

DISGRUNTLED EMPLOYEE RESTRAINED

CASE STUDY

RISK MANAGEMENT

PROBLEM

A leading international gaming company based in Hyderabad, India had introduced a new succession plan in the organization. The succession plan was well thought out and a few top management employees were passed over in the process. This led to one of the passed over employees (who belonged to Hyderabad) to be disgruntled, who initiated actions in order to defame the company through his contacts in the media. It later came to light that the employee also had contacts (by way of family relations) with underworld elements. The employee had sent threat mails to the management based both in India as well as abroad. The client was worried about the personal safety of the senior management, their families and also the reputation of the company which could be compromised.

APPROACH

The client approached SecureMARC to help it with its problem. SecureMARC immediately sent its Executive Protection Team to Hyderabad to take control of the situation, while the Risk Management Team understood the problem and the entities involved and devised a customized risk mitigation strategy for the client. The team also thought that it was important to ascertain the background of the disgruntled employee, his contact with the media and the underworld to be able to effectively counter any threat posed by him.

SOLUTION

Key persons along with their families at risk of physical harm were identified and appropriate security cover was provided at the residences and offices. The movement of the principals was studied and unnecessary movement was curtailed to the minimum. The movement of cars was controlled and monitored. Any movement of the principals was preceded with advance recce teams who thoroughly scanned the place of meetings for possible signs of trouble.

The client was of the opinion that since the SecureMARC team was involved in the close protection of the principals therefore they should not get involved in investigating the background of the disgruntled employee. The investigation was handed out to an investigative service provider.

The investigative services provider was unable to gather any insights into the background of the disgruntled employee and ultimately the client requested SecureMARC to step-in. The SecureMARC team immediately got into action and was able to provide an in-depth detail of the background not only about the immediate family of the employee but also his underworld contacts and their efficacy.

Once the background and contacts were known SecureMARC was able to preempt any mischief by the disgruntled employee by using its high-level police contacts in Hyderabad and Mumbai. Further, by carrying out the background investigation on the disgruntled employee and his contact SecureMARC was able to resolve the problem right at its source.

CONCLUSION

With the correct appreciation of the situation, the SecureMARC team was able to appropriate security cover, plan necessary movement of the principals, pre-empt any mischief by the disgruntled employee in order to ensure that no harm comes to the principals and their families or the reputation of the client.