

FIRST STEPS

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.