CRISIS MANAGEMENT + RESPONSE SERVICES
We live in an unpredictable and sometimes volatile world. From terrorism, crime and conflict to global warming and global pandemics, threats continue to take form and too often result in harm and disruption. Combined with regulatory and duty of care considerations, this evolving spectrum of global threats is affecting how businesses operate and care for their people and assets around the world.

With personnel, infrastructure, supply chains and the financial well-being of an organization ultimately at risk, the need for advanced crisis response services has never been more critical to business continuity and welfare. Constellis helps our clients prepare for, respond to and recover from unexpected crisis events. We take a proactive approach to minimize risk exposure, reduce financial impact and enhance resilience and communication.
WHO WE ARE

Constellis is a leading provider of risk management and operational support services to government and commercial clients worldwide. From crisis management and training to security, logistics, and life support, Constellis helps clients understand and control their risk while conducting business safely and efficiently no matter where they are in the world.

We leverage our operational excellence, comprehensive expertise, world-class facilities and global network of partners to quickly deliver tailored, cost-effective and innovative services to our clients. With more than 8,000 personnel, we recruit and retain the industry’s most experienced and top-trained employees, most of whom are military or law enforcement veterans. As a result, we share a willingness to support complex operations in some of the world’s most demanding locations.

Recognized for our exemplary service delivery and emphasis on quality, Constellis’ portfolio companies were some of the first companies to be accredited with the International Private Security Standard (PSC.1). Furthermore, we are one of very few dedicated crisis management companies that have both the financial and operational infrastructure to support multinational operations around the world. Constellis leverages more than 8,000 personnel, operations on every major continent and an annual revenue exceeding $1 billion U.S. dollars.
STANDARDS & CERTIFICATIONS

With established records in quality performance and compliance, Constellis maintains the most relevant certifications and standards for our industry, sectors and business lines in which the company operates including: The International Code of Conduct for Private Security Service Providers (ICoC); the Private Security Company Standard (PSC.1); and ISO 9001, ISO 14001, OHSAS 18001 and ISO 18788 certifications. Our business conduct is guided by the United Nations Universal Declaration of Human Rights and other applicable human rights documents and principles, such as Voluntary Principles on Security and Human Rights. We also belong to the Security in Complex Environments Group (SCEG).
Each of our clients is supported by our dedicated crisis response team which offers an outstanding, collective track record working at the forefront of global crisis management and communications. Our crisis response consultants are internationally trained specialists who come from diverse multidisciplinary and professional backgrounds including United Kingdom (U.K.) and United States (U.S.) Special Forces, the intelligence community and law enforcement. They draw on many years of experience advising and supporting clients facing a wide range of crises in a diverse range of environments, including conflict and post-conflict regions. Their collective project experience in the niche and highly sensitive spheres of kidnap for ransom, hostage release, threat extortion and vessel hijacking response services includes the resolution of over 550 international cases. By maintaining an intimate knowledge of the specific security dynamics within these complex locales, our consultants are well versed in the cultural, governmental and logistical intricacies of time-critical crisis mitigation and response strategies.

Constellis’ management team comprises the premier thought leaders of our industry including former global heads of security for multinational corporations with practical experience managing crises within corporate and governmental contexts. We offer additional assurance to our clients with a governance committee that provides oversight and support to all our responders. Ultimately, both report to our distinguished board of directors and advisors which includes a former Attorney General of the United States as well as former ambassadors and diplomats.
Headquartered in Reston, Virginia, Constellis has offices and project locations across the globe, connected by three 24/7 operations command and control centers. Our crisis response team is pre-deployed around the world to deliver vital rapid-response capabilities and ensure our specialists arrival in support of our clients within 24 hours of an incident. This unrivalled global coverage also guarantees geographic spread of expertise, outstanding local and regional knowledge, and local contacts and language capabilities. Strategically located across Canada, Kenya, Malaysia, the Netherlands, Pakistan, Spain, the U.A.E., the U.K. and the U.S., our crisis response specialists are supported through Constellis’ extensive network of offices and field-based programs. Furthermore, Constellis has a pre-deployed team of trained incident responders who can provide immediate, local support to clients while a response consultant is en route. These locations include Afghanistan, Algeria, Brazil, China, Colombia, France, Iraq, Kingdom of Saudi Arabia, Libya, Mali, Mexico, Mozambique, Nigeria, Singapore, Somalia, South Sudan and the U.A.E.

GLOBAL REACH, RAPID RESPONSE & LOCAL EXPERTISE

Recent projects have taken our consultants to Brazil, Colombia, Gabon, Ghana, Guinea, Indonesia, Italy, Korea, Libya, Morocco, Nigeria, Pakistan, Portugal, Singapore, South Africa, Thailand, Turkey, UAE, Vietnam, and Yemen.
IN TIMES OF CRISIS, TIME IS OF THE ESSENCE.
How will you react? Are you prepared?

OUR SERVICES
From the anticipated and forewarned to the unpredictable and unprecedented, every crisis is different. At Constellis, we provide targeted, adaptable crisis preparedness and response solutions built around our foremost priority—your safety and security.

- Crisis Readiness Assessment
- Crisis Management Planning
- Crisis Simulation & Training Exercises
- Continuous Monitoring & Reporting
- Real-Time Crisis Response Services
- Cyber Security & Breach Response
- Post-Crisis Recovery Services
- Trends & Analysis Reporting

Constellis helps its clients solve crisis situations that present a risk to the safety of their personnel, the security of their assets, and the profitability and reputation of their business. With a collective track record that includes the resolution of more than 550 international cases, Constellis’ crisis response consultants are well-versed in providing preventative, preparatory and post-incident specialist support to corporate, government, non-governmental and high net worth individuals. We provide a turnkey solution that comprises training, planning, response and recovery services in regard to a wide ranges of crisis events:
EXCLUSIVE CLIENT FEATURES & BENEFITS

Global Operations & Communications Centre (GOCC)

Constellis clients are supported by our dedicated 24/7 Global Operations and Communications Centre (GOCC) that monitors the global security environment and coordinates our response to incidents around the world. Our consultants are supported by dedicated GOCC analysts that monitor, research and advise upon emerging issues and trends affecting our clients with customized reports and articles. Only a phone call away, our clients receive a 24/7 hotline number with dedicated analytical assistance to ensure an immediate response.

When every second counts, enhancing our clients’ critical decision-making capability is of paramount importance. By leveraging our in-house GOCC, political risk analysis team and computer forensics team, our consultants have continuous access to accurate, in-depth strategic and tactical intelligence; our geospatial information system; our unique electronic data mining and recovery capabilities; and on-the-ground sourcing to enhance our core response services.

Constellis’ Crisis & Intel Center

Clients can access our virtual Crisis and Intel Center, allowing them to review and download our best practice guides to security, crisis management and response, as well as literature pertinent to the management of issues and crises that confront organizations operating in an ever-changing world.

Worldview & Analysts Reports

Constellis’ interactive Worldview portal provides clients with up-to-date intelligence enabling them to make informed decisions regarding their day-to-day operations around the globe. Clients can access critical information on more than 200 countries and territories through dynamic, digital maps that deliver real-time analysis. Content ranges from destination information covering airports, transportation, customs and public holiday through to crime levels, law enforcement and emergency services.

Worldview also allows our clients to interact with the consultants contributing to the information and intelligence. Clients can contact consultants for further information and request customized security briefings for specific travel.

CRISIS MANAGEMENT LIFECYCLES

PRE-INCIIDENT CONSULTANCY ADVICE, PLANNING & TRAINING SERVICES

01 Introductory, free consultation with a crisis response consultant to conduct a crisis preparedness health check
02 Facilitated briefings and seminars to create awareness and high light issues
03 Tailored workshops to educate, rehearse and sensitize management teams to crisis response and management
04 Tabletop exercises or simulated role-play incidents to rehearse team members in exacting environments and test protocols

POST-INCIIDENT CRISIS RESPONSE PROCESS

01 Clients call/notify the Global Operations and Communications Centre, with translator services available as required
02 A crisis response consultant confirms event details, provides immediate advice to stabilize the situation and reviews next steps
03 Crisis response team analyzes situation, briefs client, allocates appropriate consultants and deploys them to head office and incident location to work alongside our client
04 Analysts and senior management provide intelligence and monitor media; consultants advise clients on appropriate strategy and tactics to resolve the situation
05 Once the crisis is resolved, team debriefs all involved, client is given detailed report with lessons learned and appropriate recommendations
CASE STUDIES

KIDNAP—INDIA
CLIENT: An India-based engineering firm was contracted to provide engineering consultancy to a construction company erecting pylons in Assam, India.
EVENT: An engineer, employed by the client, was abducted by eight armed men on motorcycles as he was returning to his accommodation having eaten his evening meal at a nearby restaurant. The victim was an Indian national in his mid-twenties.
RESPONSE: Constellis immediately deployed a response consultant to advise the client’s crisis management team and set-up an incident management team in Assam to work alongside the client’s local management team. The response consultant briefed the client on potential response strategies. The client opted for a strategy of resistance and negotiation. The response consultant also advised the client on how to liaise with national and state law enforcement; provide support and counsel to the victim’s family; and media handling.
RESOLUTION: A financial agreement was made 11 days after the abduction. The ransom was delivered the same day and the victim was released the following day.

MARITIME PIRACY—GULF OF GUINEA
CLIENT: A European-based maritime company operating merchant vessels on behalf of owners.
EVENT: A vessel owned by the client was attacked in the Gulf of Guinea, located off the coast of Nigeria, by pirates. The pirates left the vessel having stolen a number of items. After the crew searched the vessel, it was confirmed two crewmembers were missing. Two days later, the client was informed that the two men were ashore in the Niger Delta and that a ransom will need to be paid to secure their release.
RESPONSE: Constellis deployed a consultant to the client’s head office in Europe to provide expert advice to the client’s crisis management team and assist with the selection of a strategy to achieve the client’s objective of securing the safe release of the two crewmembers. The consultant also trained and mentored the client’s communicator; mapped the participants advising on liaison with government agencies and international and national law enforcement agencies; and implemented a family support plan with crewing agencies. In the final stages of the case, a second consultant was deployed to Nigeria, supported by Constellis’ West Africa office, to assist in the oversight of the ransom delivery, and the recovery and repatriation of the two crewmembers.
RESOLUTION: After four weeks of dialogue and negotiation, the client secured an agreement. The two crewmembers were released a few days later.

CYBER EXTORTION—SOUTH AMERICA
CLIENT: An international steel firm with its headquarters in Europe
EVENT: The client’s facility in South America became the victim of a malicious ransomware attack when hackers encrypted a large number of files and demanded a ransom in Bitcoin in return for the decryption key to unlock the files. The demand was set to increase by 100 percent if the client did not pay within two weeks. If the client did not pay within a month, then the files would remain encrypted forever. The encrypted files contained software for a number of manufacturing processes.
RESPONSE: Constellis’ response team advised the client immediately while their computer forensic team accessed the client’s network and systems confirming the attack. After conducting an in-depth analysis of the attack, the teams reviewed a number of potential response strategies with the client as well as technical aspects of the attack and future prevention.
RESOLUTION: Once the encrypted files had been identified, the client worked with their backup files, and the software provider to get systems up and running again without paying the extortion demand.

DISAPPEARANCE—FRANCE
CLIENT: A leading U.S.-based university with an international student exchange program
EVENT: A Chinese student studying at the client’s campus went to Paris for a semester. While in Paris, the university informed the student that she needed to return to the U.S. to retake her first year exams since she had failed them all. After hearing the news, the student told her roommates that she would be going to Barcelona for a long weekend prior to returning to the U.S. No one saw or heard from her after the weekend and she did not return to the U.S.
RESPONSE: Constellis advised the client’s crisis management team on how best to locate the missing student and liaise with the student’s family in China. In addition, Constellis advised the client on their interaction with the U.S. State Department, the Chinese Government, and the French authorities.
RESOLUTION: The student was discovered in a hospital in Paris, having never left Paris for the trip to Barcelona or the return trip to the U.S.
THREAT—UNITED STATES OF AMERICA

CLIENT: A U.S.-based manufacturer of seasonal goods such as calendars, cards, paper tableware and decorations.

EVENT: A number of executives and their family members started to receive telephone calls and emails from an individual who felt aggrieved. The individual was a former contractor for the company who managed pop-up stores in shopping malls. Following poor performance, the contract was not renewed.

While the telephone calls and emails did not contain any direct threats, the language and sentiment within them led the executives to be concerned for the safety of their families and themselves.

RESPONSE: Constellis assigned a consultant to work with the client to gather information regarding the individual, the factors that led to the decision not to renew the contract, and the sequence of events that followed. After a detailed analysis, the consultant presented a threat assessment with recommended threat mitigation strategies. The executives and family members were briefed on security measures.

RESOLUTION: The client opted to follow a twin strategy of taking legal action against the individual while also alerting local law enforcement of the individual’s actions. After law enforcement visited the individual’s residence, the individual ceased his activity.

CRISIS MANAGEMENT TRAINING—UNITED STATES OF AMERICA

CLIENT: A U.S.-based consultancy specializing in facilitation and strategic solutions for post-conflict nations and states. The consultancy assembled teams of advisors and deployed them to the state requesting their expertise.

EVENT: The family received a series of text messages and telephone calls threatening violence and possible kidnapping of family members against a requirement to pay money. This was not the first time the family had been the target of this type of extortion.

RESPONSE: Constellis’ consultant conducted a thorough analysis of the content and text messages using Constellis’ database of geo-located security incidents and intelligence. The client was advised to increase their security, but not pay the demand or enter into a dialogue or negotiation with the extortionist.

RESOLUTION: Following two or three more calls to the client’s business, which were not answered, the threat faded.

CRISIS MANAGEMENT PLANNING—GLOBAL

CLIENT: A European-based fresh produce distributor. The company operates globally with core business operations in Central America, Europe and the U.S., and smaller operations in South America, Africa and Asia.

EVENT: A former contractor for the company who managed pop-up stores in shopping malls. Following poor performance, the contract was not renewed.

RESPONSE: Constellis’ response consultants proposed a crisis awareness program, which included the development of a crisis management plan and a series of crisis management workshops to bring awareness to the client’s major hubs.

ACTIVITIES: An Constellis consultant worked with the client’s program team comprised of their human resources, legal and operation departments. Together, they drafted and presented a plan that was reviewed by their management team against a series of pertinent scenarios during a workshop at the client’s head office. Once the plan was finalized, three one-day workshops were delivered by two response consultants that covered crisis management and travel security through presentations, open forum and desk top exercises appropriate to the identified risks within the respective regions. The workshops were delivered in Central America and two European locations.

THREAT EXTORTION—MEXICO

CLIENT: A family-run business based in Central Mexico.

EVENT: The family received a series of text messages and telephone calls threatening violence and possible kidnapping of family members against a requirement to pay money. This was not the first time the family had been the target of this type of extortion.

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