



CATALOG

SOLUTIONS FOR A PREPARED ORGANIZATION

PRUDENTIAL GLOBAL SECURITY
Communications and Logistics

Updated April 2021 (V16)

This catalog is **Confidential** and intended **For Internal Use Only**



This catalog has been produced by Prudential Global Security to assist Prudential business groups in being prepared during events that may impact associates' ability to work in the office and at home.

The products and items presented in this catalog have been identified or selected by Prudential Global Security based on our own internal usage, research and industry interaction.

Some of the items identified are available only through Global Security with appropriate approval from business group management. Other items are available directly through Procurement or vendors.

Unless specifically stated, Prudential Global Security, and/or other Prudential departments, do not and will not provide support or assume any responsibility for functionality of the items identified in this catalog. Some specific brands are provided as examples only.

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Prudential Incident Communication Kit (PICK) - aka "Office in a Box"

Emergency Communications

The Prudential Incident Communication Kit (PICK) gives essential personnel the capability to connect to remote resources through high speed internet broadband while in the field under adverse circumstances. To maximize flexibility, the system allows communications to be established via wireless communications. The PICK also acts as a mobile office hot spot for up to 25 computers to connect with integrated analog to VOIP Connection, dedicated phone numbers for phone and fax machines. With the key components already connected, deployment of the "office" is fast and easy. The PICK is available in 2 designs: Standard or Battery. The standard design is a smaller case appropriate for locations with power that require phone and network connectivity. The battery design includes rechargeable batteries that provide up to 22 hours of operation.

KEY FEATURES:

- Wireless high speed broadband internet connection via both ATT and Verizon
- Voice over IP phone service with dedicated numbers
- 802.11 hot spot
- Pelican case

Included Accessories

- Two (2) VOIP phone lines*
- Four (4) fast ethernet RJ45 ports*
- 802.11 secure WiFi connection
- Multiple antennas

COST: One time purchase cost of approximately \$4,000 for Standard, \$6,000 for Battery. Cellular plan with monthly cellular carrier cost for each carrier of approximately \$60 (assuming basic usage).

AVAILABLE: Immediately

SUPPORT AVAILABLE: By vendor through Prudential Global Security

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



Satellite Phone

Emergency Communications

The Iridium 9555 SatCom Unit or satellite phone provides voice communication services to and from areas where land-lines and terrestrial-based wireless services are either unavailable or unreliable.

KEY FEATURES:

- US 10 digit phone number available

Included Accessories

- Car and home chargers
- Car antenna

Optional Accessories/Services

- Pelican case
- US Number

COST: One time purchase cost of approximately \$1,095 for I9555 model; \$1,320 for the “ruggedized” I9575 model. Approximately \$600/year for satellite access plus usage costs (approximately \$1.49/minute).

Optional: Carrying case is one time purchase cost of approximately \$150. US number alias is approximately \$200 additional/year.

AVAILABLE: Immediately, after Purchase Order legal review.

SUPPORT AVAILABLE: By vendor through Prudential Global Security

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



Satellite Hot Spot

Emergency Communications

The Iridium GO! enables satellite connectivity for your existing mobile devices (IOS and Android) where terrestrial networks cannot. Simply flip up the integrated antenna and the battery-powered unit connects quickly and automatically to the Iridium LEO satellite constellation to create an anywhere Wi-Fi hotspot within approximately a 30.5 meter (100 foot) radius. You can easily connect and operate multiple devices within this area using the Iridium GO! application.

You can take Iridium GO! anywhere. It's small enough to fit in your pocket and, like other Iridium devices, tough enough to withstand rain, sand, dust and rough use. It can be carried, easily stowed in your backpack, or mounted in vehicles, aircraft and boats for mobile applications.

KEY FEATURES:

- Iridium GO! supports a full range of global communications, including: Voice calls, SMS two-way messaging/texting, GPS tracking and SOS alert.
- With additional software, Social networking, Email access and internet Applications can be available.

Included Accessories

- Car and home chargers

COST: One time purchase and setup cost of approximately \$900 plus monthly usage costs (monthly plans available).

AVAILABLE: Immediately, after Purchase Order legal review.

SUPPORT AVAILABLE: By vendor through Prudential Global Security

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



Car Power Inverter

Emergency Power

A car power inverter plugs into a car's cigarette lighter and provides AC electricity to power small electrical devices like a laptop or cell phone charger.

Different models available directly from retailers

Example model:

Power Bright PW400-12 Direct Plug-In Inverter 400 Watt. A 400 watt 12 volt portable inverter intended for in-vehicle use. It's anodized aluminum design and two grounded wall sockets makes the PW400-12 among one of the most effective 400 watt vehicle inverters out on the market today. Features include:

- 400 Watts Continuous Power
- 800 Watts Peak Power
- Provides 3.6 Amps
- Anodized Aluminum
- Micro Chip Technology
- Dual Outlets
- Overload Indicator
- Direct Cigarette Lighter Connection

COST: Approximately \$35

AVAILABLE: Can be ordered directly from vendor or found in stores.

SUPPORT AVAILABLE: Not applicable.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



Portable Electronics Charger

Emergency Power

A portable charger is a rechargeable battery strong enough to provide power to phones and small electronics and recharge their batteries.

Different models available directly from retailers

Example model:

LiBa® 10400mah Power Bank External Battery Charger 2A/1A Dual USB - Apple: iPhone 5, 4S, 4, 3GS, iPod, iPad, Mini; Samsung Galaxy Note & Tablets, S4, S3, S2, Nexus; HTC: One, EVO, Thunderbolt, Incredible, Droid; LG: Nexus, Optimus; Blackberry: Z10, Torch, Tour; Motorola: Razr, Droid; Nokia: Lumia; Sony: Xperian; All Carriers: AT&T, Verizon, Sprint, T-Mobile, etc

COST: Approximately \$40

AVAILABLE: Can be ordered directly from vendor or found in stores.

SUPPORT AVAILABLE: Not applicable.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



POD Phone Charger

Emergency Power

A portable charger for phones with multiple adapters to fit most phones. Already in use in Prudential's internal Warm BC Recovery sites.

Different models available directly from retailers

Example model:

The ChargePod from CallPod. It includes:

- Chargepod base unit.
- AC power supply.
- Micro-USB adaptor.
- Universal USB (e.g. Iphone/Ipad/Ipod).
- Carrying pouch.
- User manual.

It has the capability to charge up to 6 devices simultaneously and is compatible with more than 3000 devices. Extra adaptors are available at a cost of \$9.95.

COST: Approximately \$40

AVAILABLE: Can be ordered directly from vendor or found in stores.

SUPPORT AVAILABLE: Not applicable.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



RDDDB Emergency Travel/Commute

Travel Emergency Credentials

RDDDB stands for Resource Directory Data Base and is administered by NJ State Homeland Security for essential workers with offices in New Jersey (for outside of NJ see OONJ or CEAS).

Credential is an email (as of 3/2020 the physical cards are no longer being distributed).

KEY FEATURES:

- Allows the holder to travel at times when there may be travel and road restrictions in the area covered by the credential/email. Just like all other credentialing, is not a guarantee of being able to travel. Associates should follow directions from authorities.
- No training is required.
- Credential recipient list is reviewed annually.

COST: Free, but limited number assigned to Business Groups/Corporate Functions.

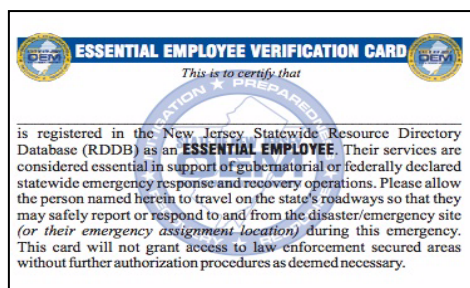
AVAILABLE: 2 weeks after approval.

TO REQUEST: Associates identified as essential in BC Plans should submit requests to the Business Unit Business Continuation Officer. Request forms are available from Global Security.

Note: Credentials are reviewed annually as part of a CSS recertification process with BU/Corp Function BC Officers.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



OONJ Emergency Travel/Commute

Travel Emergency Credentials

OONJ stands for Outside of New Jersey and is provided by Prudential Global Security for essential workers with offices outside New Jersey (For NJ see RDDB; for NY see CEAS).

Credential is an email (as of 3/2020 the physical cards are no longer being distributed).

KEY FEATURES:

- Allows the holder to travel at times when there may be travel and road restrictions in the area covered by the credential/email. Just like all other credentialing, is not a guarantee of being able to travel. Associates should follow directions from authorities.
- No training is required.
- Credential recipient list is reviewed annually.

COST: Free, but limited number assigned to Business Groups/Corporate Functions.

AVAILABLE: 2 weeks after approval.

TO REQUEST: Associates identified as essential in BC Plans should submit requests to the Business Unit Business Continuation Officer. Request forms are available from Global Security.

Note: Credentials are reviewed annually as part of a CSS recertification process with BU/Corp Function BC Officers.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.

CEAS Cards (Corporate Emergency Access System Cards)

Travel Emergency Card

CEAS is a credentialing program developed by the Business Network of Emergency Resources (BNet) in conjunction with local governments.

- Currently Bnet offers CEAS for a number of municipalities and is negotiating for more. Prudential utilizes CEAS for NYC and Massachusetts.
- There are three types of CEAS cards: standard, flex and tandem.
 - ❖ **Standard Card:** Provides a verifiable card that identifies the carrier as "essential" to the viability of your company. Standard cards should be assigned to employees who are critical to your business's recovery during a disaster. The standard card contains the cardholder's name and image, along with the corporate name and facility address
 - ❖ **Flex Card:** Flex Cards are an option to businesses in the covered area for companies that may have a spontaneous need to get a non-permanently (Standard Card) credentialed employee into the restricted area. Flex Cards must be carried with another form of corporate ID.
 - ❖ **Tandem Card:** Tandem Cards are optional to businesses with multiple office locations in covered area.

KEY FEATURES:

- Allows the holder to travel at times when there may be travel and road restrictions in the area covered by the card. CEAS Cards, just like all other credentialing, is not a guarantee of being able to travel. Associates should follow directions from authorities.
- Online training is required for all CEAS requestors.
- Card recipient list is reviewed annually.

COST: \$50.00 + \$5.00 shipping = \$55.00/2 years

AVAILABLE: 6-8 weeks after approval and completion of training.

TO REQUEST: Associates should submit requests to the Business Unit Business Continuation Officer. Request forms are available from Global Security.

Note: Access to CEAS is reviewed annually as part of a CSS recertification process with BU/Corp Function BC Officers.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.

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GETS Cards (Government Emergency Telecommunication Services Cards)

Emergency Communications Card

A GETS Card assists in connecting **landline** calls during a catastrophe. During times of emergency or crisis, the ability to complete phone calls is essential. The GETS card can be used in an emergency or crisis situation when the Public Switched Telephone Network (PSTN) is congested and the ability to complete a call is significantly decreased.

KEY FEATURES:

- You will receive a card with a PIN number (on the front of the card).
- There is an annual coordinated test of GETS.

COST: Free, but limited number assigned to Business Groups/Corporate Functions.

AVAILABLE: 4-6 weeks after approval.

TO REQUEST: Associates should submit requests to the Business Unit Business Continuation Officer. Request forms are available from Global Security.

Note: Access to GETS is reviewed annually as part of a CSS recertification process with BU/Corp Function BC Officers.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



WPS (Wireless Priority Service)

Emergency Communications Card

WPS is an add-on service to GETS and allows **wireless calls** to connect during an emergency when wireless services are overwhelmed. WPS provides an end-to-end nationwide wireless priority communications capability to key national security and emergency preparedness personnel during natural/ man-made disasters or emergencies that cause congestion or network outages.

KEY FEATURES:

- WPS can be added to company assigned cellular phones
- WPS is an optional cellular enhancement and accompaniment to GETS.

COST:

- As of 2020, most carriers have dropped all fees.

AVAILABLE: 1 week after approval if already a GETS card holder, otherwise 4-6 weeks after approval.

TO REQUEST: Associates should submit requests to the Business Unit Business Continuation Officer. Request forms are available from Global Security. Please note, cell phone provider and account number must be provided.

Note: Access to WPS is reviewed annually as part of a CSS recertification process with BU/Corp Function BC Officers.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.

GETS/WPS Dialer Application for Android Phones

Emergency Communications Card

The Office of Emergency Communications (OEC) has developed a dialer application, or "app," for Android smartphones. The GETS/WPS Dialer Application provides a simplified way for users of Android devices to make GETS and WPS calls.

GETS/WPS Dialer App features:

- Makes GETS and WPS calls to numbers:
 - in the contact list
 - in the call log
 - dialed from the keypad
- For GETS calls, it will automatically enter the GETS access number and PIN for each call.
- For WPS calls, it adds the feature code *272 (star 272) before the destination number for each call.
- It is available for both GETS and WPS subscribers (WPS does not need to be provisioned on the subscriber's smartphone to use the app for GETS calling).
- It may be installed on both personal and corporate devices.

Go to: <http://gets-wps.csc.com/apps> to download and install the GETS/WPS Dialer App for Android smartphones.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



Prudential Global Security Connect

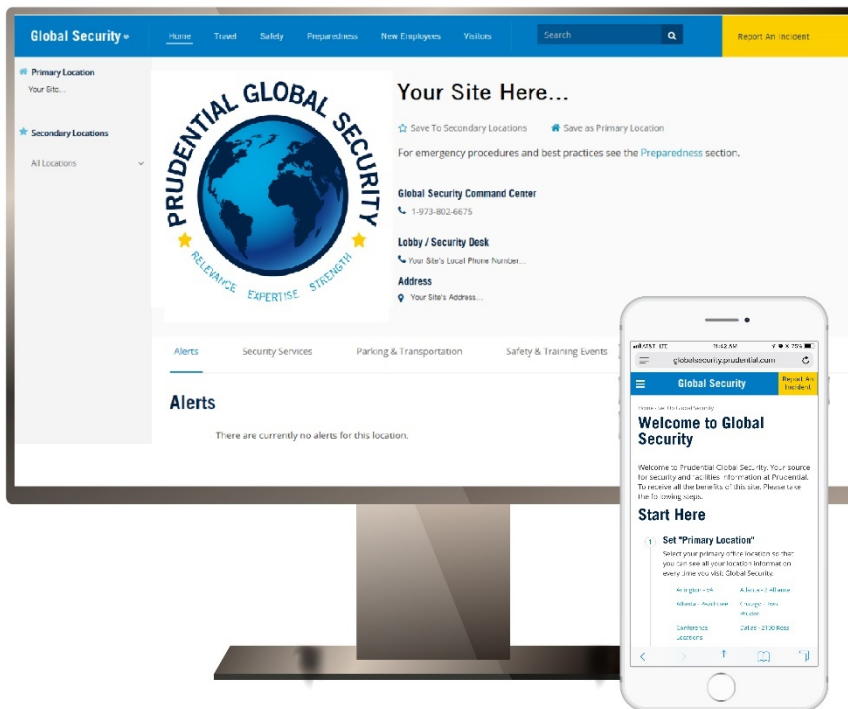
Awareness

The **CSO50 Award Winning** Global Security Connect is your central source for all security information including:

- Real time alerts and push notifications* such as office status and information
- Security guidance for employees and visitors
- Reporting security incidents on the go
- Preparedness & safety information, as well as upcoming trainings events
- Travel safety resources
- And, additional details about Global Security Services

Global Security Connect is accessible via any device – mobile phone, tablet, laptop, and desktop by visiting <http://globalsecurity.prudential.com>.

*If you have MobileIron on your mobile device, you can also download Global Security Connect as an app from the Prudential App Store.



Global Entry & TSA-Precheck

Travel Support Card

Prudential Global Security Crisis Management is available to assist in facilitating the Global Entry enrollment and renewal process for associates.

Global Entry is the U.S Customs and Border Protection program that allows expedited customs clearance for pre-approved, low risk travelers upon arrival into the United States. Global entry members are also eligible to participate in TSA Precheck. TSA Precheck is the program that expedites traveler screening through TSA Security checkpoints.

Travelers must be pre-approved for the Global Entry program. For first-time applicants, conditional approval takes between 2-8 weeks.

All applicants undergo a rigorous background check and in-person interview before enrollment. Once Prudential Global Security has received confirmation of at least 20 individuals with conditional approvals, they will work with US Custom & Border Protection/TSA to schedule a date at Prudential for interviews.

KEY FEATURES:

- No processing lines
- No paperwork
- Access to expedited entry benefits in other countries
- Available at major U.S. airports
- Reduced wait times
- TSA Pre



COST: There is a \$100.00 non-refundable fee for the program (good for 5 years) due at the time the application is completed.

AVAILABLE: For first time applicant's initial approval is between 2-8 weeks.

TO REQUEST: To participate in the program as a new member, or to re-new a membership, contact Global Security Crisis Management at: logistics@prudential.com or 973-802-9565.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.

ISOS Card (International SOS)

Travel Support Card

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions to organizations with international travelers or operations. When travelers book their international travel, they are provided with a Travel Advisory that includes information about International SOS.

If travelers have questions about the information in the travel advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, they can call any 24-hour assistance center around the world to speak with a doctor, security specialist or coordinator.

KEY FEATURES:

- Planning and preventive programs
- In-country expertise
- Emergency response
- Assistance App available to download (go to: app.internationalsos.com)

COST: No cost

AVAILABLE: For International Travelers through the Travel Advisory.

TO REQUEST: For more information regarding International SOS, contact Global Security Crisis Management at: logistics@prudential.com or 973-802-9565.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



Smart Traveler Enrollment Program (STEP)

Travel Support

The Smart Traveler Enrollment Program is a voluntary service to provide information or assistance to individuals who are traveling or living abroad by enrolling their travels with the nearest U.S. Embassy or Consulate.

KEY FEATURES:

- Provides assistance in the event of an emergency
- Provides assistance if a passport is lost or stolen
- Assists in other emergencies, such as natural disasters
- The information entered into the program makes it easier for officers in U.S Embassies and Consulates around the world to contact individuals in an emergency
- Reports on risks and security threats can help individuals make informed decisions about travel plans
- Individuals receive updates, including travel warnings and travel alerts

COST: No cost

AVAILABLE: Immediate (once the application is completed).

TO REQUEST: Associates would access the Smart Traveler Enrollment Program (STEP) at <https://step.state.gov> and fill out the required form.

SUPPORT AVAILABLE: Provided by Prudential Global Security.

CONTACT: Prudential Global Security Crisis Management (973-802-9565) for more information.



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Phone Numbers to help you be prepared:

- **24x7 Global Security Command Center (GSCC):** 973-802-6675 or 866-778-2662
- **Global Security Crisis Support:** 973-802-9565 (*Not for emergencies*)
- **Global Technology Helpdesk:** 888-778-7789
- **Facilities Status Number:** 800-988-4740

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