

## Initial Actions



In the event of an actual or suspected incident,  
please contact the 24-hour S-RM Operations Centre:



**1 (866) 331-1749**

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**If possible, call from a secure telephone** (i.e. one that will not be intercepted or dialed by third parties).  
**Please state that you have an emergency and provide only the following details:**

- » Your name;
- » Your company name (if applicable);
- » The contact number of a secure phone where you can be reached.

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You will be provided with a **code word** for authentication purposes.  
S-RM's Head of Crisis Management (or Deputy Head) will phone back as soon as possible.

**Please have the following ready:**

- » Code word;
- » The name(s), age(s) (and company, if 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 parties are aware of the incident.

### IMPORTANT INFORMATION TO HAVE READY REGARDING A KIDNAPPING:

- Details of any contact with the kidnappers
- Full details of any threats, demands or deadlines
- What language the kidnappers are using



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**The S-RM Crisis Management team will give you advice and deploy to the relevant location(s) as soon as possible.**

**In the meantime, if this is a kidnap, please do the following:**

- » As soon as possible, attach a recording device to any telephone that the kidnappers might ring. Test that the device is working.



### If the kidnappers call... DO

- » Record any contact with the kidnappers using the recording device;
- » Make notes of every call including the date and time;
- » Ask for the kidnapper's telephone number(s) and note them down;
- » Ask the kidnappers to repeat anything that is unclear to you;
- » Tell them about the victim(s) medical requirements;
- » Ask to talk to the victim(s) to confirm that 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);
- » Challenge violence or threat of violence towards the hostage. (e.g. 'We want to resolve this without the need to hurt "victim's name"');
- » Preserve any evidence carefully;
- » Delay decisions by saying that you must consult other family or company members, as no single person can take such decisions.



### If the kidnappers call... DON'T

- » Start negotiating or make any offer;
- » Refer to a 'demand' or 'deadline';
- » Self-impose deadlines (e.g. "It should only take me an hour");
- » Make decisions until further advised by S-RM's Crisis Management team;
- » Report the incident to anyone if it is not yet public or talk about it to anyone who does not need to know;
- » Tell anyone that does not need to know that you are receiving professional advice.

**REMEMBER – HELP IS ON THE WAY – KEEP CALM**

# S-RM

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