



Journey Management & Protective Services

PROTECTING YOUR PEOPLE, ASSETS
AND REPUTATION WORLDWIDE



Every journey is tailored to your risk tolerance -
helping you to go *further* and navigate complex
environments with *certainty*.



Coverage in
191 countries



250,000+ hours on
security tasks in one year



24 hour oversight from
Global Security Ops Centre



Enhanced due diligence
and optimal data security

Enabling you to go further



24 HOUR OVERWATCH

Our 24 hour Global Security Operations Centre (GSOC) is staffed by a specialist team. Including former military personnel, intelligence analysts, governmental and cyber security experts, our diverse range of expertise to support your security strategy.



FOR EVERY ORGANISATION

We work closely with leading multinational corporations, oil and gas majors, insurers, NGOs, charities, academic institutions, media organisations, SME's and high net worth individuals, so you can rely on our experience to meet your individual needs.



SUPPORTING DUTY OF CARE

Our services ensure you meet your legal and moral duty of care obligations, by protecting your people and facilities with secure journey management, intelligence and technology solutions.

Journey Management provides secure, discreet travel for personnel in high-risk areas or those needing heightened security. Whether for routine travel in challenging regions or urgent extractions from disaster zones or conflict areas, our global network ensures swift, effective action.



Security Teams

- Executive close protection
- Armed or unarmed guards
- Security trained drivers
- Military / police escorts
- Translators
- Low-profile security teams



Technical security

- Technical surveillance counter measures
- Security advance parties
- Counter surveillance
- Expeditionary communications
- Travel risk technology



Transportation

- Luxury cars and low-profile vehicles
- 4x4 and off-road terrain
- Armoured vehicles
- Private aircraft
- Airport meet & greet



Medical Assistance

- Field trauma medics
- Medical evacuation and repatriation
- Quick reaction force (QRF)

Our Principles

Human Approach

Our journey management capabilities are truly end-to-end, so your people are completely taken care of.

Agile by Design

Known for our ability to respond quickly to last minute tasks and mobilise operations without delay.

Pioneering Technology

We continuously explore and adopt the latest advancements in technology to enhance our services, to deliver superior results.



Available in 191 countries



ISO 27001, 45001, 9001 and 14001 accredited



4.6 out of 5 Overall feedback rating



250,000+ task hours in 12 months



Strict vetting and due diligence procedures



94% very likely to recommend

Every stage of your journey is managed with *precision & discretion*

INTELLIGENCE LED STRATEGY

Plan the operation with latest intelligence from OSINT and HUMINT sources.

1

RISK ASSESSMENT

Senior intelligence and operations team assess the requirements with your risk tolerance.

2

JOURNEY MANAGEMENT PLAN

Detailed plan shared including security team, vehicles and key information.

3

CONTRACTUAL MANAGEMENT

Handle with all in-country due diligence, contracting and payments.

4

24 HR GSOC OVERWATCH

During live operations, staying in constant contact with in-country security team.

5

STANDBY INCIDENT RESPONSE

Be ready to respond in the event of an incident – in accordance with pre agreed procedures.

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Detailed Planning

Travellers are equipped with a comprehensive journey plan that covers all the essentials - from who you'll meet and how to recognise them, to the driver's contact and vehicle details.

This plan doesn't just inform, it gives travellers confidence by offering country-specific safety tips and the latest intelligence. With everyone in the loop, your people can be safe in the knowledge that every part of the trip has been considered.

24hr Global Security Operations Centre

→ 24 hour overwatch

Operating around the clock, 365 days a year for complete assurance your travellers are continually monitored.

→ Direct access through Solace Secure app

Live tracking, SOS and near-real time risk alerts available during journey management tasks.

→ Cyber security and maritime capabilities

Complete risk management capability, with additional services covering cyber security and off-shore risk management.



A trusted provider with *global experience*

With over 300 highly-trained operatives on standby, we deliver rapid support, even in the most demanding situations worldwide.

- Strict vetting and due diligence procedures
- ISO 27001, 45001, 9001 and 14001 accredited
- Journey Management available globally*

Recent Journey Management Task Locations



Protecting humanitarian aid workers in Ukraine

World Central Kitchen (WCK) is a renowned charity organisation committed to providing meals and support to communities affected by crises worldwide. Since Russia’s invasion of Ukraine began 18 months ago, WCK has been delivering more than 235 million meals to Ukraine and seven other countries where refugees sought safety.

Operating in a conflict zone poses significant risks to WCK’s teams, who work tirelessly to ensure that families affected by the war receive vital nourishment and support. Solace Global Risk was tasked with safeguarding WCK’s humanitarian workers in Ukraine, that were operating in a complex and dynamic conflict environment.

SECURITY PLANNING

We developed comprehensive security plans tailored to the evolving situation, informed by verified alerts from the 24/7 security operations centre.

ENHANCED OVERWATCH

Continual monitoring by our 24/7 GSOC mapped team members’ locations, verified risk alerts, and notified workers of key triggers affecting threat levels and safety.

SECURITY TEAM DEPLOYMENT

Our experienced security teams, led by security advisors and equipped with armoured vehicles, were strategically deployed to protect WCK operations and movements.

COUNTRY RISK INTELLIGENCE

Timely and relevant SITREPs to identify potential threats and vulnerabilities specific to each location in Ukraine.

CONTINGENCY EVACUATION

A contingency evacuation plan was established to swiftly evacuate WCK personnel in emergencies, supported by 24/7 medical and security assistance.

KEY METRICS TO DATE

200 000 SECURITY TEAM HOURS

900+ DAYS OF CONTINUOUS OPERATIONS IN UKRAINE

164 INTELLIGENCE SITREPS

2,600+ VETTED RISK ALERTS

24/7/265 ENHANCED OVERWATCH FROM GSOC

Evacuation Operations During a Military Coup in Niger

On July 26, 2023, a coup in Niger led to the overthrow of President Mohamed Bazoum and his family’s detention. The coup was carried out by the Presidential Guard and senior officers from various defense and security forces, forming a junta called the National Council for Safeguarding the Homeland.

After the coup, Niger closed its borders, ECOWAS suspended relations, and issued an ultimatum to return President Bazoum to power, threatening military intervention. Foreign nationals were evacuated by France, the United States, Spain, Italy, and others.

On July 27, 2023, Solace identified two insured individuals in Niamey. Working with the customer’s insurance broker, Solace provided security advice, intelligence updates, monitoring, and evacuation support. The insured individuals were successfully evacuated from Niamey on August 4, returning to the US/Canada on August 6.

TIMELINE OF EVENTS

- 26 JULY 2023 Coup identified and published on Solace Secure almost 3 hours before mainstream press.
- 27 JULY 2023 Solace Instructed by insurers to assist with 2 insured travellers located in Niamey, Niger. Solace established contact and confirmed their safety.
- 28 JULY 2023 Solace assessed the travellers’ access to communication, transport, and supplies. Access provided to Solace Secure for real-time alerts and 24/7 medical and security assistance.
- 1 AUGUST 2023 Conference call with Solace, insurance broker, and insurer to discuss the situation and initiate contingency evacuation planning.
- 2 AUGUST 2023 Enhanced monitoring for the insured with scheduled check-ins. Comms channels established to continually update on intelligence and general communications.
- 3 AUGUST 2023 SGR english speaking local team conducts ‘welfare check’ at travellers hotel. Team is on standby to deploy travellers at short notice to airport.
- 4 AUGUST 2023 Local team collects travellers from hotel and safely transports to Niamey Airport. Local team remains on standby until confirmed ‘wheels up’.
- 6 AUGUST 2023 Confirmation received that travellers return home safely.



Access to pioneering travel risk technology

Access to Solace Secure is available on request during journey management tasks. The intuitive travel risk management app delivers location based risk alerts and makes it easy to track your people, without infringing on their privacy.

- 24 hour call for assistance
- Near real-time risk alerts
- Geofencing capabilities
- Voice control and wearable integration

Unrivalled *expertise*



Emily Roberts
Managing Director

A wealth of experience spanning 20 years in operational and strategic roles within the risk management industry, plus serving as a featured speaker for industry events.



Martin Veale
Operations Director

A former Royal Marine with over 25 years of experience and unrivalled knowledge, successfully managing operations within unfamiliar or hostile environments.



James Fitzgerald
Operations Manager

A former royal marine with in-depth experience for planning, implementing and overseeing complex journeys - James' extensive knowledge is the foundation of our journey management plans.



Mark Overington
Senior Intelligence Analyst

An experienced military intelligence analyst for the British Army, operating within sensitive and hostile environments, alongside extensive collaboration within UK intelligence community.



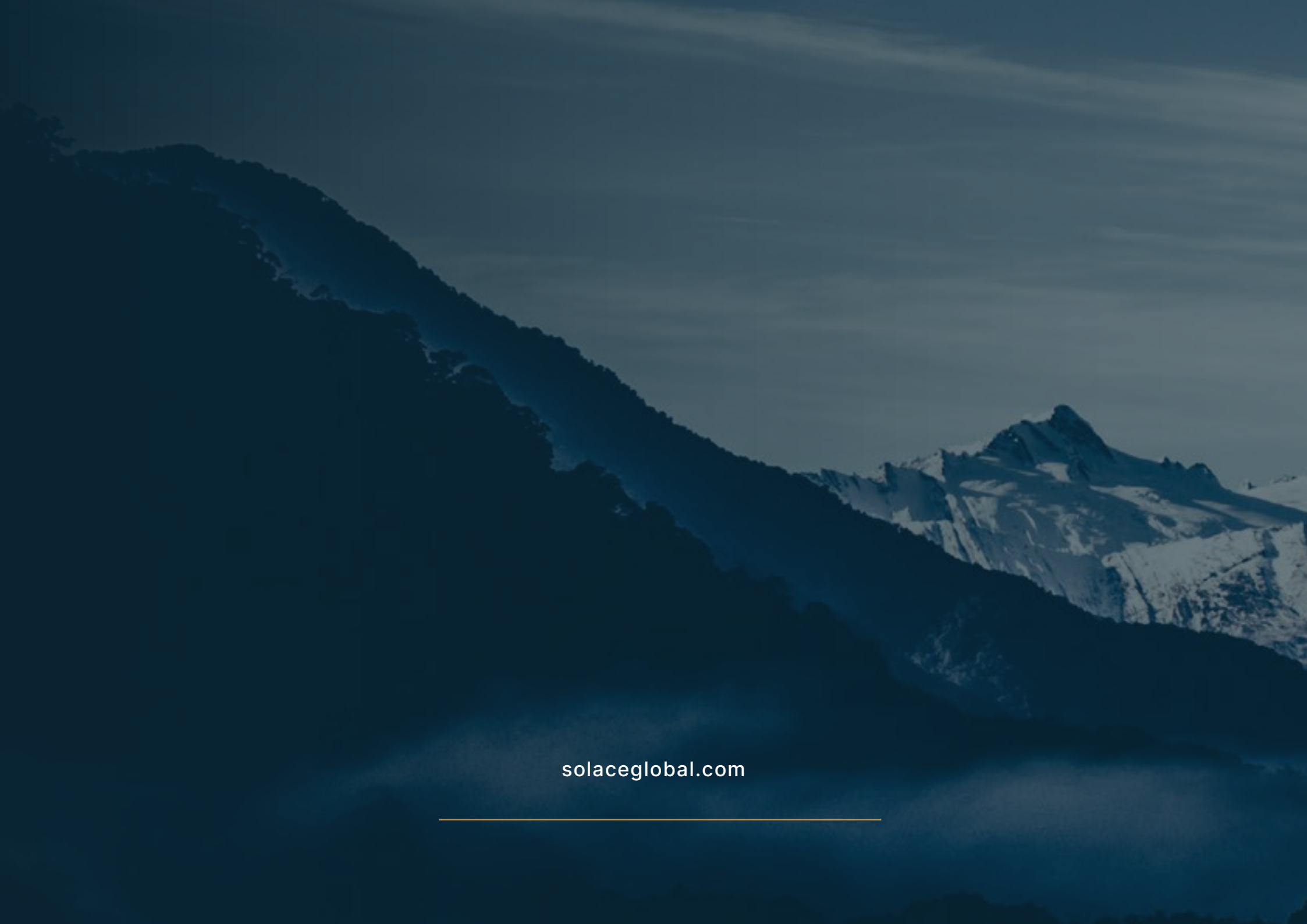
Robert Aldous
Chief Customer Officer

Holding 20+ years experience in risk management, Robert is an award-winning expert known for leading innovative strategies across military, public, and private sectors.



Shari-Anne Bradnick
Customer Success Manager

With over 9 years at Solace Global, Shari has excelled in building strong client relationships by deeply understanding their unique needs and providing tailored technical solutions.



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