



Global Consulting Offerings



Tier One

- └ Physical Security Assessment
- └ Risk/Vulnerability Assessment
- └ Clery Act Compliance Assessment
- └ Field Training Program Audit
- └ Pre-Accreditation Policy and Procedure Review

Tier Two

- └ Security Master Plan
- └ Event Planning & Management
- └ In-Service Program Design
- └ Organizational Development
- └ Leadership Development
- └ Field Training Team Development
- └ Threat Assessment Team Training
- └ Crisis Communication Training
- └ Clery Act Compliance Review Process
- └ Clery Act Compliance Training
- └ Recruitment and Retention Program Creation

Tier Three

- └ Control Room Redesign
- └ Emergency Operations Centers (EOC)
- └ Security Operations Centers (SOC)
- └ Technology Utilization Assessments
- └ Communications Center Operations
- └ Leveraging Technology to Eliminate Disparate Systems

Tier Four

- └ Tactical Assistance
- └ Secondary Responder Incident Support Training
- └ Command & Control Training for Event Management
- └ On-Site Event Assistance

Tier Five

- └ System Exercises (from tabletop exercises to full-scale simulations)
- └ Organizational Staffing Assessment

Tier Six

- └ Marketing & Communications
- └ SafeZone Managed Services
- └ Exec-Level Advisory Services for Brand Risk/Reputation Management
- └ Optimization - Premiere Package (three-year transformational service)



Tier One

Assessments & Audits

Our **Physical Security Assessment** evaluates the security measures in place, identifying vulnerabilities and recommending improvements to protect facilities, assets, and personnel. The **Risk/Vulnerability Assessment** assesses potential threats and risks, offering tailored strategies to mitigate them and reduce exposure to harm.

We also offer a **Clery Act Compliance Assessment**, ensuring your institution complies with the Clery Act ([Jeanne Clery Campus Safety Act 20 U.S.C. § 1092](https://www.clerycenter.org/the-clery-act))¹ to promote a safe and secure campus environment. Our **Executive Protection Assessment** focuses on safeguarding high-profile individuals, evaluating existing security protocols and recommending enhancements to mitigate any potential risks to their safety.

In addition, our **Field Training Program Audit** examines the effectiveness of training programs for security personnel, ensuring they meet best practices and are properly preparing staff for real-world scenarios. Lastly, our **Pre-Accreditation Policy and Procedure Review** helps organizations align their security protocols with industry standards, preparing them for successful accreditation.

With our expert insights, we help organizations create safer environments, improve security protocols, and achieve regulatory compliance, all while minimizing risks and vulnerabilities.

¹ Clery Center. "The Jeanne Clery Act." <https://www.clerycenter.org/the-clery-act>

Tier Two

Security Operations & Organizational Effectiveness

We begin with the creation of a **Security Master Plan**, a comprehensive strategy that outlines your organization's long-term security goals and integrates physical security, technology, and personnel protocols. Additionally, our **Event Planning and Management** services ensure that all aspects of event security, from risk assessment to on-the-ground management, are handled efficiently to provide a safe environment for all attendees.

We also specialize in **In-Service Program Design**, creating tailored training programs that enhance the skills and preparedness of your security personnel. Our **Organizational Development** services focus on strengthening leadership capabilities, including **Leadership Development** programs to cultivate strong, effective leaders who can drive security initiatives. Our **Field Training Team Development** ensures that your security team is equipped with practical, hands-on skills to handle real-world situations with confidence.

To prepare your organization for potential threats, we provide **Threat Assessment Team Training**, equipping teams with the knowledge and tools to assess and respond to security risks. Our **Crisis Communication Training** ensures that your leadership team is prepared to effectively communicate during emergencies, mitigating panic and ensuring clear messaging. This together with the **Clery Compliance Training**, will assist institution meet federal safety requirements for campuses.

Finally, our **Recruitment and Retention Program Creation** helps you attract and retain top talent, ensuring your ability to foster a strong, inclusive, motivated security team, capable of addressing evolving challenges.

Through these services, we help organizations build a secure, resilient, and well-trained workforce, prepared for any challenge.



Tier Three

Specialized Technical Assistance

We offer guidance in **Control Room Redesign**, ensuring that your command centers are efficient, scalable, and equipped with the latest technologies for streamlined decision-making. Additionally, we assist in the creation of **Emergency Operations Centers (EOC)** and **Security Operations Centers (SOC)**, building facilities that enable seamless coordination and response to critical incidents, enhancing your organization's overall preparedness.

We conduct **Technology Utilization Assessments** to evaluate the operational effectiveness of your existing systems, including patrol and **Communications Center Operations**. Our assessments provide valuable insights into how your technology is performing and highlight areas for improvement to boost efficiency and reliability in day-to-day operations.

Furthermore, we specialize in **Leveraging Technology to Eliminate Disparate Systems**, helping organizations integrate fragmented technologies into cohesive, unified platforms. This integration improves operational workflows, reduces redundancies, and ensures that all systems work together seamlessly, maximizing effectiveness while minimizing potential risks.

With our expert consulting, we help organizations optimize their technological infrastructure, enabling more effective operations, improved safety protocols, and greater overall efficiency.



Tier Four

Operational Resiliency Building

Our consulting service offers specialized **Tactical Assistance** to enhance your organization's ability to respond effectively to emergencies and large-scale events. We provide **Secondary Responder Incident Support Training** tailored to various teams within your organization, including CERT (Community Emergency Response Teams), Volunteers, Security Personnel, Building Coordinators, and Fire Wardens. This training ensures that all responders are well-prepared to take on key roles in the event of an emergency, reinforcing a unified, coordinated approach to incident management.



In addition, we offer **Command and Control Training for Event Management**, focusing on strategies for maintaining order, clear communication, and efficient decision-making during complex or large-scale events. This training equips your leadership team with the skills to manage and direct resources effectively, ensuring a smooth response to emergencies.

For organizations hosting or managing events, we also provide **On-Site Event Assistance**, offering hands-on support during the event to ensure that security, safety, and incident management procedures are followed and adapted as needed.

Our consulting services help build a resilient, well-trained team ready to handle any situation that arises, ensuring safety, order, and successful event outcomes.

Tier Five

System Exercises & Organizational Staffing Assessment

Our consulting service specializes in creating and delivering tailored **System Exercises** designed to enhance your organization's preparedness for a wide range of potential incidents. We design and facilitate custom drills and exercises, from tabletop exercises to full-scale simulations, to test your team's ability to respond to various threats. These exercises cover scenarios such as active threat situations, natural disasters, and event-related incidents like commencement ceremonies and athletic events. Our immersive, realistic drills provide valuable opportunities for your team to practice coordination, decision-making, and resource management in a controlled environment, helping to ensure a swift, effective response in real-world situations.

Additionally, we offer an **Organizational Staffing Assessment**, analyzing whether your public safety team is optimally staffed based on factors such as the size of the institution, service levels, expectations, and the specific geographic population served. Our assessment also takes into account crime trends and evolving security needs, ensuring your staffing levels are sufficient to handle current and future demands. Through these services, we help organizations strengthen their security operations, improve their emergency response capabilities, and align resources with organizational requirements, ultimately fostering a safer environment for all.



Tier Six

Marketing, SafeZone & Optimization - Premiere

Our consulting service offers comprehensive **Marketing and Communications** solutions tailored to address your organization's specific outreach needs. We specialize in developing custom videos that are unique to your environment, culture, and objectives, helping to engage and inform your target audience. Additionally, we provide tailored marketing assistance for events or specific community groups, ensuring your messages are effectively communicated and resonate with the intended audiences. Our communication plans are designed to raise awareness of your programs, promote engagement, and ensure your initiatives are well-understood across various stakeholders.

We also offer **SafeZone Managed Services**, a comprehensive suite of offerings aimed at enhancing the safety and communication infrastructure within your organization. This includes SafeZone marketing and outreach to raise awareness about your safety programs and encourage adoption across your organization. We handle SafeZone system and user management, ensuring that the platform operates seamlessly and efficiently. Our team also provides ongoing training for SafeZone, OmniGuard, and Command systems, ensuring that your personnel are equipped to use these systems effectively.

Additionally, we deliver **Operation Insights**, such as heatmapping and crime report overlays, to provide actionable data that enhances decision-making and situational awareness. Our data collection process is transparent and compliant with the data protection laws in your jurisdiction.

For organizations seeking transformative, long-term improvements, our

Optimization - Premiere Package

offers a comprehensive, three-year transformational service. This package includes the design and implementation of all six tier-level services, creating a customized solution that optimizes your security, communication, and operational effectiveness for the future.

Whether improving outreach or refining operational capabilities, our services are designed to create safer, more efficient, and well-connected environments.



Our consultants' backgrounds include military service, law enforcement, emergency management, and security across public entities and private corporations. Led by Jason Goodrich, Certified Protection Professional, and former police chief with over 20 years in US campus and medical center law enforcement, our team draws from the considerable talent of public safety executives around the globe to leverage their knowledge and experience to help you solve your organization's unique challenges.

Whether you're a higher education client, private corporation, or healthcare client, our network can guide you through a variety of needs including regulatory challenges, technology implementations, organization development strategies, emergency management, and risk assessment.



Jason Goodrich MA, CPP

Jason Goodrich, Director of Global Consultancy at CriticalArc, has over 20 years in campus safety leadership. He served as Police Chief at multiple universities, teaches nationally on safety topics, and holds advanced degrees in Criminal Justice and Conflict Management.



Dr. Jack Moorman, Ed.D.

Dr. Jack Moorman, a retired Police Chief, served 20 years with Raleigh Police and 13 years at NC State University Police. He holds advanced degrees, is an FBI National Academy graduate, and has held leadership roles in campus safety, including at IACLEA. He now teaches at Liberty University.



Jonathan Kasa, MPA

Jonathan Kassa, a leader in education safety, chairs a Safe Schools committee and directs ZeroNow. He influenced federal safety legislation and specializes in Clery Act compliance, risk management, and program improvement.



Les Allan, F.ISRM


Les Allan, former Director of Safeguarding at Heriot-Watt University, is a global security leader. He reformed AUCSO, promoted collaboration, and won multiple awards, including 'International Leader of the Year.' He champions innovation, mentorship, and EDI initiatives.

CriticalArc has been an invaluable partner in transforming campus safety and crisis management at WesternU. Their consulting expertise, from security assessments to crisis response frameworks, has elevated our ability to protect and support our university community. I deeply appreciate their commitment, innovation, and the proactive solutions they bring to the table—working with them has been a game-changer, and they have been and continue to be a trusted partner year after year.

– Dr. Denise Cornish,
Senior Vice President & Chief Operating Officer



Western
University
OF HEALTH SCIENCES



Transform your university's safety and security services. Get in touch to learn how CriticalArc can support positive change and provide new standards of safety and wellbeing for your whole community.

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