

GEOS

THE EUROPEAN RISK MANAGEMENT SOLUTION



GESTION ET COMMUNICATION DE CRISE

FORMATION SPÉCIFIQUE « D'EXPERT SÛRETÉ »



PROTECTION DE L'INFORMATION



SENSIBILISATIONS



Training Catalogue 2009



GEOS TRAINING SESSIONS: LEADING THE INDUSTRY

« Personnel safety and security : delivering our expertise to you »

To secure peace of mind, safety and security sensitization training sessions for personnel have become a priority for both corporations and organisations.

For this reason GEOS has decided to transmit its know-how.

The capacities and skills of GEOS experts are detailed in the following training course catalogue, with each course attached to a specific department of the Group. Our training courses combine cutting-edge teaching methods with a pragmatic approach, to allow trainees perfectly assimilate the knowledge and different aspects of security management.

Sharing these capabilities with you involves incorporating your needs to better transmit our skills and to develop together an effective corporate security culture: this is the core mission of the experts of the GEOS Group.

Patrick COUTAND
Director General
of the GEOS Group

A multidisciplinary approach

A global vision of risk prevention and management.

The experts of the Group have backgrounds in both the public and private sectors:

- Ministries of Defence, Interior, Foreign Affairs
- International diplomatic organisations.
- Universities and R&D laboratories.
- Multinational corporations.
- Equity and law firms.
- Media.

Our experience on the ground at the service of companies

Unrivalled experience: GEOS experts have operational experience working with the State special services and multinationals:

- DGSE, DST.
- RAID, GIGN, GSPR.
- E.U., U.N.O.
- Major international projects.
- Technical audits and financial performance assessments.

A customized service for companies

Effective, proven teaching methods: both the content and the form (duration, desktop simulation drills, trainee participation) of our training courses are customized and adapted to the requirements of the client company,

- Effective, pragmatic theory classes
- Hands-on exercises using real-life crisis management cases.

An approved training centre

GEOS and its subsidiaries are approved training providers. All training courses presented in this catalogue can be delivered as part of a professional training program.

An ISO 9001-compliant training centre

ISO 9001 compliant since 2008, the activities and training sessions provided by the Group are subject to rigorous quality controls, with the client companies and trainees benefiting from the stringent demands of our Quality Control policy.



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TRAINING COURSES

SENSITIZATION

Training session	Audience	Duration	Objectives
Travel Security Orientation course (page 6)	Business travelers, project managers, sales managers, personnel working in unstable business environments.	½ day to 1 day	Reassure business travelers by providing simple and practical rules to ensure safety and security during the performance of their mission.
Sensitization course for expatriates (page 6)	Expatriates, families of expatriates, before or during their mission.	½ day to 1 day	Reassure expatriates and their families by providing simple, practical rules to ensure their security for the duration of expatriation.

CRISIS MANAGEMENT & COMMUNICATION

Training session	Audience	Duration	Objectives
Crisis Management Organisation (page 7)	Decision-makers, management, international directors, Emergency Response Room staff.	2 to 3 days	Assist the company with the design and installation of a crisis management system.
Crisis Communication Management (page 8)	Top management, middle management and communications managers likely to act as spokespeople for the company or be appointed to crisis management positions during a crisis.	1 to 2 days	Assist companies in the design of an advance planning and crisis communication policy using effective media messages. The objective of crisis communication management is to protect the company or organisation from the negative impact of poor media communication.
Kidnapping: Risk Prevention and Management (page 9)	Management and personnel traveling and working in high-risk zones.	1 to 2 days	Provide management and personnel with the means to reduce the risk of kidnapping both in France and abroad.
Hostile behaviour and workplace violence management (page 10)	All personnel dealing directly with the public or clients: receptionists, tellers, hostesses, after-sales service, cashiers.	1 to 2 days	Reassure personnel faced with issues of verbal or physical aggression and provide practical tools for effective hostile behaviour and workplace violence management.



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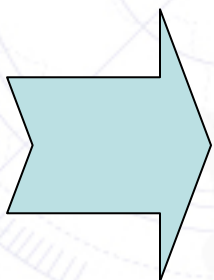
TRAINING COURSES

DATA PROTECTION

Training session	Audience	Duration	Objectives
Sensitization: data protection (page 11)	Board of management, R&D, business travelers, secretaries and assistants.	½ day to 1 day	Highlight the vulnerability of high-value information and provide simple guidelines for data theft prevention and data protection.
Creating a data protection policy (page 12)	IT Security Directors, Security Directors, Business Intelligence Directors.	1 to 3 days	Assist the company with the design and implementation of a global strategic data security policy.

SPECIFIC TRAINING COURSE « SECURITY EXPERT »

Training session	Audience	Duration	Objectives
International Security Expert (page 13)	All personnel with Leaving Certificate, (experience in the security profession an advantage), and seeking a management position in the area of international security.	4 to 5 days	Enable the trainee to fill the position of <i>security officer</i> or <i>security manager</i> , conduct audits, draft security and evacuation plans, manage a corporate security issue autonomously.



Because each client is unique, we can customize our training courses to fit your specific needs and requirements. Bespoke training courses are not presented in this catalogue but can be provided upon request.

The list of training courses presented in this catalogue is not exhaustive.



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SECURITY SENSITIZATION COURSE FOR BUSINESS TRAVELERS AND EXPATRIATES

Business travelers and personnel on short-term assignment in high-risk zones are today faced with a range of risks that threaten their security: physical assault, arbitrary detention, data theft and kidnapping are not rare occurrences for frequent business travelers.

To plan and prevent the majority of these high-risk situations, GEOS provides sensitization and security orientation sessions on prevention measures and behavioural techniques to ensure an effective security incident response.

Program

- Introduction to international travel security
- **Strengths** and **vulnerabilities** of business travelers
- Overview of « high-risk » situations: assault on **personnel**, attacks on **strategic information**
- Security principles and **behavioural techniques** for **security incident management**
- **Stress management**
- Surviving a security incident: the **principles of psychological adaptation**

Duration

½ day to 1 day.

General or bespoke training course adapted to a specific geographic region or country.

Public

Top Management, project managers and all personnel who travel frequently as part of their professional duties, especially to high-risk or conflict zones.

Objective and teaching method

Trainers delivering this sensitization course combine theory presentations on security risks with an orientation session on real-life situations and a debriefing using case studies. The objective is to reassure personnel by providing them with simple practical rules to ensure their safety during their work abroad.

These sensitization sessions can be delivered to individual trainees or to a group of business travelers; the group will not exceed fifteen to ensure effective learning.

Deliverable

A handbook entitled « Practical advice for travelers » is given to each participant.



NATIONAL OR INTERNATIONAL CRISIS MANAGEMENT ORGANISATION

All companies and organisations are likely, at some point during the life cycle of a project or during a phase of international development, to face a crisis situation: physical assault on expatriates, local labor disputes, serious unrest in-country, evacuation and repatriation, kidnapping

To plan for and manage crisis situations, GEOS proposes to provide operational support for the design and implementation of specific security systems, that are adapted to the size and culture of your company and the regions where your sites are located

Program

- Identification of all **risks** likely to impact the company
- **Mapping of crisis situations**
- Establishment of a **crisis centre** and staffing the crisis centre
- Drafting of appropriate **procedures** and crisis centre activation protocol
- **Crisis logistics** and layout of **Emergency Response Rooms**
- **Crisis communications** and media relations
- Debriefing and lessons learnt

Duration

2 to 3 days.
Course combines theory classes with desktop exercises and simulation drills.

Public

All top and middle management personnel who may face a crisis situation or be appointed to a position as part of a crisis management team.

Objective and teaching method

The objective of the course is to assist companies with the design of an advance planning crisis management system. The trainers combine theoretical presentations that introduce the concepts of risk, crisis and basic crisis management organisation techniques with desktop simulation exercises and immersion drills.

To promote maximum efficacy, the course should be taken by the entire crisis team.

The advantages of this training course:

- ✓ *Trainers with longstanding crisis management experience.*
- ✓ *Enable each organisation to establish its own customized crisis management system.*
- ✓ *One objective: establish an operational risk management system.*



CRISIS COMMUNICATION

Although communications management is often an underestimated part of crisis management, poor media training can have a dramatic impact. Crises reveal dysfunctions within a company or organisation, and poor PR preparation exacerbates these dysfunctions.

Communicating with the media or public during an unforeseen and serious event means making rapid decisions. Crisis decisions are often based on partial or erroneous information and the consequences of media messages are difficult to predict.

To promote advance planning, to mitigate the risks connected with media communication management and to best manage these strategic situations, GEOS proposes to assist companies and organisations with the design and implementation of specific media messages and strategy, adapted to the size and culture of the company.

Program

- Identification and mapping of the risks facing the company and business
- **Selection and preparation of «spokespeople »** for the company or organisation
- Orientation session on different **crisis communication methods**
- **Implementation of media message points** that are adapted to the company's activity, culture and business environment
- Integrating « **communications management** » into crisis management, Crisis PR staffing
- **Managing the different stakeholders:** media, public authorities, employees, labor unions
- Debriefing and lessons learnt

Duration

1 to 2 days.
Course combines theory classes with desktop simulation exercises and practical immersion drills.

Public

All top and middle management personnel, communications managers, likely to play a communications role in a crisis situation or be appointed to a position in a crisis management team.

Objective and teaching method

The main objective of this course is to guide companies in the design of an advance planning and communications management plan based on effective media messaging. The objective of crisis communication management is to protect the company or organisation from the negative impact of a poorly prepared communications strategy. The trainers combine theory classes that introduce trainees to the notions of crisis, risk and the basic elements of Crisis PR organisation using desktop simulation drills and hands-on exercises.



KIDNAPPING: RISK PREVENTION AND MANAGEMENT

Corporations, on account of their nationality, international reach or the location of their production sites abroad, have become priority targets for organised criminal groups. To plan against and prevent the risk of kidnapping, GEOS proposes to train top management, personnel, business travelers and expatriates, in the prevention, detection and management of K&R-related security incidents.

Program

- The **methods** employed by professional kidnappers: analysis and debriefing of real-life situations, overview of the latest methods employed by kidnappers.
- **Vulnerabilities** of corporations in France / abroad
- Mapping the risk of K&R
- **Preventing** an attempted kidnapping: advance security planning and prevention for employees working at buildings open to the general public.
- Establishment of a **crisis centre** and staffing the crisis centre
- Drafting appropriate procedures, crisis centre activation protocol
- **Crisis communication** and media management
- Debriefing and lessons learnt

Laurent Combalbert, former crisis negotiator of the Raid (elite French SWAT team) and a K&R specialist can address trainees at a special workshop

Duration

1 to 2 days.
Course combines theory classes and hands-on exercises.

Public

All management and personnel who travel and work in high-risk regions.

Objective and teaching method

The objective is to provide personnel with the capacity to detect, prevent and manage a kidnapping situation.

Our experts combine theory classes on the risk of kidnapping, with case studies of the methods employed by kidnappers as well as a practical orientation session on the detection and prevention of K&R.

Our strengths:

- ✓ *Trainers have longstanding crisis negotiation experience having assisted with the successful resolution of more than 100 crisis events.*
- ✓ *The course enables personnel to better detect and manage the risk of kidnapping in France and abroad.*
- ✓ *One objective: mitigate and prevent the kidnapping of company personnel.*



HOSTILE BEHAVIOR AND WORKPLACE VIOLENCE MANAGEMENT

Hostile behaviour, verbal aggression and physical aggression are threats that significantly raise stress levels for employees and personnel. Disgruntled clients, aggressive individuals, protest groups, individuals with behavioural or psychopathological problems, all give rise to situations that must be resolved while keeping personnel safe and avoiding business disruption.

GEOS proposes to train your personnel in the techniques of hostile behaviour and workplace violence management, with trainers who have longstanding experience in crisis negotiation and conflict mediation.

Program

- **Definition** of hostile behaviour and situations according to the participants
- **Endogenous** and **exogenous** factors in aggressive behaviour
- **Types** of aggression and hostile personality types
- Identification of hostile or unstable personality types
- Identify the **threats** and the **reality of risk** in order to adapt one's behaviour
- **Stress management**
- **Stabilisation** of an aggressor, **active listening**, avoidance techniques
- **Post crisis**: dealing with the psychological impact of aggression

Duration

1 to 2 days.
Course combines theory classes and hands-on exercises.

Public

All personnel dealing directly with the public or clients: receptionists, tellers, hostesses, after-sales service, cashiers.

Objective and teaching method

Reassure personnel who may face issues of verbal or physical aggression and provide practical solutions for the management of hostile individuals or groups.

Trainers combine theory classes on the various aspects of hostile behaviour with practical orientation/demonstration sessions on active listening techniques, and the stabilisation of aggressive individuals or individuals with behavioural problems.

Our strengths:

- ✓ *Our trainers have longstanding experience in crisis negotiation and conflict mediation.*
- ✓ *The course reassures personnel who may face a highly destabilising situation.*
- ✓ *Our objective: provide practical hostile behaviour management solution.*



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SENSITIZATION SESSION: STRATEGIC DATA PROTECTION

The circulation of information between different departments is essential for the effective management of companies or organisations. However, many staff members have access to high-value data without always knowing the value of that information. It is not rare to overhear on an airplane, at a restaurant, or in the lobby of a hotel information being shared that should never have been disclosed in public, and that should have been ringfenced within the company walls.

To protect this essential corporate capital, GEOS proposes to sensitize all your personnel to the protection of strategic information and data.

Program

- **Definition** of strategic information and **information warfare**
- Main types of **information acquisition devices**
- Main information acquisition **methods**: targeted search, temporary theft, « untraceable » operations, etc.
- Recognizing **attempted data theft** and appropriate response
- General prevention measures when **traveling abroad**

Duration

½ day to 1 day.
Course combines theory classes and debriefings on real-life cases.

Public

All personnel with access to strategic data: Board of Management, R&D, directors of strategy, business travelers, secretaries and assistants.

Objective and teaching method

The objective of this sensitization course is to highlight the vulnerability of high-value information and to provide simple and practical prevention and protection measures.

The trainers combine theory classes on the risks with a practical orientation/demonstration session of real-life cases of information theft and debriefing using case studies.

Our strengths:

- ✓ *Trainers are experienced former intelligence officers.*
- ✓ *A unique teaching method that raises awareness without dramatisation.*
- ✓ *One objective: enable trainees to protect their data and information and recognize and respond to attempted data theft.*



STRATEGIC DATA PROTECTION

The flow of high-value information within a company plays an essential role in market entry strategies. The disclosure of strategic intelligence can have serious economic and social consequences, in addition to the legal consequences in the event of voluntary disclosure.

To safeguard the information capital and « know-how » of your organisation, GEOS proposes to assist you with the implementation of a global strategic information protection system.

Program

- **Classification** of strategic information
- Establishment of a **data protection index** specific to your company
- Main **data acquisition devices** and **methods**
- **Vulnerabilities** of IT systems
- Measures of prevention and **protection of IT systems**
- Drafting of a corporate **strategic data security charter**

Duration

1 to 3 days.
Course combines theory classes and debriefings on real-life case studies.

Public

Director of IT Security, Business Intelligence Director and Manager.

Objective and teaching methods

The objective of the training course is to assist the company with the design and implementation of a global strategic data security policy.

Trainers combine theory classes on the risks and practical orientation/demonstration of data protection systems used by major organisation.

Our strengths:

- ✓ *Trainers are experienced former intelligence officers.*
- ✓ *Operational assistance to enable each organisation to develop its own data protection system.*
- ✓ *One objective: assist the client with the design of a data protection policy.*



TRAINING SESSION « INTERNATIONAL SECURITY EXPERT »

Companies and organisations are increasingly confronted with security issues, wherever they are located.

The current economic climate means many companies will have to relocate all or part of their activity and personnel to countries where manpower costs are lower. New production sites may be located in unstable or hostile business environments.

The « international security expert » training course that is delivered to all Geos staff as part of their professional training, enables trainees to work as a *security officer* and *security manager*, expands their skills by enabling them to perform security audits, to organise, support and assist clients during a latent or open crisis event, to implement security plans, procedures and evacuation plans and provides trainees with knowledge of the socioeconomic, cultural and human aspects of an industrial project. Teaching this proprietary approach to security management is a priority for the Group.

In partnership with the IERSE

This training is provided in partnership with the Institute for Study and Research on Corporate Security (IERSE). Contact : secretariat@ierse.fr

Program

- . **Introduction to international security** (presentation of international policy, security issues, the legal obligations of the company, overview of security options and systems)
- . **Security fundamentals** (behavioural and negotiation techniques)
- . **Understanding a project** (type of project, stakes, stakeholders, socioeconomic issues)
- . **Securing the project** (preparation and performance, strategies, systems, deliverables, day-to-day security management)
- . **Crisis management** (methodology, planning and execution)

Duration

4 to 5 days.

Courses combine theory classes and desktop simulation exercises and simulation drills.

Public

All personnel (experience in the security profession an advantage) seeking broad security-related knowledge and capabilities for assignments both in France and abroad through the acquisition of autonomous corporate security management skills.

Objective and teaching method

The fundamental objective of this training course is to present both the theoretical and practical aspects of security management, ranging from in-depth knowledge of security terminology, the drafting of deliverables for clients, geopolitical analysis, socioeconomic factors, understanding of the corporate world as well as the various aspects of crisis management and negotiation.

Trainers combine theory classes using visual aids to illustrate real-life cases with desktop simulation exercises and practical orientation drills that are performed and then corrected at the end of each session.





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