



24 – hour safety and security advice worldwide

### **Sarah Spolander**

Sarah Spolander is red24's CRMC Director, responsible for running red24's 24/7 Crisis Response Management Centre (CRMC) in Cape Town, South Africa.

She joined red24 in 2002 as a regional risk analyst and, after 18 months, relocated to red24's Sales and Marketing Office in London where she supported the team with the fulfilment of client accounts. On returning to Cape Town, she was involved in project management of full multilingual requirements and the creation of bespoke products and services. She also set up and managed a team of dedicated customer services consultants, concentrating on training and developing processes designed to enhance customer satisfaction.

Since 2006, Sarah has been managing the CRMC, ensuring quality and efficient delivery of content and advice, and coordinating efforts between the analyst, customer services and security departments.