



CRISIS RESILIENCE TRAINING

As part of the Arthur J. Gallagher Crisis Resilience Solution, we offer online training through a partnership with RSM, a full service risk consulting and training development organisation. In addition to the Active Shooter and Situational Awareness online training included within the Solution package, Arthur J. Gallagher clients receive preferred rates for both off-the-shelf and personalised training materials from RSM.

We work in close partnership with RSM to bring about best in class services, allowing organisations to leverage our combined knowledge, skills, experiences and services to enhance the knowledge and skills of your management teams and staff, while significantly reducing individual and organisational risk exposure.

RSM draws on genuine subject matter expertise, gained through a combination of academic and direct operational knowledge and experience, as well as through the ability to access an impressive network of acknowledged leaders in specific subject fields, ensuring the training reflects best practice and is validated through application in the field.

Training Options

A selection of key training modules is listed overleaf; however there are many more available, as well as bespoke options, so please do get in touch to discuss your specific organisational training needs further.

RSM offers 'Cluster Training' options, allowing organisations the opportunity to select a number of courses to meet manager or staff learning awareness and competency requirements at a significantly reduced rate. Alternatively you may wish to take a 'Just in Time' strategy whereby training is used when an unfolding need arises in the lead up to an event to provide timely knowledge and skills.

In addition, RSM is a capacity building organization and has designed a full 'Train the Trainer of Methods of Instruction' program, assisting individuals and organisations in being able to take charge of the design, development, programming and delivery of training.

INDIVIDUAL AWARENESS AND COMPETENCY

RSM has developed a wide-ranging series of individual awareness and competency training designed for international travellers, as well as local staff, on safety, security and emergency management self-help topics. Courses include:

- S:001 Safety & Security Awareness (condensed) aka Traveler Safety and Security
- S:002 Workplace Bullying and Harassment
- S:003 Active Shooter and Armed Aggressor Training
- S:004 Workplace Violence and Active Shooter
- S:005 Kidnap and Ransom Awareness and Survival
- S:006A Female Safety and Security Preparedness | Universal [full version]
- S:006B Female Safety and Security Preparedness | Universal [condensed version]
- S:006C Female Safety and Security Preparedness | India Focused
- S:007 Civil Disturbance Awareness and Response
- S:008 Storms, Floods and Tsunamis
- S:009 Earthquakes, Volcanoes, Forest Fires and Landslides
- S:010 Hibernation and Evacuation Planning and Response
- S:011 Hotel, Home and Office Fire Safety and Emergency response
- S:012 International Ethics and Compliance
- S:013 Pandemic Preparedness
- S:014 First Aid Training (7 modules)
- S:015 Suspect Letters and Devices (Bomb Threats)
- S:016 Helicopter Safety and Security
- S:017 Chemical, Biological, Radiological and Nuclear Threats
- S:018 P.T.S.D (Post Traumatic Stress Disorder)
- S:019 Identifying, Reporting and Managing Suspicious People and Vehicles
- S:020 Acceptable Use Policy
- S:021 Information and Operational Security Awareness

BUSINESS CONTINUITY MANAGEMENT

RSM has developed a comprehensive range of business continuity management courses designed to support executives and senior managers in preparing for, responding to and managing a critical or crisis event, and then recovering activities to a normalised operating state. The training is designed to be directly aligned to ISO 22301 (the cross-industry international standard for Business Continuity Management Systems (BCMS)), supporting organisations in building and operationalizing, their BCMS.

- BC:001 Creating a ISO 22301 Compliant Business Continuity Management System
- BC:002 Writing a ISO Compliant Corporate Business Continuity Management Plan
- BC:003 Critical Event Planning: Looking Ahead to Predictable Risk Events
- BC:004 Critical Incident Reporting (PPRs): For Crisis or Emergency Events
- BC:005 Critical Incident Management (PPRs): Pre-Planned Response Protocols

- BC:006 Natural Disaster Management and Business Continuity
- BC:007 Kidnap and Ransom Business Contingency Management
- BC:008 Fraud and Corruption Business Continuity Management
- BC:009 Extortion, Intimidation and Coercion Business Continuity Management
- BC:010 Detention, Arrest and Exit Denial Business Continuity Management
- BC:011 Fatality and Repatriation Business Continuity Management
- BC:012 Creating and Running Incident and Crisis Leadership Exercises
- BC:013 Crisis Communications and the Media Business Continuity Management
- BC:014 Pandemic, Epidemic and Infectious Disease Business Continuity Management
- BC:015 Facility Business Continuity Management (specific to clients)
- BC:016 Preparing for a BCMS (ISO 22301) 1,2 or 3rd Party Compliance Audit
- BC:017 Managing Stakeholder Engagement - Business Continuity Management
- BC:018 Contingency Planning and Incident (emergency) Management
- BC:019 Civil Disturbance Business Continuity Management
- BC:020 Mass Casualty Business Continuity Management
- BC:021 The Gap Analysis and Risk Treatment Plan
- BC:022 Information, Communications and Technology Disaster Recovery Plan (ICT DR Plan)
- BC:023 CMT: The Crisis Management Protocol
- BC:024 CMT: The Incident Notification or SITREP
- BC:025 CMT: The Transition Plan
- BC:026 CMT: The Crisis Event Dossier and Journal
- BC:027 Intimidation Incidents and Death Threat Management
- BC:028 CMT-R&R: Incident Commander
- BC:029 CMT-R&R: Human Resources
- BC:030 CMT-R&R: Legal
- BC:031 CMT-R&R: Corporate Communications
- BC:032 CMT-R&R: Finance
- BC:033 CMT-R&R: Health, Safety and Environmental (HSE)
- BC:034 CMT-R&R: Information Technology (IT)
- BC:035 CMT-R&R: Facilities
- BC:036 CMT-R&R: Security
- BC:037 CMT-R&R: Operations and Projects
- BC:038 CMT-R&R: Business Management Teams and General Managers
- BC:039 CMT-R&R: The Recorder
- BC:040 The language of Business Continuity Management | A Glossary of Terms
- BC:041 Security Requests for Proposal and Managing Security Providers
- BC:042 Mass Casualty Events and Medical Evacuations
- BC:043 Security Vulnerability Assessments
- BC:044 Security Systems Design
- BC:045 BCMS Tutorial - specific to an organization



SECURITY AND EMERGENCY MANAGEMENT

RSM has created a broad range of security and emergency management training, supporting both senior leaders, but more specifically field managers in understanding security concerns, implementing risk management practices, and responding to emergency events. Courses include:

- SM:001 Developing Policies, Plans and Procedures: A Structured and Effective Approach
- SM:002 Facility Safety and Security Management
- SM:003 Hibernation, Relocation and Evacuation Management
- SM:004 Setting Up A Safety and Security Management Team
- SM:005 Travel Risk Management: Planning and Conducting Safe and Secure Travel
- SM:006 Cyber and Information Security Management: Protecting Against Data Loss
- SM:007 Bomb and IED Threats for Managers: Managing Explosive Threats
- SM:008 Intelligence and Threat Management: Gathering, Analyzing and Actioning Information
- SM:009 Event Safety and Security Management: Planning, Attending or Conducting Events
- SM:010 The Importance of Duty of Care
- SM:011 Facility Emergency Lockdown Protocols
- SM:012 Security Focal Point: Establishing Expectations and Standards
- SM:013 Logistics and Convoy Planning and Security Services Management
- SM:014 Close Protection Planning and Security Services Management
- SM:015 Understanding Threats and Impacts for Leaders
- SM:016 Critical Incident Verbal Reporting
- SM:017 Cordon and Incident Control Point Management
- SM:018 Facility Emergency Lockdown Protocols
- SM:019 Hotel and Guesthouse Selection Strategies

DRIVER SAFETY AND SECURITY TRAINING

- DT:001 Driver Safety and Security Awareness Training (11 modules)
- DT:002 Driver Safety and Security Module - Security Training
- DT:003 Evaluating Driver Performance, Behavior and Standards
- DT:004 Driver and Fleet Management: Standards, Training and Processes

HEALTH, SAFETY AND THE ENVIRONMENT

- HSE:001 Health and Safety: The Risk Management Process
- HSE:002 Health and Safety: Confined Space Rescue
- HSE:003 Health and Safety: Radioactive Source Control and Emergency Response Management
- HSE:004 Health and Safety: Environmental Spills and Hazards Management
- HSE:005 Root Cause Investigation Process
- HSE:006 Incident Reporting

INDUSTRY SPECIFIC TRAINING

- IS:001 Maritime and Oil Platform Security
- IS:002 Oil Field and Pipeline Security Management
- IS:003 Refinery and Production Facility Security Management
- IS:004 Gas and Retail Station Security Management
- IS:005 Voluntary Principles and Human Rights
- IS:006 Operations Security Management: North Africa Operating Environment
- IS:007 Active Shooter and Armed Aggressor Training for School Teachers
- IS:008 Safety and Security Training for School Bus Drivers
- IS:009 Travel and Study Abroad Safety and Security for Students
- IS:010 Female Safety and Security Preparedness | Student Travel Abroad
- IS:011 Country Specific Briefings (Tailored Courses Only)
- IS:012 Student Study Abroad Safety and Security Awareness
- IS:013 Church Mission Safety and Security Awareness

SECURITY MANAGEMENT AND GUARD FORCE INSTRUCTIONAL COURSES

- GFM-01 Guard Force Management: Mission and Goals
- GFM-02 Security Leadership
- GFM-03 Security Organization: Roles and Responsibilities
- GFM-04 Guard Force: Roles and Responsibilities
- GFM-05 Understanding, Assessing and Managing Risks
- GFM-06 Professional Standards for Security Organizations
- GFM-07 Policies, Plans and Protocols
- GFM-08 Effective Reporting and Communications
- GFM-09 Integrated and Enabling Technologies
- GFM-10 The Use of Force and Protecting Human Rights
- GFM-11 Information Security
- GFM-12 Raising Safety and Security Awareness
- GFM-13 Investigations Management
- GFM-14 The Awareness and Competency Program
- GFM-15 Performance Management
- GFM-15a Auditing and Compliance Checks
- GFM-15b Staff Evaluation Reporting
- GFM-15c Meeting Minute Record Keeping
- GFM-15d Discipline Management and Reports
- GFM-15e Observation and Non Conformity Reports and Log
- GFM-016 Sexual Harassment Guidelines
- GFM-017 Alcohol and Drug Management
- GFM-018 The Risk Register
- GF-EM-01 Security Organizations and Emergency Management
- GF-EM-02 The Guard Force and Fire Safety
- GF-EM-03 Injuries, Accidents and Casualty Management
- GF-EM-04 Quick Reaction Forces
- GF-EM-05 Cordoning and Incident Management
- GF-IN-06 Functional Tasks: Access Controls
- GF-IN-07 Functional Tasks: Parking and Route Controls



SECURITY MANAGEMENT AND GUARD FORCE INSTRUCTIONAL COURSES (CONTINUED)

GF-IN-08	Functional Tasks: Searching People	GF-IN-19	Reporting Suspicious People
GF-IN-09	Functional Tasks: Searching Vehicles	GF-IN-20	Reporting Suspicious Vehicles
GF-IN-10	Functional Tasks: Reception Area Duties	GF-IN-21	Suspect Device (Bomb Threat) Responses
GF-IN-11	Functional Tasks: Night Guards	GF-IN-22	Badging Controls
GF-IN-12	Functional Tasks: Quick Reaction Force Guards	GF-IN-23	Public Notifications
GF-IN-13	Guard Force Professional Standards	GF-IN-24	Staff Safety and Security Instructions
GF-IN-14	Guard Force Post Orders	GF-IN-25	Guard Force Register Management
GF-IN-15	Guard Force Briefings and 1st Parade Checks	GF-IN-26	Conflict Resolution
GF-IN-16	Incident Reporting (SITREPs)	WP-01	Basic Weapons Safety and Bullet Penetration
GF-IN-17	Emergency Verbal Reporting	WP-02	Loading, Unloading and Blockage Drills
GF-IN-18	Medical Incident Reports	WP-03	Basic Marksmanship Principles
		WP-04	Fire Positions
		WP-05	Types of Weapon and Use

For more information:

Please contact your usual Arthur J. Gallagher Account Executive, crisis-resilience@ajg.com or:

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To get a sense of how the training looks, feels and sounds, go to:
<http://vimeopro.com/rsmanimation/rsm-marketing>