



FIRSTCALL

Corporate Security & Advisory Services

CORPORATE SECURITY SERVICES OVERVIEW



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FirstCall

Company highlights

- More than 25 years of experience solving complex corporate security challenges.
- More than 800 companies served, including many of the Fortune 1000.
- Global capabilities with 18 offices, state-of-the-art security-operations centers, and 24/7 incident response capabilities.
- First security company to deploy methodical analysis and assessment approach to protective operations.
- In-depth understanding of social, business, and geopolitical conditions in each market served.
- Proven ability to attract, train, and promote the most talented professionals in our industry.
- A state-of-the-art Global Security Operations Center (GSOC) staffed 24/7 with fully bilingual incident response advisors with specific regional risk management and security expertise and incident response capabilities.
- FirstCall's management system has been certified to ISO 9001.

FirstCall

Values

- **Client centric:** Devoted to serving clients with tailored solutions that exceed their expectations.
- **Quality driven:** Focused on consistency and delivering the highest quality standards in the industry in every FirstCall engagement.
- **Innovative focus:** Determined to consistently deliver industry-leading solutions that increase effectiveness and efficiency for clients.
- **Employee excellence:** Committed to developing high-quality staff through ongoing employee training, skill set development, and performance recognition.
- **Teamed for success:** Dedicated to selectively forming strategic alliances that enhance the delivery of comprehensive and robust services to clients.



FirstCall difference

Security. Integrity. Success.

For more than two decades, FirstCall has helped organizations address sensitive and challenging security matters.

Headquartered in San Francisco, with 18 regional offices, FirstCall clients include the world's most respected multinational corporations, government agencies, small and mid-sized businesses, non-profit organizations, and family offices.

We consult. We collaborate. We never impose.

FirstCall delivers accurate planning, robust communication, and seamless execution. We consult through collaboration. Our solutions are founded on a deep understanding of the security and business risks our clients face. We work with corporate security departments to understand the risks they face and create responses that meet time and budget requirements.

24/7 Support through FirstCall operations centers

FirstCall clients expect centralized support that allows them to respond quickly to emergencies around the globe. Our operations centers play a crucial role in our clients' success. The staff at the operations centers use the latest technology to keep our clients informed during ongoing engagements and provide a central point to coordinate emergency response requests received minute-by-minute from around the world.



How FirstCall helps clients

We understand what a security risk can mean to a business. Companies engage FirstCall to help manage risk, assess vulnerability, and provide critical responses to support the enterprise under a variety of circumstances – both ordinary and extraordinary.

Given our highly selective recruitment process and rigorous ongoing training coupled with a deep understanding of domestic and foreign markets, our clients count on us to:

- Reduce security risk, defend their brand's integrity, and ensure security-related compliance.
- Increase productivity by freeing up existing resources.
- Supplement internal security capabilities through outsourcing.
- Deliver timely and effective incident management and crisis response that ensures business continuity and minimizes lost productivity as well as reputational risk.
- Improve operational efficiency and the client's ability to compete by leveraging subject matter expertise within our network of global offices.

Clients depend on FirstCall to address sensitive and challenging security matters.



An introduction to our services

Our core services include executive security, workplace stability, incident management and crisis response, and advisory services.

Executive security services

- **Executive protection:** Executive protection encompasses far more than just a physical presence. We employ professionals who possess the expertise, finesse, diplomacy, and tact to deliver effective corporate security services with an assertive presence. Our professionals possess a range of skills, including emergency medical training, security driving techniques, and counter-surveillance expertise.
- **Cross-border services:** FirstCall provides industry-leading depth and experience in cross-border security operations along the U.S.-Mexico border. We currently provide cross-border protection services to multinational clients, including some of the largest “maquiladoras” in Mexico, traversing more than 1,200 miles and eight cities. Highly trained bilingual security agents and drivers conduct our cross-border operations. Surveillance and counter-surveillance programs on both sides of the border, as well as vehicle tracking and incident response through our state-of-the-art security-operations centers, support these operations.
- **Estate security:** In addition to executive protection, we help protect a principal and his/her family members in their home environment. Using a range of minimally invasive approaches, including vulnerability assessments, self-awareness training for clients, and access control and monitoring, FirstCall career security professionals help ensure a safe and secure environment for the executive and their family.
- **Event security:** Standard, uniformed guard services may be an adequate choice for routine events. However, with VIP participants or a sophisticated audience, clients need a professional, experienced security staff that excels at facilitation, interaction, and direction.





Workplace stability services

Violence in the workplace, labor disputes, and other disruptive events can throw otherwise productive business environments into disarray. We help organizations assess their critical risks and develop recommendations to reduce exposure. We deliver confidence and peace of mind in the workplace and understand how to diffuse situations without creating additional risk or adverse publicity.

Incident management and crisis response services

FirstCall helps fill the void for companies that need additional resources, a global presence with quick reaction capabilities, and a risk management partner with a strong understanding of the relationship between corporate security and the business. As examples, we were the first private security firm to support companies and their employees stricken by Hurricane Katrina and the Deepwater Horizon oil spill in the Gulf of Mexico. FirstCall also assisted with evacuations of our clients' staff from Libya and provided expertise in response to kidnappings in Japan.

- **Firstcall emergency response:** In Mexico and the United States, FirstCall provides clients with an incident support and emergency assistance service staffed around the clock ready to respond as soon as trouble arises.

Advisory services

Our clients often face security-related challenges for which an “off-the-shelf” solution does not exist. In these cases, we develop customized solutions, which include personal as well as physical security-related assessments, the deployment of technical security counter measures, and the administration of special investigations regarding allegations of fraud or asset theft.

Clients depend on FirstCall to address sensitive and challenging security matters.



Executive security

FirstCall has served the Office of the President in multiple countries as well as religious leaders, dignitaries, royalty, and heads of private industry. We were the first organization hired by a foreign nation to provide the full-time protection for the Office of the President. In addition, FirstCall previously trained presidential security details in multiple independent countries. As an industry leader with exacting standards, we assign the same high-caliber of agent to protecting individuals and organizations in the private sector.

Executive protection

Our fundamental philosophy is simple — protect the client from embarrassment and keep them out of harm's way.

We provide every client with a customized executive protection program for his or her home, office, and travel. We also provide security at large gatherings such as shareholder meetings and public events where executives are particularly at risk.

We recognize that a corporate and private environment requires an unobtrusive security presence. The protection details that we provide are discreet and low profile. Our personnel set us apart from others in our industry. FirstCall professionals possess experience from respected security details in the private and government sectors. Our agents are articulate, well organized, and capable of addressing the social, business, and personal needs of their principal and his or her family.

In addition to protecting an executive from physical harm, an effective protection detail will also maximize the principal's time. FirstCall role can include conducting advance site visits, coordination with executive support staff and corporate security, as well as route and crisis planning. As a result, we ensure the executive's security while simultaneously maximizing their time while traveling.

Regardless of the services provided, each of our agents recognize the enormous amount of trust and confidence that clients place in the personal security detail protecting them. Our agents work hard to earn and maintain that trust.



Protecting traveling executives

As global economies increase entrance into new markets, executives are traveling with increasing frequency and often to new and unfamiliar destinations. It is precisely during these trips that the executive is at the greatest risk. FirstCall provides executive protection services to traveling executives regardless of where their agenda takes them. We maintain a proprietary network of highly trained professional security agents who are intimately familiar with local laws and business customs and have access to extraordinary resources that help make the executive's travel smooth and uneventful. Our reach extends to every major metropolitan area in the United States as well as most international centers of commerce.

Cross-border services

With more multinational firms requiring secure ground transportation for their employees and senior executives traveling across the U.S.-Mexico border, FirstCall has deployed a significant contingency of executive protection details along the border. Our security support center, which monitors activity across four U.S. and six Mexican states, is the most technically advanced system operated by a private security company.

Our highly trained security teams utilize threat assessments, surveillance, counter-surveillance, and monitoring/tracking capabilities delivered via our operations center to provide clients with the security they need to safely conduct business and cross the U.S.-Mexico border.

Clients also benefit from FirstCall service, which is based in Mexico City and provides incident support and roadside emergency assistance service along every major highway. FirstCall offers a fully integrated in-vehicle communication and alert system backed by a highly trained staff of bilingual advisors who have specialized security and customer support training and experience.

To support our cross-border efforts, we maintain a full-time, local management presence that closely monitors all cross-border operations. Our management team consists of Mexican and American crisis management professionals.

Clients depend on FirstCall to address sensitive and challenging security matters.



Estate security

Clients often rely on FirstCall to ensure the safety of the principal, family, and their home. To facilitate this, we deploy experienced agents in the field, conduct ongoing assessments of an estate's security, and develop, implement, manage, and maintain existing security and safety measures.

Our Estate Security team's expertise includes access control, closed circuit television, communications and control, electronic systems design, guard force development, disaster planning and emergency preparedness, and critical incident management.

In addition to deploying security measures to address known threats, we proactively develop threat intelligence by maintaining close connections with local, state, and federal law enforcement agencies.

Event security

We can safeguard any setting, from a remote retreat to an open public venue. Preventing disruption is paramount. If an incident occurs, FirstCall personnel act immediately to minimize the distraction and remove the source. Our goal is the same as yours: for the event to proceed successfully without interruption.

Because FirstCall provides sophisticated security services to corporations on a daily basis, we understand the unique character of business events. They demand a conservative and discrete security presence. When assigning security teams to meetings of stockholders and executive boards, we utilize experienced professionals who understand the etiquette and culture of the corporate environment.

Higher profile events require a well-balanced security program designed to reduce risks specific to the nature of the event, its environment, and participants. Our personnel are highly trained career security professionals who help clients anticipate and prepare for all types of risks. They are expert facilitators who can elicit cooperation from everyone associated with an event.

Our teams are experienced in access control and responding appropriately to the demands of high-profile attendees. Most importantly, when faced with a challenge, we act as a cohesive team. We communicate in a positive manner with event coordinators as well as support staff and handle security issues with finesse and confidence.



Workplace stability

Companies routinely face threats of workplace violence, including hostile terminations, labor disputes, robberies and/or the targeting of employees. We help clients understand the threat and develop a response that delivers the appropriate level of protection while allowing the company to function normally.

Labor disputes

FirstCall holistic approach and superior program management capabilities deliver a sophisticated, measured response that allows all sides of a labor dispute to maintain their distance and perspective as they work towards a mutually beneficial resolution.

With decades of practical experience, our non-threatening approach mitigates risk and plays a critical role in ensuring that the company continues to operate during the dispute. FirstCall brings stability to an inherently unstable and emotionally charged environment. Without inserting additional risk such as the use of inappropriate or overly aggressive tactics, FirstCall helps develop and maintain a suitable buffer between all sides, which in turn reduces the probability of physical confrontation.

Our low-key methods and the ability to position experienced teams on short notice help companies minimize the short and long-term impact of labor disputes where and whenever they arise.

Workplace violence

- **Listen to the client:** We meet with the client to develop a detailed understanding of the problem, including the history associated with the threat and the client's primary concerns.
- **Understand the threat:** Based on the information provided by our client, we assess the magnitude of the risk facing the organization, including the capacity, skills, and knowledge of the individual(s) and their ability to carry out the threat.
- **Develop a list of solutions:** We present all possible solutions to the client, including our recommendation that addresses the risk while creating the least disruption to the company's ongoing operations.
- **Implement the solution:** Once the client identifies the preferred solution, we implement and monitor its performance as the threat evolves. At the conclusion of the project, we meet with the client to confirm that the solution met their needs.



Incident management and crisis response

FirstCall possesses considerable incident management and crisis response experience across a broad range of industries. If managed ineffectively, an incident can easily escalate to a crisis. Our experience developing and executing contingency plans ensures that if a crisis occurs the company will be able to conduct business as usual – no matter what.

- **Pre-planning:** We conduct an on-site risk and security needs assessment of the client's facility and key individuals and then work in concert with the corporate security function to customize a contingency plan.
- **Employee education:** We facilitate informative education sessions with employees and management to ensure that everyone knows how to respond during an incident or crisis. This approach maintains morale and ensures that employees feel confident that they are safe.
- **Business continuity planning:** We work with your team to integrate the action plans and procedures to protect your employees and assets should a crisis incident occur.

FirstCall can deploy its incident management and crisis response team and the appropriate complement of experienced security specialists on short notice. The team's comprehensive tactical experience saves clients time and money and avoids the diversion of valuable resources from existing business operations and functions



FirstCall

Emergency assistance. On the road. Immediately.

With operation centers staffed around the clock in Mexico and the United States, FirstCall is a 24/7 incident support and emergency assistance service that focuses on the physical well being of executives as well as the tracking of vehicles using Global Positioning Satellites (GPS). Staffed by bilingual security professionals, the FirstCall emergency response and GPS tracking service delivers:

- The broadest, most comprehensive available network coverage in Mexico and along the Mexican-American border.
- A 24/7 operations center staffed with bilingual incident response advisors with specific regional risk management and security expertise.
- An integrated, in-vehicle alert/tracking system providing immediate voice contact and visibility of a vehicle or asset's location at all times.
- The peace of mind knowing that a team of highly trained incident management and security professionals is ready to respond to emergencies.
- On-demand driving direction assistance when lost or in unfamiliar locations and navigation to safe havens.

FirstCall provides clients with access to real-time intelligence related to road conditions, crime trends, events, safety measures, and the ability to reach a member of our team whenever needed.





Advisory services

Our process: first understand, then advise

We approach each situation in a methodical manner, yet we recognize that some of the challenges our clients face often require fresh thinking. Our approach to delivering customized solutions typically involves the following steps:

- Listen first in order to understand the critical risks the organization faces.
- Consider all available solutions regardless of constraints and limitations and develop specific recommendations to reduce risk exposure and maximize return on investment.
- Assist with the implementation of changes to people, processes, and technology.
- Provide continued guidance, reassessment, and support as needed.

Clients benefit from working with career security professionals who focus on understanding the organization's needs before recommending a solution.

The problems and risks that our clients encounter range from the routine to highly unusual and complex situations that require customized solutions.

In addition, we also provide the following services.

Personal security vulnerability assessments (PSVA)

Rather than offer an "off-the-shelf" solution to executive security, as leaders in our industry we were the first security company to create and deliver a methodical analysis and assessment approach to protective operations. Our Personal Security Vulnerability Assessment examines the four areas of a client's security environment: the office, the residence, in-town travel, and out-of-town travel and identifies potential weaknesses.

Executive security benchmarking

Executive protection benchmarking provides Corporate Security departments with data that shows how the organization's security program compares to its peers. Our benchmarking clients have a better understanding of where they excel and where they may possibly fall short of industry best practices. With this information in hand, corporate security executives have the data they need to justify changes to their executive protection programs.



About FirstCall

FirstCall is a global risk management firm that provides executive security, workplace stability, incident management, crisis response, and advisory services to Fortune 1000 corporate security departments and family offices.

With over 25 years of experience delivering corporate security services in more than 80 countries, and regional offices in 18 strategic locations around the world, FirstCall experienced and trusted security professionals help ensure confidence and peace of mind.

Visit www.firstcallcss.com for more information.

Learn more about FirstCall by contacting our corporate security experts at +1 (415) 781 4300, or www.firstcallcss.com





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