

# RISK CRISIS & RESILIENCE

## UNDERSTANDING YOUR RISK

With global operations and personnel travelling around the world, you may be exposed to:

- ▶ Risk of civil and political unrest
- ▶ Earthquake
- ▶ Extreme weather
- ▶ Kidnapping and extortion
- ▶ Additional threats from organized crime networks and terrorist groups

Even in traditionally safe areas such as Europe and the US, these cannot be ignored and the risks of cyber crime, workplace violence, and man-made calamity must also be carefully considered.

The consequences can be severe:

- ▶ Destruction of infrastructure
- ▶ Death and injury of personnel
- ▶ Operational shutdown
- ▶ Reputational damage
- ▶ Financial loss and litigation

Combined with regulatory and duty of care considerations, this evolving spectrum of risks is affecting how businesses operate and care for their people and assets around the world.



# CONSTELLIS CAN HELP

At Constellis, we recognize that organizations need to take risks in order to succeed. Managing risk should allow opportunities to be pursued while reducing the potential for negative impact. Constellis helps organizations disrupt threats and eliminate vulnerabilities thereby exercising control over the risks taken and enhancing resilience through the following strategies:

AVERT	PREPARE	RESPOND
<p>Reduce the likelihood of experiencing a serious incident through:</p> <ul style="list-style-type: none"><li>▶ Improved threat awareness</li><li>▶ Anticipating dangers</li><li>▶ Comprehensive context &amp; risk assessment</li><li>▶ Enhanced control measures</li><li>▶ Good risk intelligence</li><li>▶ Reliable travel tracking</li><li>▶ Effective personal safety &amp; security training</li></ul>	<p>Be ready for worst-case scenarios in order to protect the business and mitigate the negative consequences through:</p> <ul style="list-style-type: none"><li>▶ Broad scenario development</li><li>▶ Extensive contingency &amp; continuity planning</li><li>▶ Crisis management training</li></ul>	<p>Timely deployment of appropriate internal and external resources to:</p> <ul style="list-style-type: none"><li>▶ Manage an incident</li><li>▶ Provide business continuity</li><li>▶ Bring the situation under control as quickly as possible</li></ul>

*Our services can help you ensure rapid recovery after a serious business interruption.*

## OUR TEAM

### PROVEN EXPERTISE—TRUSTED EXPERIENCE

Each of our clients is supported by our dedicated risk and crisis management team, which offers an outstanding, collective track record working at the forefront of global risk management. Our professionals are international experts who come from diverse multidisciplinary backgrounds including special forces, the intelligence community and law enforcement. They draw on many years of experience advising and supporting clients facing a wide range of situations in diverse environments.

Our team has worked in more than 80 countries and has wide-ranging expertise in multiple disciplines, including kidnap for ransom, extortion, detention and evacuation as well as, security training, risk assessments and business continuity planning.

### GLOBAL REACH, RAPID RESPONSE & LOCAL EXPERTISE

Headquartered in Reston, Virginia, Constellis has operations spanning the globe. Our specialist risk and crisis professionals are strategically located across North America, Europe, Africa, the Middle East and Asia. This enables us to deliver a global spread of expertise and vital rapid-response capabilities with outstanding local and regional knowledge, as well as local contacts and language capabilities.

Languages spoken include

**ARABIC** **FRENCH**  
**SPANISH** **ITALIAN**  
**SWAHILI** **PORTUGUESE**  
**ENGLISH** **MANDARIN**  
**CANTONESE**  
**GERMAN**

Recent projects have taken our consultants to

**BRAZIL** **COLOMBIA** **GABON** **MEXICO** **GERMANY**  
**HONDURAS** **DENMARK** **GREECE**  
**KAZAKHSTAN** **ECUADOR** **GUATEMALA**  
**UKRAINE** **PHILIPPINES** **INDIA** **YEMEN** **MALAYSIA**  
**VENEZUELA** **SOMALIA** **INDIA** **PAKISTAN** **UKRAINE**  
**THAILAND** **SOUTH SUDAN** **TURKEY**



# OUR RISK, CRISIS & RESILIENCE SERVICES

At Constellis, we provide clear, targeted, flexible pre- and post-incident solutions built around our foremost priority: your safety and security.

We adopt a bespoke approach, tailored to you. We work with all the current risk, crisis, business continuity and organizational resilience standards including ISO 31000, 22301, 22316, BS 65000 & BS11200.

Our range of risk, crisis and resilience services incorporates the following:

## PERSONNEL RISK

- ▶ Personal security training (HEAT)
- ▶ Travel security briefings
- ▶ Travel safety & security planning
- ▶ Travel safety platform through our partner LifeLine Response:
  - Global threat intel
  - Location based tracking
  - Proactive travel security alerts
  - 2-way mass notification

## ORGANIZATIONAL RISK

- ▶ Security risk briefings
- ▶ Threat monitoring
- ▶ Security threat assessments
- ▶ Strategic risk assessments
- ▶ Organizational resilience reviews
- ▶ Security management planning
- ▶ Security management training

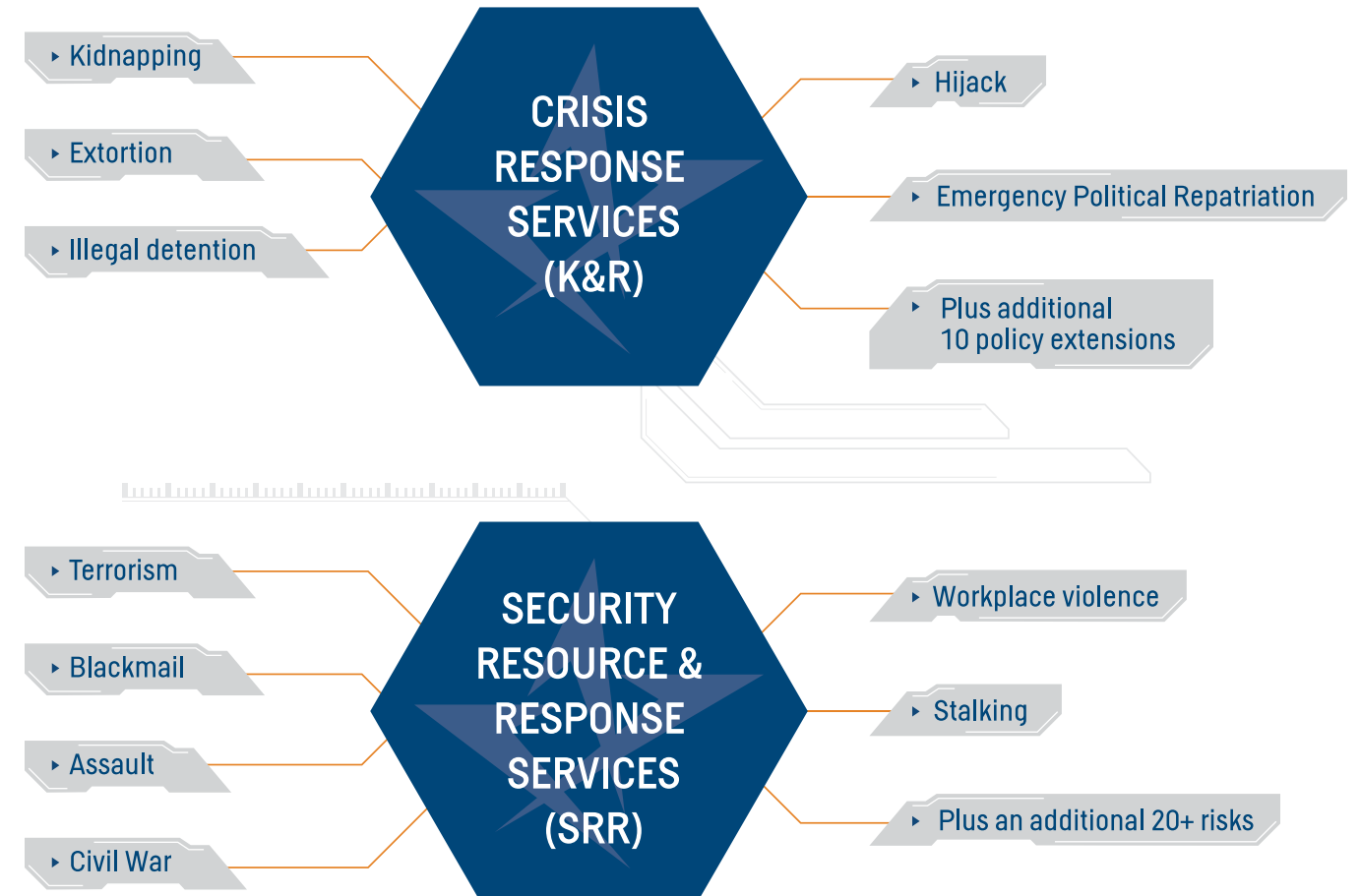
## CRISIS MANAGEMENT

- ▶ Crisis response for all scenarios
- ▶ Crisis management planning
- ▶ Crisis communications planning
- ▶ Business continuity planning
- ▶ Contingency planning (incl. evacuation)
- ▶ Crisis management training
- ▶ Crisis simulation exercises
- ▶ Crisis communications training

All Constellis clients and personnel are supported by our dedicated **24/7 Global Security Operations Center (GSOC)** that monitors the global security environment and coordinates our response to incidents around the world. We also have a team of risk analysts who monitor, research and advise on current and emerging threats. We are only a phone call away, with a **multilingual emergency hotline monitored day and night, 365/24/7** by our experienced GSOC duty officers.

# INSURANCE PROTECTION

We are retained exclusively by Travelers to support all special risks policies for:



Travelers has been writing K&R policies for 40+ years, since 1977, and has products and services available in over 125 countries. In addition to crisis response services, Travelers, through our response partner Constellis, provide pre-incident support to policy holders. Insureds also get access to Constellis' online risk intelligence portal "Worldview" as well as a range of regular written intelligence briefings.



# BENEFITS OF WORKING WITH CONSTELLIS

- 1 One single provider for all your risk management and security needs
- 2 Full compliance with all relevant certifications and standards
- 3 Likelihood of a risk event will be reduced
- 4 Negative consequences will be minimized & effectively managed
- 5 Available time will be used efficiently
- 6 Disruption to normal operations will be reduced and recovery expedited
- 7 Organizational resilience will be enhanced
- 8 Customers, employees and shareholders will have greater trust and confidence

## ABOUT CONSTELLIS

Constellis is the leading provider of risk management, humanitarian, social intelligence, training and operational support services to government and commercial clients throughout the world. Operating in over 45 countries, Constellis' 20,000 employees bring unparalleled dedication and passion for creating a safer world by upholding the highest standards of compliance, quality and integrity. Constellis' forward-thinking solutions span synergistic services, including background investigations, social intelligence tools, advanced training capabilities, logistics and life support, UAV systems, global tracking technology, fire protection and medical services, information security, risk consulting and crisis response. Our number one mission is to secure success for clients. [www.constellis.com](http://www.constellis.com)

## Certifications

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.

## GLOBAL EXPERTISE WITH LOCAL KNOWLEDGE

## 24/7 EMERGENCY NUMBERS

North/South America  
+1 713-918-6401

Europe/Asia/Africa/Australia  
+44 (0) 20-7240-3237

General Inquiries  
+1 252-435-0747  
[GSOC@constellis.com](mailto:GSOC@constellis.com)



[constellis.com](http://constellis.com)