



## GLOBAL SAFETY

### ERS 24/7

ERS 24/7 is an information, safety and security hotline that provides 24/7 support to our clients and their staff globally.

Powered by iJET, ERS 24/7 along will give you access to over 50 analysts specializing in the provision of bespoke travel advice. It will provide you with information and intelligence for over 180 countries and 400 cities. Our team are experts in safety and security matters and are leading analysts on local, national and regional matters.

The ERS 24/7 crisis line speaks 18 languages and has a simultaneous translation service for over 100 more languages. Our crisis line protocols are designed to ensure we can assist no matter when and why we receive a call.



Under our affordable subscription model, ERS 24/7 provides the following linked components that enable our clients an effective, efficient but integrated approach to safety and security:



- Personal Safety and Awareness Training (PSAT) Program: The PSAT program ensure staff have the basic safety and security skills and a streetwise awareness.

#### The skills and techniques we teach are relevant from Australia to Zambia

Where there is regular travel to destinations of increased risk our PSAT training provides specific threat and awareness briefings tailored to the conduct of your business.

- Travel Safety Outreach: Many people travel with inadequate preparation. We mitigate the risk associated with unprepared travel by ensuring travellers have the latest information and alerts on their destinations before they travel. Monitoring your travel schedules, we make sure travellers are prepared and know who they can contact in case of emergency or if they simply need advice. We also capture lessons learned by travellers on return.

- Traveller Tracking: ERS 24/7 provides a traveller tracking module that integrates with your travel management system.. We know where all of your travellers are and can account for them back to you. Our aligned intelligence system pushes information to travellers that are relevant to their travel path and location. We will ensure you receive timely information pertinent to your own situation



**ERS 24/7 enable you and your staff to call our crisis line 1800 ERS 247 in the event of an incident, emergency or crisis and receive immediate assistance**

## INTERNATIONAL OPERATIONS



ERS services, specially and collectively, contribute to its clients' success as they measure it throughout their presence internationally, where countries nurturing emerging and frontier markets sit alongside countries affected by internal and transnational conflict.

ERS services converge on safeguarding people, facilities, and assets for companies already operating in difficult countries or considering entry.

## CRISIS AND EMERGENCY MANAGEMENT

Relying on first responders locally will exponentially expose a company's personnel to harm, facilities and assets to damage, and operations to disruption, as well as possibly not satisfying a reasonable duty of care.



Applying experience acquired in serving in the military, law enforcement, emergency services, and multinational company security, ERS personnel have implemented crisis and emergency management plans and have reliably managed crises in situation under extreme time constraints within the mining, oil and gas, maritime, aviation, defense, financial, and professional services sectors.

## SECURITY SERVICES

Credible threats include insiders, organized criminals, terrorist groups, and aggrieved local inhabitants. Acting unpredictably and emotionally, they can harm people (in situation and during travel), damage facilities and assets, steal information, and disrupt operations.

**For its clients, ERS blends personnel, process, and integrated technologies to eliminate unnecessary risk, to control unavoidable risk, and to reduce capital and operational costs.**

ERS frames credible threats confronting its clients and, subsequently, identifies vulnerabilities present in facilities, systems, and processes that can be exploited to cause harm, damage, or disruption enabling our clients to invest appropriately in security.

## POST INCIDENT REVIEWS AND COUNTRY RISK ASSESSMENTS

Analyzing the causes responsible for previous security incidents, fires, or accidents enables decision-makers to notice relevant dynamics more quickly; to avoid surprises leading to harm, loss, or disruption; and to prepare effectively for a variety of plausible futures. ERS has current operating experience in the following areas: Africa, North America, New York, Los Angeles, Las Vegas, Diavik Canada; Europe, UK, France, Belgium, Switzerland



## AN INTERNATIONAL TEAM OF EXPERTS



**Tim Curtis**

Director International Operations

Tim is responsible for the ERS global operations, outlook, growth & relationships. Tim has over 20 years of management experience as a strategic planner, practitioner & organizational leader including military experience as an officer in the Australian Special Air Service (SAS) Regiment. Tim has spent time as a principal adviser to the Government of Sierra Leone (2001), during the civil war and raised a sensitive & time-critical national counter terrorist capability (2002). Tim has consulted to major resource & services companies on emergency, crisis & risk mitigation & worked on the leadership team in the UN for the Afghanistan Parliamentary Elections (2005). In this capacity Tim led the operational field planning & integration of the functional electoral elements & security actors, which delivered a safe electoral process across 30,000 sites for more than 1 million electoral staff & 14 million voters. Between 2005-2014, Tim worked in Dubai for companies specializing in the provision of operational support to clients in high-risk & volatile environments. He is an influential & sought after thought leader & change agent who specializes in business expansion & growth in emerging markets and sensitive environments.

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