

FIRST STEPS

GUIDELINES FOR KIDNAP AVOIDANCE

While there are no precautions that will guarantee you will not become the victim of a kidnapping, there are many precautions you can take to lower your profile and reduce the chances of becoming a victim of kidnapping. ASI Global experts have put together a few of these precautions below:

- You are vulnerable anytime your time and place are predictable. Vary your routine by changing the times and routes to and from work and home. Ensure that this is practiced by other members of the household, especially children.
- Also make sure to vary the length of time to and from work and home. Do so by a factor longer than the perpetrators can comfortably stay in place (more than 10-15 minutes)
- Avoid wearing clothing or accessories (including jewelry) that might indicate wealth or identify you as a foreigner or identifies you as an employee of a wealthy domestic or foreign company.
- Maintain constant awareness of your surroundings and avoid known hotspots.
- Avoid traveling alone, if possible. Remember there is safety in numbers.
- Seek advice from trusted locals as to safe and unsafe areas of the location both by day and at night. Avoid dimly-lit areas. Walk purposely and use the centre of the pavement, thus avoiding unlit doorways and being too close to the roadway.
- Avoid using public transportation. The security situation in regards to public transportation varies by destination. If you must use public transportation, do so with extreme caution.
- Use reputable, licensed taxi companies only. Take note of the license plate number. If the taxi driver insists that your company send them to pick you up, contact your employer directly to confirm.
- A privately owned car generally offers the best security. Avoid luxury or ostentatious cars. Keep your automobile in good repair and the gas tank at least half full. In some cases, having a trained and vetted driver may be the best option. However, in certain countries where driving conditions are chaotic and the reaction of other motorists and law enforcement officer unpredictable it is better to use a chauffeur-driven car from a reputable company.
- Know the locations of your embassy and consulate offices.
- Be aware of the street environment and pay attention to suspicious or erratic behavior in strangers. If such behavior is observed, seek a safer location by entering a store or bank, or simply cross the street.
- Do not answer your hotel room door until you positively confirm who is on the other side. Look out the peephole, or call the front desk to confirm the visitor.
- Once your room has been made up leave the do not disturb sign on the door, leave the lights and the television or radio on.
- Secure all personal items. Especially money, passports, travel documents and laptops.
- Keep personal, work and travel information on a strictly need-to-know basis.

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GUIDELINES FOR FAMILIES & EMPLOYERS OF KIDNAP VICTIMS

The kidnapping of a loved one or colleague is an extremely nerve-wracking and frightening event. However, your decisions and actions during those first critical hours and days can play an important role in how negotiations proceed and duration of the process. Here are guidelines on how to proceed in order to ensure that your actions will not adversely affect events:

- Remain calm.
- Do not antagonize the kidnapper(s).
- If contacted by the kidnapper(s), give every indication that you will cooperate.
- Do not provide the kidnapper(s) with any information that may lead them to believe that victim has K&R insurance.
- Immediately contact ASI Global's dedicated Crisis Line: 713.430.7360.
- State the nature of the emergency.
- Identify yourself by providing your name, company and the telephone number where you can be reached. If possible, please quote your insurance policy number.
- If possible, provide a telephone number that can be used exclusively and won't be engaged on a frequent basis.
- Provide a brief description of the incident, taking care to ensure that only factual information is shared.
- If English is not the spoken language, we will identify the language being used so that we can contact an on-call interpreter to continue the conversation.
- Once the travel arrangements for the Response Consultant are known, ASI Global will pass the relevant details on to the client.
- Do not contact the authorities unless advised to do so by the Response Consultant.
- While the Response Consultant is in transit, another ASI Global Response Consultant will remain in immediate contact with the client to provide expert advice and support.
- Clients are encouraged to begin a diary or log of all events.
- Ensure that the log is factual and records decisions made and information on which those decisions were taken as fresh information may require a reevaluation of those decisions.
- Keep an accurate account of all expenses incurred as a direct result of the incident.

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GUIDELINES FOR KIDNAP VICTIMS

Should you become a victim of kidnapping, there are a number of actions you can take to try and make your situation as tolerable as possible. It is important to be as proactive as is allowed in order to maintain your emotional, mental and physical well-being. Those recommendations include:

- Passive cooperation is the safest approach. Even if violence is used in response to the passivity, any resistance may result in serious injury or death.
- Remain calm and alert.
- Try to establish some kind of rapport with your kidnapper(s). Family is a universal subject.
- Avoid discussing sensitive topics (i.e. politics, religion).
- Mentally prepare yourself for a lengthy stay. This will help guard against constant disappointments regarding your release.
- Maintain your physical and mental health. Eat the food that is provided in order to preserve your strength. If the food or the water is likely to cause infection or illness request cleaner, better food and water, pointing out that if you become ill it will be a problem for your kidnapper(s).
- Ensure that you request any vital medication that you require.
- In anticipation of a lengthy captivity discipline yourself: divide the day up into: periods for exercise, washing, prayer, meditation, mental exercise, etc.
- If held in restrictive confinement, divide the cell into areas for sleep, exercise, washing, etc.
- Establish exercise and relaxation programs. Exercise produces a healthy tiredness and gives you a sense of accomplishment.
- Take note of the characteristics of your kidnapper(s) and surroundings: their habits, speech, contacts between each other, any exterior noises (typical of city or country) and other distinctive sounds. This information could prove very valuable later.
- Keep track of the passage of time. Kidnapper(s) may attempt to confuse your sense of time by taking your watch, keeping you in a windowless cell, or serving meals at odd hours. Maintain your dignity and self-respect at all times.
- Build relations with fellow hostages and the kidnapper(s) if possible. If hostages are held apart, devise ways to communicate with one another.
- NEVER LOSE HOPE! Remember that your family and friends are working hard to ensure your safe release but that this may take time.