

# Managing social unrest and political violence – LatAm

Security and risk management solutions to keep your people and assets safe

Control Risks is a global specialist risk consulting firm that helps organizations succeed in a volatile world. With our unique blend of geopolitical, technology and security expertise, Control Risks offers unparalleled support for clients navigating the rapidly evolving Latin American operating environment and managing the threats of unrest and political violence set to continue through the 2022 elections and beyond. Our services include:



Risk analysis and monitoring



Crisis management



On-the-ground security support



## Risk analysis and monitoring

### Scenario-based risk assessments

Scenarios are a key tool for understanding and planning for a range of potential social unrest threats. We assess underlying political, social and economic drivers to help our clients understand where, when and how social unrest may occur—and how it could impact specific assets based on a company's sector, profile, activities and location.

### Threat monitoring and intelligence

When employees or assets are in areas impacted by social unrest, staying informed of developments on the ground can be critical in proactively ensuring they remain out of harm's way. We help our clients monitor developments as they unfold and translate intelligence into actions to help keep people safe. This includes:

- Monitoring chatter and developments across physical and online spaces by combining technology with dedicated intelligence resources. Our online threat intelligence specialists monitor, process and triage information from a range of sources including social media, open sources and the deep web.

- Assessing the credibility of individual chatter and threats of violent extremism or workplace violence and leveraging our behavioral threat assessment specialists when a credible threat is detected.
- Analyzing protest movements to assess their intent and capability to pose security or operational threats to business assets and personnel.

### Data analytics

Our dedicated data analytics team works with our clients to identify relevant threats, establish necessary data sources, collect and process information and produce critical analysis. We help clients build custom reporting tools, capture on-site incident data and visualize their threat landscape in real time.

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## Crisis management

### Preparedness

- **Planning** – Crisis planning can take place at the enterprise or site level to support both strategic and tactical decision-making in the lead-up to or during such an event.
- **Training** – Our crisis management training focuses on concepts related to civil unrest preparedness and response for those employees on the ground.
- **Exercising** – Tabletop exercises allow enterprise and local teams to walk through simulated incidents of unrest or violence.

Key focus areas of our preparedness work around social unrest include identifying and monitoring unrest, effective internal communications, hardening your location, security provisions that should be in place throughout an incident and what to do if caught up in unrest.

### Response

- Control Risks has 45 years of experience responding to acute security incidents around the world. We provide our clients with advisory as well as tactical support in response to potential or ongoing incidents.

### Workplace violence prevention and conflict de-escalation training

- Our specialty behavioral threat management team supports clients in assessing threats of violent extremism and radicalization and delivers conflict management and de-escalation training tailored for corporate managers and customer-facing employees navigating a turbulent and politically charged operating environment.



## On-the-ground security support

### Protective services

We provide tailored support across different geographies and jurisdictions, ranging from basic protection services through to extensive packages securing multiple people, locations and assets. Using a combination of GPS tracking, threat monitoring, real-time security alerts and liaising with our 24/7 operations team, our agents are able to make faster, more accurate decisions to keep employees, executives, and their families safe.

### Physical security reviews and consulting

We conduct on-site security reviews to determine any weak points in your existing security measures and provide practical advice on how best to strengthen your facility in preparation for social unrest scenarios and minimize the impact of potential incidents.

### Covert security services

Security can require discretion during challenging situations of social unrest or political violence. Our covert security services help clients to:

- Protect personnel or property, via plain clothes security agents stationed on site or in the vicinity of unrest or mobile security teams capable of rapid response to changes in the security environment.
- Conduct surveillance or countersurveillance on individuals or groups of interest.
- Collect on-the-ground intelligence to inform decision-making and measures for asset protection.

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## Our global reach

	<b>3,000</b>	People		<b>35</b>	<b>Offices around the world</b> including Mexico City, Panama, Bogota, and São Paulo
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**OUR GLOBAL REACH**  
**35** From our network of 35 offices, we work wherever you need us.

### Global offices

<b>Americas</b> Bogotá Georgetown Houston Los Angeles Mexico City New York City Panama City São Paulo Washington DC	<b>Europe, Middle East and Africa</b> Abu Dhabi Amsterdam Baghdad Basra Berlin Copenhagen Dakar Dubai Erbil Frankfurt Johannesburg Lagos London Maputo Moscow Nairobi Paris
<b>Asia Pacific</b> Beijing Delhi Hong Kong Mumbai Seoul Shanghai Singapore Tokyo Sydney	

### Other Control Risks locations

<b>Americas</b> Chicago San Francisco Seattle Toronto	<b>Europe, Middle East and Africa</b> Al Khobar Brussels Geneva Islamabad Milan N'Djamena Nouakchott Nairobi Port Harcourt Tripoli Zurich
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## Recent experience

- Provided **24/7 monitoring of protest activity** for a major multinational company during a period of social unrest in Chile, including political drivers of violent protest and social media monitoring.
- Delivered **extensive, nationwide security support** to a major media company whose personnel face safety concerns from protest activity as well as direct threats of harm from extremist groups that have been exposed through their news reporting. Our **covert security services** have allowed the clients to report from the field without incident.
- Provided **real-time threat monitoring** to assist an international airline during intense civil unrest in Honduras and **executive protection** to ensure the safe passage of their flight crews between the airport and hotel.
- Conducted a detailed **stakeholder mapping** exercise for a mining company with operations in Peru to help it navigate local social and political responses to its operations.
- Delivered a series of **crisis readiness and response workshops** for a large technology client, helping to identify gaps in incident preparedness, and test its links to local law enforcement and its integration with emergency plans.
- Carried out a **risk assessment** for a telecommunications company concerned about an apparent increase in incidents of politically motivated violence. We oversaw a series of **physical security** upgrades at company sites and implemented measures for **executive protection**.

➤ **Contact us to find out more about how Control Risks can help your organization.**