INTRODUCTION

Guidelines for the immediate response to a kidnap

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In the event of the kidnapping or abduction of a family member or a colleague, your actions could influence the outcome of the incident. Therefore, you are advised to read these guidelines and where applicable, have them to hand so you are able to follow them. Getting it right in the first instance will ensure that the foundations are laid for satisfactory outcome.
IMMEDIATE ACTIONS

There is no doubt that becoming aware that someone you know, be it a loved one in your family, or a colleague at work, may have been kidnapped can be a huge shock. However, the actions taken in responding to news of kidnap or abduction at the start will influence the course of events and the outcome.

This will be an emotionally stressful time once the initial shock has worn off, however it is imperative that you do your very best to become calm, and adhere to the guidelines below:

• Gather all of the facts you have, note them down and also note where the information came from

• Start a log of events recording any decisions taken, what actions have been done, and by whom

• If you have a crisis management plan, then follow the notification process

• Detail another person to start gathering further information and verify the information already received

• If you are contacted directly by the kidnappers
  - Remain calm
  - Enquire after the condition of the victim by name
  - Demonstrate concern for the victim by name
  - State that there is a willingness to discuss the matter but as this has come as a shock, can we talk in a hour/later
  - If you can, speak with the victim
  - Establish when the next call will take place
  - Arrange a code name the caller should use

• If there has been no contact with the kidnappers, then assess who the likely person is to be called and prepare them for the call as above

• Establish who is the correct person to contact Constellis’ Crisis Response Services and then initiate that contact

CONTACTING CONSTELLIS’ CRISIS RESPONSE SERVICES

It is very likely that you will already have a number for Constellis in your plan. The number you dial will be answered by an operative in the Global Operations and Communications Centre which is based in Dubai. If you do not have the number, or you cannot locate it, the following numbers can be used:
• +971 4 360 0819
• +1 713 918 6401
• +44 (0) 20 7 240 3237

When you make the call have the following information to hand to pass to the operative:

• Identify yourself by name and where applicable the company you work for

• Give the operative your contact number and an alternative contact number

• In brief state the nature of the incident

• Have outline details to hand to pass on
  - Name and age of the victim
  - Nationality of the victim
  - Any contact from the kidnappers
  - A demand or concession that has been made
  - Any deadline for actions to be carried out
  - Any law enforcement contact
  - Any media coverage

Once you have passed the details as laid out above, the operative will then contact either the Vice President of Crisis Response Services, or in his absence one of the senior consultants. They will then call you back and advise you on setting up your crisis management team, gather further information, and discuss and agree the deployment of a consultant to advise your team in the location that it is being set up.
**FOLLOW UP ACTIONS**

There is no doubt that becoming aware that someone Once contact has been initiated with Constellis, you will need to continue getting your organization set up to manage the situation to resolution. While Constellis’ Crisis Response Services will be in regular telephone and email contact, actions you will need to address will be:

- Continue gathering information regarding the incident
- Confirm the formation of the crisis or incident management team or committee
- If necessary dispatch people to the area of the incident to carry out some fact finding; but only if considered to be safe/secure to do so
- Get as much information as possible regarding the victim(s) including any physical or mental issues, plus any medication they may be taking
- Collect together the next of kin information for the victim(s) and be prepared to notify family/ies as per your crisis management plan and with advice from Olive Group
- Assign staff to be ready to go to the family/ies and brief them
- Where possible assemble staff and brief them on:
  - The fact an incident has taken place
  - Company management teams are managing this in collaboration with specialist advisers and appropriate authorities
- Staff should not discuss the matter further with anyone
- Updates will be given out when appropriate
- Ensure all staff know they are not to speak with media and confirm they know to whom media calls should be channeled
- Ensure staff know that they are not to communicate with anyone about the incident using social media platforms
- Unless the authorities are already aware that an incident has taken place, do not inform them until this has been cleared by the management team and Olive Group
- If the authorities are already aware and involved, get details of who within the authorities is responding and what actions have been carried out to date
- Ensure you have the up to date contact information for appropriate ministries of foreign affairs and/or embassies as applicable
- Make sure that there is equipment to record calls made by the perpetrators

**IN SUMMARY**

The first few hours of an incident will influence the outcome of the situation, so:

- Remain calm
- Follow the guidelines laid out in this document
- Work through your own contingency plans and rehearse them
- Always seek advice

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