



Initial Actions

In the event of an actual or suspected incident, please contact the 24-hour Crisis Centre Hotline:

+1 817 826 7000

If possible, call from a secure telephone. Please state that you have an emergency and provide only the following details:

- Name (and company where applicable)
- Contact details where you are sure that you can be reached on a secure phone line (ie, one that will not be intercepted or called by third parties)

NYA will then contact you on the number you have given as soon as possible. Please have the following details ready:

- The name(s), ages (and company where applicable) of the victim(s)/person(s) concerned
- When the incident occurred
- Where the incident occurred
- Who was responsible
- Whether the authorities, the media or any other third party are aware of the incident
- Any contact that has taken place with the kidnappers/persons responsible
- As soon as possible, attach a recording device to any telephone that the kidnappers/persons responsible might ring. Test that the device is working and record any contact with the kidnappers/persons responsible together with the date and time. Make a transcript of every call

An NYA consultant will give you advice and deploy to the relevant location(s) as soon as possible. If you are contacted by the kidnappers/persons responsible in the meantime, please:

- Tell them of any medical requirements of the victim(s)/person(s) concerned
- If a kidnap, ask to talk to the victim(s) to ascertain that he/she/they are alive and well, or ask for proof of life (i.e. the answer to a question that only the victim(s) can answer)
- Do not start negotiating or make any offer. Delay by saying that you must consult other family or company members, as no single person can take such decisions
- Preserve any evidence carefully
- Do not report the incident to anyone if it is not yet public or talk about it to anyone who does not need to know
- Do not tell anyone that does not need to know that you are receiving professional advice

REMEMBER – HELP IS ON THE WAY – KEEP CALM

About NYA International

NYA International Limited (NYA) is a specialist crisis management and response consultancy with over twenty years' experience of helping clients manage incidents of abduction, kidnap for ransom, piracy, extortion, wrongful detention, malicious product tampering and other global crises. For further information visit our website: www.nyainternational.com