

# CRISIS MANAGEMENT + RESPONSE SERVICES



Olive Group, a Constellis company, is a leading provider of risk management, protective security, crisis management and enabling support services to governments, international organizations and major corporations across the globe. Since our inception in 2001, clients have relied on us to support their decision-making processes and safeguard their operations and personnel in some of the world's most challenging operational environments.

## OUR SERVICES

From the anticipated and forewarned to the unpredictable and unprecedented, every crisis is different. At Olive Group, 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

## GLOBAL REACH — LOCAL PRESENCE

Headquartered in Dubai, UAE, Olive Group 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, Olive Group 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.



# PROVEN EXPERTISE – TRUSTED EXPERIENCE

With a collective track record that includes the resolution of more than 550 international cases, Olive Group's 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:



Languages spoken include Spanish, French, German, Italian, Turkish, Japanese, Swahili, English, Cantonese, Mandarin, Portuguese and Arabic with support from Olive Group's global offices providing additional language capabilities.

## WHY OLIVE GROUP?

- Olive Group is part of the world's largest risk management company operating in over 25 countries across Africa, the Americas, Asia, Europe and the Middle East.
- As part of Constellis, Olive Group has the ability to tap into a vast network of resources that includes both regional and local partners and a rapid-response capability unlike any other.
- Olive Group possesses proven, in-depth subject matter expertise along with decades of operational and K&R experience in the world's most demanding locations.
- Olive Group's global network of consultants maintain an intimate knowledge of local cultures, communities and political climates as well as a culturally and politically sensitive approach to resolving all conflicts.
- Olive Group is well-known for its international, industry-leading best practices, quality services and commitment to operating with integrity and the highest ethical standards.
- As part of Constellis, Olive Group is leading its industry with accredited certifications to industry-wide standards, confirming its commitment to accountability, quality and compliance.
- Constellis is a leading, \$1 billion operational support and risk management provider offering a full range of services from advisory, training and technology to security, logistics and life support.
- Constellis owns and operates the largest private training center in the United States that has the capacity to host 1,500 students at a time in some of the most advanced military and law enforcement techniques.

# EXCLUSIVE CLIENT FEATURES & BENEFITS

## Global Operations & Communications Centre (GOCC)

Olive Group clients are supported by our Global Operations and Communications Centre (GOCC) that monitors the global security environment and coordinates our response to incidents around the world. Only a phone call away, our clients receive a 24/7 hotline number with dedicated analytical assistance to ensure an immediate response. 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 proprietary geospatial information system; our unique electronic data mining and recovery capabilities; and on-the-ground sourcing to enhance our core response services.

## Crisis & Security Compendium

Clients can access our virtual Crisis and Security Compendium, 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

Olive Group's 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.

## ABOUT CONSTELLIS

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. With more than 8,000 personnel, Constellis recruits and retains the industry's most experienced and top-trained employees, most of whom are former government, military or law enforcement. As a result, they share a willingness to support complex operations in some of the world's most demanding locations.

