that continuous improvement actions are made to the services provided on an ongoing basis.

#### LONG-TERM PARTNERSHIPS

The Inkerman Group seeks to develop and maintain long-term security partnerships with its clients and, in the process of doing so, works hard to understand the very specific challenges facing them in order to deliver the best solutions, on an ongoing basis. Understanding the client's needs is paramount to us; our team will get to know what those needs are, thus ensuring best service and delivery.

## DISCLAIMER

The contents of this document are confidential and may also be privileged; any unauthorised disclosure, use or dissemination, either whole or partial, without the express permission, in writing, of the supplier, is prohibited. The contents of this document and any attachments do not constitute any commitment by the supplier, except where provided for in a written agreement between you and the originator. Whilst we undertake to use all reasonable care and skill in providing these services to our Clients, we cannot accept any liability for any losses suffered by the Client, where we have exercised such reasonable care and skill. In any event, the supplier does not accept liability for any consequential loss or damage of whatever sort, however caused to or incurred by the Client, in acting or relying upon any information provided to it by the Supplier and our liability is restricted solely to the restitution of our charges.

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