



Surety International

Integrity, Intelligence, Inclusiveness

Case Study Intelligence & Security Support

Overview

An international organisation required security support for over 50 staff operating in all provinces of Afghanistan.

The Challenge

Surety developed a web based system of interrelated intelligence and security modules to support all functions the organisation was operating across.

The organisation required a near real time support mechanism which allowed all staff a password protected access point where they could log on and utilise the system, which included:

- Evacuation Plans
- Anti-kidnapping Advice
- Crisis Plans
- Tracking of staff and duress alarm
- Risk Plans
- Intelligence Reports
- Operating Procedures
- Emergency procedures.

The Process

Surety met with the organisation and key stakeholders as well as visiting and assessing work & living compounds as well as discussing normal operating requirements.

That done Surety then built tailored plans and procedures which were built into Surety's **ACUMEN** service module. This was maintained daily by the Surety operations room staff, with 24 hour point of contact for any support.

The Result

The organisation then had a world class intelligence and security support system which it could take to its donor agencies and insurance companies to gain measured support from them.

It also allowed the organisation to provide to all staff a certain 'peace of mind' within their duty of care to staff.

Of particular note were 2 incidents which clearly showed the 'worth' of the tracking devices;

1. A client vehicle was stolen at gunpoint (no injuries were sustained) and we were able to track the vehicle to a location on the outskirts of town, which was relayed to the authorities, enabling its speedy return
2. During a day of violent street demonstrations, we were able to locate all staff outside of the compound (within 6 minutes) and, knowing their exact location, guided them to safe locations in accordance with our Contingency Plan.