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Training Solutions

Pre-Event Training Access

CP/AF/300416



GardaWorld Pre-Event Training Access

When purchasing an Active Assailant policy through Aspen you are eligible for pre-event training. This may include the following options:

- 01**
Crisis24 Access:
- Access to GW C24 portal (basic service including country briefings, 24/7 online alerts)
 - Pre-departure briefings (30-minute; phone):
 - Online training session, country-specific (2-hour):
 - Onsite training group session (up to 10 people; 4-hour):

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Online Active Shooter Awareness Training

GardaWorld provides a range of options through which training and skill development can be delivered to our clients. We recognize that the demands of modern businesses can lead to dispersed decision makers, with limited periods to invest in coordinated training exercises delivered over an extended period. Therefore, GardaWorld offers an online Active Shooter Awareness course, designed to offer a brief introduction into the principles of reacting and adjusting to an ongoing, live security event. The duration of the training is approximately 2.5 hours, with a certificate issued to participants upon successful completion. Training can be accessed from any device, 24/7.

Crisis Management Team Pre-Event Training

With Active Assailant type incidents being a pressing and growing concern all over the world, it is essential that organizations and the decision makers within them, understand the appropriate processes and responses that are required to manage an Active Assailant incident and its aftermath.

To assist our clients, we have designed a range of pre-event courses that address the bespoke requirements of each our clients. Flexible in both training location and length, the courses help to ensure that your organizations is prepared and able to take the necessary precautions and actions in the unfortunate event of an incident arising.

The aim of GardaWorld's pre-event training is to migrate organizations from a purely reactionary approach to crisis response, to understanding the common threats, dangers and potential consequences of an event before it arises.

Table Top Exercises in Training

Table top exercises are designed to immerse our clients in a scenario as close to reality as possible. Our training team use their extensive operational knowledge to create an immersive and interactive experience for our clients. Exercises focus on teamwork, stakeholder management, and decision making in a crisis.

The ultimate objective of our pre-event training is to provide our clients from the outset with the experience of operating as a team, developing and testing skills that inform and institutionalize your organization's future approach.



Our courses can take place over one or two days, providing your selected crisis management team members with an introduction to, testing of, and proactive for key crisis management situations. Two day courses provide additional opportunities for our clients to explore immersive scenarios through bespoke table top exercises. Our instructors are able to deliver the course in line with your organization's requirements and restrictions. Principles and topics that are covered by GardaWorld's pre-event training, include but are not limited to:

- Orientation to the threat
 - Standardizing definitions and terminology
 - Profiles of attackers, key indicators for an event
 - How does Government agency advice influence individual responses?
- Developing pre-incident plans
 - Components of an effective Emergency Action Plan
 - Roles and responsibilities of the Crisis Management Team
- Implementing pre-incident policies
 - Reporting suspicious behavior
 - Hostile firing and reduction in force
- Constructing and executing drills
 - Active Assailant scenarios
 - Workplace violence scenarios
- Actions to take during an attacks
 - 'Run, Hide, Fight' vs. 'Observe, Orient, Decide, Act'
 - Actions upon arrival of law enforcement and emergency medical services
- Post-incident considerations: Internal communications
 - Introduction to command post training
- Post-incident considerations: Family engagements
 - Introduction to crisis intervention
 - Introduction to active listening skills
- Post-incident considerations: External communications
 - Developing and implementing a comprehensive media strategy including social media

Crisis Management Plan Review

As workforces become more mobile, and with the prospect of an active threat scenario present around the globe, organizations must look to implement and strengthen their crisis management processes. Through engaging in comprehensive crisis management plan reviews, organizations can ensure they are protecting their people, while also mitigating against business, financial and reputational risks. Our consultants are experienced crisis management professionals, practiced at developing and implementing crisis management policies and strategies for a diverse client base. Our consultants can perform gap analysis for existing crisis management procedures, or assist in providing advice and support in formulating plans and procedures from scratch.

Business Continuity training

We offer clients business continuity training as an extension of their wider business resilience awareness training.

Business Continuity (BC) is defined as the capability of an organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident. (Source: ISO 22301:2012).

Our training course covers business continuity planning, how to continue operations if a place of business is affected by different levels of disaster. These events can be localized short term disasters to longer term building wide problems, to a permanent loss of a building. Such a plan typically explains how the business would recover its operations or move operations to another location. Disasters include such events as fire, flooding, theft or terrorist incident. For example, if a fire destroys an office building or data center, the people and business or data center operations would relocate to a pre-selected recovery site.

Course curriculum	Business Continuity Management	Level 2 Award in Conflict Management
Classroom	•	•
1 day		•
2 days	•	
• Project Management	•	
• Risk Analysis and Review	•	
• Business Impact and Analysis	•	
• Recovery Strategy	•	
• Plan Development	•	
• Testing and Exercising	•	
• Communication to Solve Problems		•
• Factors that Influence Human Responses in Conflict Situations		•
• Assess and Reduce Risks in Conflict Situations		•
• Communicate Effectively and De-escalate Conflict in Emotive Situations		•
• Good Practice to Follow After Conflict Situations		•



If an insured event occurs, or it is believed to have occurred, please immediately notify GardaWorld's Response team using the 24/7 emergency contact details below:

When calling from North America: +1 571 814 2900
 When calling from Rest of World +44 20 7960 1445
 24/7 Emergency email address: sos@garda-response.com