



CRISIS MANAGEMENT, RISK MITIGATION AND RESPONSE TEAM

We have a **highly experienced team of professionals** qualified to **prevent and respond** to KRE incidents and wider crises. Our unique blend of **prevention and crisis management support** is available **before, during and after events**

Our Team:

- » consists of **18 team members** based at strategic locations
- » have, collectively, managed over **1,000 KRE cases across the globe**
- » have advanced language capabilities including Mandarin, Cantonese, Spanish, French, German, Portuguese, and Arabic

We have extensive experience advising clients how to manage a variety of threats, including cyber extortion, illegal detention, missing persons, product tampering, political evacuation, maritime piracy as well as terrorist incidents, environmental activism, active shooter and work place violence. Our crisis management team is also able to leverage S-RM's wider security and intelligence capabilities, while the size and strategic location of our team members provides a fast response time.

Please see below more detail about the experience of our team and responders:



Head of Crisis Management

A former Officer in the British Army (Parachute Regiment) who served for more than 20 years' in numerous roles and hostile environments around the world, including Afghanistan, Iraq, Bosnia-Herzegovina, Kosovo, Zimbabwe/Mozambique, Sierra Leone and Northern Ireland. Before joining S-RM, he worked for several years as a response consultant, case manager and head of crisis response for other international risk consultancies, advising on K&R, threat extortion, cyber, detention, product tampering and piracy cases globally. Many of these incidents were complex, involving multiple hostages and proscribed organisations. Speaks fluent Spanish, German and French. London, UK based.



Deputy Head of Crisis Management

A highly experienced specialist operations Detective and Critical Incident Manager with 30 years' experience with the UK Metropolitan Police. An accomplished crisis manager with broad experience within strategic partnerships, taking personal responsibility for tactical delivery including control of threats and management of risk within specific matters of national security. Former Deputy Head of the Hostage Crisis Negotiation Unit (HCNU) with considerable counter-terrorist experience. London, UK based.

A large, light orange map of the Americas, including North America, Central America, and South America, serves as a background for the page. It shows the outlines of the continents and major bodies of water.

AMERICAS



Responder 1

A former Special Agent for the FBI, with over 10 years' experience of providing kidnap and extortion crisis management and response services for families and corporate clients globally. Has been retained by a number of other international risk consultancies before joining S-RM. Speaks fluent Spanish. San Diego, California based.



Responder 2

A former Special Forces officer in the US Army. Over 25 years' subsequent corporate experience in international business and project management for security and intelligence operations worldwide. Extensive crisis response experience in K&R, threat extortion, including cyber and product tampering incidents. Speaks fluent Spanish and colloquial Portuguese. Houston, Texas based.



Responder 3

Worked for 26 years' service in the CIA. Subsequently gained considerable experience in providing kidnap and extortion response and crisis consulting services: due diligence investigations, physical security surveys, risk assessments, crisis management training, executive protection, litigation support, corporate theft investigations and crime avoidance training throughout Latin America. Has worked for numerous other international risk consultancies prior to S-RM. Speaks fluent Spanish. Mexico City, Mexico based.



Responder 4

Served for 30 years' in the US Army during which time he was assigned to various Latin American and Caribbean countries, including diplomatic assignments. Before joining S-RM, has over 12 years' experience of crisis response and prevention with other international risk consultancies, throughout Latin America and the Middle East Speaks fluent Spanish. Santo Domingo, Dominican Republic based.

Americas BD recruitment ongoing

EMEA



Responder 1

Served in the British Army for 33 years' engaged in operational military policing and intelligence operations in Northern Ireland, Bosnia-Herzegovina, Afghanistan and Kosovo. Prior to joining S-RM, he worked for a well-known international response consultancy for many years as a response consultant resolving cases of K&R, extortion and piracy incidents worldwide and as a senior consultant in crisis and security consulting delivering regional bespoke crisis prevention projects. London, UK based.



Responder 2

Joined the UK Metropolitan Police in 1977. Former member of the Hostage Crisis Negotiation Unit (HCNU) where he served for many years as a first responder to critical incidents. In the late 1990s the UN approached the UK for assistance in hostage management and he was instrumental in the delivery of training for the UN in this field. Subsequently he was recruited by the UN as a Security Advisor and then as Chief of Mobile Training responsible for the training of UN Security personnel and UN senior managers. He has considerable crisis response and prevention experience, particularly with IO / NGO clients. Northern Ireland based.



Responder 3

Since leaving the French military has 20 years' experience of crisis risk consulting services including business continuity, crisis management and investigations for several other international risk consultancies before joining S-RM. Has provided crisis response advisory services to clients in numerous cases of marine piracy, K&R, extortion, emergency evacuation and workplace violence, and has worked extensively throughout Europe, Africa, Asia (where he resided for 11 years), the Americas and the Arab world. A native French speaker, he is fluent in English, Chinese Mandarin and has basic Spanish. Paris, France based.



Responder 4

An international hostage negotiator and communications trainer working globally to support governments, humanitarian and faith based non-governmental organizations. Over 30 years' service in the UK Metropolitan Police Service, mainly within the CID. Former Deputy Head of the Hostage Crisis Negotiation Unit (HCNU) with considerable counter-terrorist experience. Speaks fluent German. London, UK based.



Responder 5

A former officer in the British Army (Parachute Regiment), with more than 30 years' experience in building K&R response teams. He is well known throughout the K&R industry having specialised in this market since advising on his first kidnap negotiation in 1986. He established a global response consultancy in 1990 turning it into an internationally recognised brand as one of the world's leading specialist kidnap and extortion consultancies retained by various Lloyd's of London underwriting syndicates and US insurers. Hereford, UK based.



Responder 6

Former German Police Detective Superintendent and Incident Response Team member for the CID. She is a security professional with more than 25 years of combined experience in security work, close protection, management, training and consultancy within stressful and challenging work environments. Following a successful police career, she resided for many years in the Middle East where she gained considerable commercial experience training NGOs specifically. A native German speaker, she is fluent in English and also speaks colloquial French and Arabic. Munich, Germany based.



Responder 7

A proficient and knowledgeable security risk and crisis management consultant with significant experience working in the Middle East and managing indigenous partners. Formerly a British Army officer (Parachute Regiment) and senior advisor to UAE Armed Forces with 10 years of commercial experience following a 20-year UK military career. Arabic speaker. Dubai, UAE based.



APAC



Responder 1

Prior to joining S-RM he was the Regional Operations and Compliance Director (Asia Middle East Region) for a FTSE listed Global Security Company with over 800,000 employees worldwide and operating in 110 countries. Based in Hong Kong/Malaysia, but travelled extensively to work closely with local management teams and staff in each country in the Asia Pacific, Greater China, Indian Sub-Continent, and Middle East Regions. Formerly 25 years' as an Officer in the Australian Army with operational experience in Vietnam, Papua New Guinea, Singapore, and Malaysia. On leaving the military, he worked for the UN and for several global demining companies. Brisbane, Australia based.



Responder 2

Served for 24 years in the Royal Hong Kong Police with extensive experience in criminal investigation, protective security and counter-terrorism operations. Served in the elite VIP protection unit and provided protection to numerous heads of state. Was awarded the Colonial Police Medal in 1990 for outstanding service. He subsequently worked as the China Country Head of a multi-national risk management and security consultancy, managing numerous large projects including physical security, executive protection, risk management, fraud investigation and due diligence enquiries. Most recently has run a team of 80 investigators and asset protection personnel covering Mainland China, Hong Kong, Taiwan and Macau. Speaks Mandarin, Cantonese and English. Shanghai, China based.



Responder 3

A former officer in the Australian Army (combat engineer and bomb disposal expert). Subsequent commercial experience in the defence, mining, development, construction and disaster response sectors. Conducted extensive overseas training and security operations in Malaysia, landmine clearance operations in Cambodia, mine awareness training for Afghan refugees in Pakistan and to the Australian Embassy in Phnom Penh, Cambodia as well support projects in Bougainville, development projects in Afghanistan, and mining and construction projects in Burkina Faso and Papua New Guinea. Brisbane, Australia based.



Responder 4

Former French Special Forces officer with more than 20 years' military experience operating throughout EMEA and South East Asia in various government and political advisory roles, including Counter-Terrorism. During the last 8 years, he has developed and secured various prosperous businesses in Cambodia and elsewhere in the APAC region. Recently provided security advice for the European Union Election Observation Mission in Myanmar. Native French speaker with fluent English, Spanish and colloquial Cambodian. Phnom Penh, Cambodia based.

S-RM

PROVIDING INTEGRATED INTELLIGENCE, RISK MANAGEMENT, AND CYBER SOLUTIONS TO CLIENTS ACROSS THE GLOBE

S-RM provides **business intelligence, risk management and cyber-security services globally**. Combined with our technology solutions, we enable clients to **identify and mitigate risks** ranging from security, political change and cybercrime to money laundering, fraud and corruption. With a **focus on quality and responsiveness**, we work closely with businesses, private clients, and governments to **protect their assets, people, reputation, information and brand**.

We operate on
5 continents
and support clients
in **140 countries**

● S-RM office locations

We offer a **full suite of services** tailored to mitigate risks and unlock new commercial opportunities for our clients

Business Intelligence

- › Compliance-driven Due Diligence
- › Strategic and Investigative Due Diligence
- › Disputes and Litigation

Risk Management

- › Political and Country Risk
- › Crisis Management: Kidnap, Ransom & Extortion
- › Security Risk Management

Cyber Security

- › Audit and Risk Assessment
- › Breach and Incident Response
- › Cyber Support: Virtual Security Team

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