Be it the risk or the actual occurrence of a kidnap, hostage taking, hijacking, blackmail, coercion or illegal arrest, or of political or geological instability prompting a drawdown of operations, securing of assets and potentially an evacuation, Olive Group’s team of consultants, supported round-the-clock by the Global Operations & Communications Center (GOCC), provides clients with fast, expert support and advice.

The scope of services encompasses the full lifecycle of crisis management, from preparedness training using desk top exercises and operational simulations based on plausible worst-case scenarios to deploying in quick time to work with our clients’ management team toward a resolution when a crisis occurs.

Once deployed, consultants sit alongside the client to provide in-depth analysis and assessments to support critical decision-making processes, leading to the development of best practice solutions to secure personnel and assets, and, where applicable, ensure their safe release and recovery.

**The Crisis Response Team**

The dedicated Crisis Response Team is comprised of the highest caliber crisis and kidnap response professionals, and offers an outstanding collective track record working at the forefront of crisis management and crisis communications internationally. Olive Group consultants typically have a background in military, government or law enforcement services. They draw on many years of experience of advising and supporting clients facing a wide range of crises in a diverse range of environments. The team’s project experience in the niche and highly sensitive spheres of kidnap for ransom and vessel hijacking response services includes the resolution of over 400 cases internationally since the mid-1990s. Olive Group’s Crisis Response Services consultants are based around the world to ensure geographic spread of expertise and rapid deployment to clients, usually within 24 hours, wherever they may be.
Olive Group’s Crisis Response Team is well versed in providing preventative, preparatory and post-incident advice and support to corporate, government, non-governmental and high net worth individual clients regarding many types of crises:

**Maritime Piracy**

Piracy is a worldwide issue not restricted to the Somali Basin and Indian Ocean. The Maritime Security Market estimates that the global cost of piracy is over $15 billion per year with a steady stream of incidents happening globally each month. Owners and operators of vessels operating in high risk areas need to ensure they are ready to manage a hijacking to a successful conclusion.

Olive Group’s Crisis Response Services Consultants have helped clients successfully resolve scores of cases internationally since first advising vessel owners and operators confronted by piracy attacks in the mid 1990s.

**Kidnapping**

Kidnapping has been a global growth industry since becoming central to guerilla, terrorist and organized criminal tactics in the late 1960s. In contrast to the general economic trend of worldwide recession, kidnapping has, in recent years, accelerated its spread around the globe, with the geography of the threats shifting in line with instability.

Olive Group’s Crisis Response Services Team provides Preventative Consultancy and Response Services to help clients who travel to potential hot spots.

**Hostage taking**

Hostage taking incidences vary around the world, with perpetrators ranging from armed militant groups and individuals to members of workforces holding management captive in labor disputes. Often in these situations, companies or families are not in a position to control the resolution of the situation as the outcome rests in the hands of local law enforcement and the government. But they can still manage elements of the response to the crisis to help safeguard the lives of those involved.

Olive Group’s consultants have acquired extensive experience advising clients involved in siege situations over many years, including during the 126-day Japanese embassy siege in Lima, Peru, in 1996 and 1997, the Swissotel siege in Istanbul, Turkey, in 2001, the siege situations resulting from terrorist attacks in Khobar and Jeddah, Saudi Arabia, in 2004, and Mumbai, India, in 2008, as well as numerous siege situations occurring in Iraq and Afghanistan since 2003.

**Threat extortions**

Threat extortion includes all types of blackmail where the victim is forced, under duress, to do something against their will. The consultants’ experiences resolving a diverse range of complex cases, ranging from War Tax demands in the Philippines to the threat of intellectual property theft in the UK, show threat extortion to be a risk that all organizations are vulnerable to worldwide. Ensuring the correct evaluation of the threat and adopting the right response is the key to securing people and assets, and resolving the situation.

Olive Group’s priority is to help clients manage the threat(s) in a lawful, professional and ethical manner, whereby their ongoing safety, security, business continuity, integrity and good reputation are best assured.

**Illegal detentions**

Illegal detentions can involve being arbitrarily “arrested” and detained on spurious charges. At the very least, these situations represent a real cost in management time and money to resolve, and in a worst case scenario, can develop into life-threatening crises.

With over 20 years of experience helping clients swiftly and safely resolve such situations, Olive Group’s Crisis Response team is well versed in advising companies on the best strategy to secure the release of their illegally detained employees or family members.

**Evacuations**

The turmoil of the Arab Spring and the fallout from natural disasters such as the tsunamis in Indonesia underscore the imperative for clients working internationally to have robust evacuation plans in place to ensure they can close down their operations in a timely manner, secure their assets, protect and, where necessary, evacuate their people.

Olive Group’s Crisis Response Services Team applies a wealth of experience and contextual best practices to help clients define and implement the processes, whereby they can most effectively secure their operations and systematically withdraw and evacuate essential and non-essential personnel and their dependents from deteriorating environments.

For more information, visit olivegroup.com/CrisisResponse

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