

# red24 Special Risks Kidnap for Ransom and Extortion

Advice - Support - Response

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# There are now an estimated 30,000 kidnappings for ransom worldwide each year.

'Each kidnapping and extortion case is unique, and each one poses significant challenges for corporations and families alike. An experienced KRE response consultant can provide invaluable assistance in a time of crisis. Our priority will always be the safe return of the hostage, but as professionals, we also consider the safety and wellbeing of the victim's family and colleagues, their business reputation and their continued operational success. It isn't simply a function of paying a ransom.'

> Jack Cloonan Head of Special Risks

# Kidnap for Ransom and Extortion (KRE)

As both international and domestic travel have increased the threats from kidnap for ransom and extortion, as well as other threats such as wrongful detention and stalking, are increasing worldwide. These are significant and evolving, and can be attributed to political and economic instability, corruption, weak law enforcement and a lack of a central authority or state control. People and organisations living and operating in these regions may be vulnerable to criminal acts such as those mentioned above.

It is estimated that the average value of ransoms worldwide is in excess of US\$500 million every year. As high-profile and wealthy individuals are becoming more security conscious and taking necessary safety precautions, kidnappers no longer limit their attention to wealthy families or business executives. Victims can include government officials, security forces, mid-level managers, middle-class families, project workers, ranchers, aid workers, business personnel and tourists.

Prevention and risk mitigation can assist families. travellers and expatriates in lowering their risks. techniques Simple can be applied, such as changing your routine regularly, not displaying expensive jewellery and clothing, and maintaining a low public profile.



## red24



red24 is a crisis management assistance company, providing KRE risk mitigation and response services on a worldwide basis. In addition to this, red24 provides a range of other services, including travel safety assistance, product recall assistance (red24assist), cybercrime assistance and identity theft and fraud services. For more information on red24, please visit www.red24.com.

## **Operational Footprint**

Our operational footprint, through our network of crisis consultants, PR experts and forensic specialists, develops on a monthly basis but currently includes representation in the parts of the world shown below.



# red24's Crisis Response Management (CRM) Centre



red24 24/7maintains а Crisis Response Management Centre (CRM) in Cape Town, South Africa. The CRM is operations hub and our is available 365 days a year to our Clients and Insureds. It operates closely with our Special Risks and Security Consultant teams in order to ensure that the assistance and/or evacuation of affected individuals (dependent on requirements) takes place seamlessly and as quickly as is reasonably possible.

The aim for all involved is the safety of those affected. Three main teams operate out of the CRM on a 24/7 basis:

- 1. The Customer Services team, which acts as the front line for all enquiries.
- 2. The Analyst Team is responsible for collating and analysing security intelligence and commenting on risks and trends.
- 3. The Crisis Support Team is made up of former police and military personnel and is experienced in dealing with all manner of emergencies and crises.



## red24 Special Risks Team

red24's Special Risks Team provide prevention, risk mitigation and on-the-ground response services for incidents of KRE, as well as wrongful detention, child abductions and stalking (among others).

The Team is led by Jack Cloonan, Head of Special Risks, and supported by Suzy Simonsz, Special Risks Manager. They, along with Neil Thompson (Head of Crisis Response) and Frances Nobes (Global Risks Analyst) make up the Special Risks Management Team. The locations of the Management Team, across the UK and US, as well as red24's 24/7 CRM, ensure availability on a 24/7 basis.

red24's Special Risks Team is currently made up of 22 Response Consultants, who are based worldwide. Our multi-lingual Team comprises some of the highest calibre kidnap and extortion experts in the world. Each with an average of over 15 years' experience in this field, they have an in-depth understanding of ransom and extortion negotiation tactics and how they differ across different cultures and continents.

In the event of a Client or Insured individual being kidnapped, extorted, wrongfully detained or affected by another incident, red24 will advise and assist the corporation or family in determining the most appropriate course of action to bring about a successful resolution.

Special Risks Consultants will be deployed to the incident location and/or to the Headquarters or home base of the victim, depending on the requirements of the case. They will assist the corporation or family in coordinating the response, providing best practice advice, scripting plans and advising the Client Crisis Management Team and Spokespeople. They will also assist in the release of the victim, ensuring that they are met at the agreed location (dependent on the situation), debriefed, and provided with any necessary requirements before their evacuation to their home or a place of safety.

The red24 Special Risks Consultants and the red24 CRM will maintain a dedicated and secure operations log throughout the case. All aspects of the case will be recorded. red24 will liaise with the relevant individuals on a regular basis, providing them with necessary information and updates.

red24's Special Risks Consultants speak a range of languages depending on their area of expertise, such as English, Spanish, French, German, Danish, Dutch, Portuguese and Arabic, allowing them to operate worldwide. In-house language capabilities, including English, French, Spanish, German, Korean and Afrikaans, are also available.

For more information on red24 Special Risks, please contact kre@red24.com

# Special Risks Services:

Our dedicated Special Risks team is retained and contracted to assist our Clients and Insureds on KRE risk mitigation and response. They provide pre-incident briefings and training, as well as assistance and negotiations. red24 is also supported by security consultants around the world, assisting clients with evacuations and other services.

red24 provides bespoke services to Clients and Insureds for risk mitigation, training and response services.

## Pre-Incident

red24 offers a wide range of pre-incident services to Clients and Insureds. These are designed to assist in reducing the risks while traveling, to clients, their staff and their families. They are provided on a bespoke basis and can be tailored for travellers and/ or expatriates or for the Client Crisis Management Team (CMT).

#### Travel Safety Website:

Developed by our in-house team of crisis support specialists and country analysts over the past 14 years, Insureds and Clients can have access to information including:

- Overview and risk matrices
- Political and economic conditions
- Security issues
- Travel logistics

#### Email Alerts:

Terrorism analysis

- Government advice
- City guides

red24 provides worldwide Security Alerts, distributed by email. These inform individuals of specific incidents in or around their current vicinity which may cause serious disruption or put lives at risk.

Scenarios include (but are not limited to):

- Natural disasters, such as earthquakes, tsunamis and tropical storms.
- Motivated attacks, such as terrorist incidents, assassinations, kidnappings and piracy attacks.
- Large gatherings, such as planned protests, demonstrations, elections and significant days.
- Transport disasters, such as major terminals closing, aircraft accidents and significant rail accidents.

#### Telephone and in-person briefings:

Briefings are carried out by red24's Special Risks team and can cover topics including (but not limited to):

- · The operational/travel risks faced by the Insured/traveller
- The services to which they have access under their policy
- · The process that will be followed in the event of an incident
- The role of the Crisis Management Team (CMT)
- The role of the Crisis Consultant

Crisis management, kidnap mitigation and travel safety hand-outs may also be supplied to the Insured and their travellers following a briefing.

### **Crisis Management Training:**



Crisis management training can be provided to Clients and Insureds. Such training takes the form of table-top crisis management scenarios, which are uniquely tailored to the Clients' or Insureds' specific operational sector, risk profile and requirements. These focus on hypothetical but credible situations that could potentially affect them.

These scenarios will allow the Clients'

or Insureds' Crisis Management Team (CMT) to gain experience in dealing with a potential crisis in a safe environment. They also enable Clients or Insureds to test their crisis management plans, clarify roles and lines of communication and responsibility, and identify possible issues. Recommendations and best practices will also be suggested throughout the exercise.

#### In-depth Country Risk Assessments:

In-depth KRE reports provide comprehensive analysis of a country or region's kidnapping and extortion environment. This provides information on statistical trends, primary perpetrators and their tactics, likely victims, ransom demands and settlements, lethality rates and incident durations. It also assesses the local law enforcement and regulatory environment from an insurance and negotiation perspective.

They tend to be approximately 10-20 pages in length (dependent on requirements).

Please contact kre@red24.com for more information on these and other services.

red24's crisis management response models follow a similar structure and process irrespective of the type of incident or crisis (kidnapping and/or evacuation, etc.) that is occurring. The below is a summary of the process; please contact us for further information.



## Global Kidnapping Trends - 2013 review

Kidnapping continued to be a global concern in 2013. red24 estimates that more than 30,000 kidnappings for ransom took place in 2013, while thousands of abductions in response to various other motivations also occurred. Globally, a trend towards an increase in express kidnappings was also identified.

High- and extreme-risk destinations, such as Mexico, Venezuela, Nigeria, Iraq, Pakistan and the Sahel/Sahara region, experienced elevated threat levels to foreign and local nationals. The civil war in Syria also contributed to an ongoing elevated threat of kidnapping, including a risk for nationals of both regional and Western states. In some bordering states, particularly Lebanon, conflict and insecurity spillover translated into a heightened kidnap threat level and an associated increase in incidents.

Elsewhere, there is an increased threat from kidnapping in the Sahel/Sahara region (specifically in Mauritania, Mali, southern Algeria, southern Libya and Niger) and in Nigeria, which accounted for more than 25 percent of all kidnappings globally and 70 percent of all abductions in Africa.

In the Americas, Mexico recorded its highest number of kidnappings in 16 years in 2013. Venezuela continued to experience an incline in the number of reported events, with as many as 2,000 incidents taking place in 2013. Central and South America also continued to see an upward trend in the number of express kidnappings, where the hostage is seized for a relatively short period of time, just long enough to obtain some concession or financial gain.

In Europe, the threat remains generally low overall; however, socio-economic pressures are anticipated to result in further kidnappings in certain areas in 2014. Furthermore, conflict-affected areas, such as south east Turkey and the North Caucasus, will continue to pose an ongoing direct risk to foreign and local nationals alike, if basic precautions are not adopted. Kidnapping in Asia remained largely confined to the traditional hotspots of India, Pakistan, the Philippines

Afghanistan, and while China continued to experience specific type of labour а kidnapping. dispute-related India continued to record the highest number of kidnappings globally, in excess of 43,000, although only approximately 2 percent of these were conducted for ransom.





Contact red24 for more information

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### About red24

red24 is a crisis management assistance company that provides a range of security and other assistance services, offering preventative and reactive advice to assist individuals and organisations in avoiding and managing security risks to themselves, their families and their assets.