



S-RM

CRISIS MANAGEMENT
KIDNAP, RANSOM & EXTORTION

Personal Security Measures

All travellers, whether seasoned or first-time visitors, **are exposed to a range of security risks when they travel and work abroad.**

Adopting the measures outlined here will **help travellers reduce the likelihood and consequences of becoming a victim.**

CYBER SECURITY
RISK MANAGEMENT
BUSINESS INTELLIGENCE



Basic Principles

The principles outlined below will help improve personal security for all travellers in moderate or higher risk countries:

Stay alert.

Familiarise yourself with the local environment and look out for suspicious behaviour or vehicles.

Practice good journey management.

Employ a trained driver if necessary, avoid high crime areas, and get to know the safe areas along your common routes.

Do not be an easy target.

Avoid displays of wealth or high-profile vehicles and do not follow strict routines.

Reduce the impact of potential robberies.

Try to avoid taking unnecessary items with you at all times. If possible only carry photocopies of sensitive items such as passports and visas. Ensure that any electronic items that you carry have passwords and are encrypted.

Keep a grab bag handy in case you need to leave in a hurry.

A grab bag should include:

- » Photocopies of essential travel documents (e.g. passport and visas);
- » Details of your emergency contacts;
- » Medical kit and personal medication;
- » Spare clothes;
- » Emergency food and water;
- » Torch and batteries;
- » Local maps.

Journey Management

Practicing good journey management can help greatly reduce the risk to your personal safety. Apply the following principles when traveling in high-risk areas:

Pre-journey checks:

- » Visit reliable websites to obtain the latest government travel advice (e.g. UK FCO, US State Department);
- » Check your vehicle is serviceable with at least $\frac{3}{4}$ fueled;
- » Ensure your phone is charged with credit installed;
- » Inform a colleague of your route, including estimated time of arrival and return;
- » Establish check-in points and phone or text a colleague at each point;
- » Know the safe locations and medical facilities along your route.

While travelling:

- » Keep all doors and windows locked, be wary of ploys (e.g. begging, staged accidents) to tempt you out of your vehicle;
- » Keep attractive items out of sight (e.g. jewelry, laptop, smart devices);
- » Keep a good distance away from the vehicle in front – keep the rear wheels visible.

Dealing with checkpoints and officials:

- » Some checkpoints might not be clearly indicated;
- » Remain courteous and comply with all instructions from official personnel;
- » Have personal documents handy and avoid sudden movements.

High-Risk Scenarios

The following sections provide advice about how to respond when faced with different scenarios:

Robberies

- » **No single robbery will be the same.** Remember your assailants will be nervous and could be under the influence of drugs or alcohol. If stopped, do not resist and remain passive.
- » **Follow instructions.** Remain calm, do not shout or swear at the assailant(s). Keep hands open where they can be seen. Avoid direct eye contact where possible.
- » **Do not make sudden moves.** If travelling in a vehicle, and told to get out, do so slowly and deliberately. Try to keep your phone with you.

Shootings

- » **Get on the floor immediately and look around for hard cover.** Once in cover, try to determine where the threat is coming from and consider whether to run or hide.
- » **If hiding is the best option, consider lock-down options (fortify doors with eye bolts, rope or furniture).** Turn off lights, put phone on silent and move away from doors and windows.
- » **Keep assessing the situation.** The perpetrators may be on the move.
- » **When armed police arrive put your hands in the air with your palms open and move deliberately to safety.**

Bombings

- » **Take cover in case of secondary blasts or follow up attacks.** Lie flat and use your arms to protect your eyes. Stay away from glass or electronic fixtures.
- » **Move away from danger areas as soon as possible.** Avoid crowds and do not return for any lost belongings or documentation. Do not use elevators if in a building.
- » **Avoid using personal electronic devices near the blast area.** Electrical sparks or signals could trigger other bombs.
- » **Avoid gathering in a group immediately following a blast.** A secondary blast is likely to target obvious assembly points.

Kidnap

- » **Do not resist during the abduction phase.** Cooperate from the outset.
- » **Surviving life as a hostage.** Build relationships where you can – learn some of the language. Ask for things and accept everything.
- » **Threats and pressure.** Expect some verbal and physical abuse and violence.
- » **Negotiation.** Do not self-negotiate. Believe and trust in those who are trying to resolve the situation safely.



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