



CRISIS MANAGEMENT CASE STUDY

A global supplier of support services to the oil & gas sector approached SSSI management for assistance. Their Asia Pacific General Manager had been arrested in a South East Asian country. He had arrived in the country to resolve an urgent crisis the company was facing that involved its indigenous in country manager. The Regional General Manager had entered the country on a tourist visa, and the local manager had reported him to police providing a fabricated story which resulted in his arrest and imprisonment. Within 24 hours of contacting SSSI our in country operatives had secured the Regional Manager release, provided him with a personal protection team and retained the services of a prominent local lawyer to assist in the case.

Within days it was established that the local manager had been in the process of attempting to transfer the title and assets of the business into the name of a company owned by members of his family. This process was halted through intervention in court and further investigation and presentation to the courts had the process reversed by the legal advisor retained by SSSI.

The company then took the decision to base an expatriate manager in country so as to ensure greater control over operations. Within 6 months the revenue of the branch had increased 5 fold.

SSSI continued to provide Risk Avoidance Counsel and developed a full set of contingency plans for the company's operations in this and other South East Asian countries.

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