



EOSTM RISK GROUP

**KIDNAP FOR RANSOM & EXTORTION
ASSISTANCE SERVICES**

Kidnap is a global menace. It disrupts thousands of lives each year. Its impact is traumatic and its legacy expensive.

■ Why EOS Risk?

When the stakes are high, the best possible advice and support matters.

EOS Risk provides the highest quality people, service, solutions and support. Our outstanding people, our trusted relationships, geographical reach, speed of response, technological innovation and our operational excellence, differentiate us. With a global footprint spanning 5 continents, we resolve complex problems in challenging environments quickly and professionally. We enable our customers to maximise their opportunities and achieve their vision by implementing solutions that govern risk, safeguard people, assets, operations, profits and brand.

■ Expertise

EOS Risk's Crisis Response Team has resolved over 500 cases, including conventional kidnap for ransom, express kidnap, marine piracy, marine hijack, terrorist/political kidnap, threat, extortion and illegal detention. With particular expertise in emerging markets, we have resolved cases in 63 countries and almost 20% of the total originated at sea.

■ Preparedness

Our first priority is to mitigate the likelihood of a kidnap or abduction event occurring. EOS case officers deliver a portfolio of kidnap awareness and preparedness services to enhance security awareness and teach best practice. Our experts mentor management, helping to put in place fundamental structures and processes, and rehearse likely scenarios. We prepare people at every level within the organisation to enable effective avoidance practices and, when needed, a speedy response.

■ Response Teams

EOS has one of the largest retained teams of specialist kidnap responders. We invest significantly

in our teams and never subcontract our services. We recruit from diverse first careers including the military, international law enforcement, legal, intelligence and diplomatic services. Our response teams always include case experienced legal counsel to ensure both best practice and full compliance. Our multilingual teams cover spoken English, Spanish, French, German, Dutch, Italian and Arabic. Available for immediate, worldwide deployment, our kidnap response service is underpinned by a competitive selection and recruitment process, regular training, case experience sharing and learning. We maintain the highest quality assured standards.

■ Support Base

Our 24/7 Operations and Crisis Response Centre (OCRC), staffed by trained personnel, supports and co-ordinates all response events. Our response intelligence analysts provide initial briefings to the Crisis Response Team, supporting the responders in profiling the kidnapers, monitoring media activity and highlighting potential threats during the negotiation, extraction and repatriation stages of a case. This ensures EOS Risk's responders have the latest information available enabling informed decision making.

■ Global Reach

Our Crisis Response Practice is global. Our network of international offices and associates are at the full disposal of our response teams. Our international staff is trained to assist in the critical early stages of an event, until one of our dedicated response consultants arrives in country.

■ Rapid Response

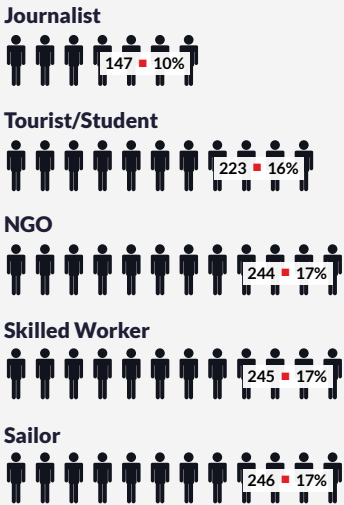
A Crisis Response case officer will respond within minutes of the initial call being received and provide immediate initial counsel, whilst a responder is being deployed. The immediacy of response ensures clients are supported with expert advice and information from the outset.

■ Insight and Acumen

Our accumulated case experience, our comprehensive knowledge and our depth of understanding enable our responders to manage complex negotiations under duress.

TOP 5

Occupations of western victims of non-state actor kidnappings 2015



TOP 15

Countries where our Crisis Response Consultants have worked

Key
■ 3+ Cases
■ 1-3 Cases



We provide clarity in times of crisis.

■ Our Preparedness Service

Our Kidnap preparedness service includes:

- Comprehensive risk and threat assessments
- Review and refinement or development of crisis management plans
- Training and mentoring workshops for individuals or groups
- Documentation management and record keeping training
- Customised exercises and simulation
- Integration of crisis response plans into extant management processes
- Development and testing of crisis communications
- Intelligence briefings prior to and during travel

■ Our Response Service

EOS response delivers dedicated, professional and compassionate support from the initial call through to the resolution of the case. Whilst no two kidnap cases are the same, our response strategy is always aligned with our core objective:


Secure the Safe and Efficient Release of the Hostage.

In the event of a kidnap, we will provide:

- Initial telephone response, evaluation and proactive advice.
- Deployment at a moments notice up to four crisis response consultants, including experienced kidnap legal counsel and kidnap response experts, to the family and/or organisation's crisis management team locations, as required.
- Verification, information gathering, analysis and assessment of the incident and identification of the culprits.
- Threat Assessment, outlining risks, initial position and likely chronology.
- Guidance on the most appropriate strategy, negotiating positions and response to kidnappers' threats and demands.
- Document management, record keeping and legal and regulatory compliance
- Information sharing and support of family members and dependents.
- Liaison with all relevant stakeholders and local authorities.
- Establishment of corporate crisis and local incident management teams.
- Identification and coaching of appropriate communicators and intermediaries.
- Clear guidance on how and when to communicate.
- Options and recommendations for response, and preparation of communicators/intermediaries.
- Advice on negotiating concessions, tactics for negotiating under pressure, and logistical support plans.

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