



**Confidential
response services**

In the event of an acute crisis, be that a kidnap for ransom, extortion, threat, illegal detention or a missing person, getting the most effective professional advice is critical. Control Risks can provide you with the highest quality service and give you the dedicated support you need.

Our track record*

Control Risks' Confidential Crisis Response department has unparalleled expertise in the field of resolving acute crises. Our depth of experience means we have a thorough understanding of the criminal and terrorist mindsets, enabling us to develop our tactics for negotiating under duress.

*as at 1 January 2019



Our 18 specialist, full-time Response Consultants.

Drawn from a range of backgrounds, our consultants primarily had first careers in the military, police, intelligence, diplomatic and other services. The range of languages spoken in the Response team includes English, Spanish, French, German, Chinese (Mandarin), Russian and Arabic. Each consultant is put through a rigorous five-stage recruitment process, followed by a comprehensive training programme. This ensures that Control Risks remains the world's leading provider of Special Risks response advice services. Unlike most other providers, all of our consultants are full-time, salaried employees dedicated to crisis response work and available for immediate deployment anywhere in the world. We never subcontract to outsiders, allowing us to maintain the highest quality standards in each and every case.

Our dedicated analyst team.

Our team of multi-lingual analysts is dedicated to tracking Special Risks trends across the globe. Each analyst specialises in a region of the world and is immersed in the Special Risks trends that prevail there. Our analysts are available around the clock to support deploying consultants with detailed analysis of the likely identities, motivations and tactics of kidnappers and extortionists in each unique case. This enables our consultants to make informed decisions based on the most up-to-date information. They maintain the world's largest commercial kidnapping-for-ransom database, which contains more than 56,000 incidents.

Our office network.

The Response team does not work in isolation. It draws on Control Risks' network of 37 international offices for local knowledge and contacts.

The internal Control Risks employee network provides language capability in more than 40 languages. Our Response team has trained an additional 77 full-time Control Risks employees to provide immediate, on the ground assistance and ongoing on-the-ground and language support.

Immediate response.

Clients can access our Response services through a 24-hour Global Security Centre. A Response Duty Officer will contact the client within 30 minutes of the first call being received. The Duty Officer will provide initial advice while a consultant deploys, providing immediate support to clients. A member of the Response Management team will act as Case Manager throughout the incident providing the client with another layer of support.

The work we do

Since 1975 we have dealt with a broad range of abduction and extortive crime cases around the world, with a range of clients, perpetrators, durations and demands. These include:

- ▶ Long and complex kidnaps involving extremist or militant groups in which a mix of political and financial demands makes resolution both difficult and politically sensitive.
- ▶ Short-term hostage-taking in which local communities use the tactic to publicise grievances and/or obtain concessions from governments or companies.
- ▶ Piracy cases, both maritime abduction and hijacking, in which durations are long and demands are high; crew members are from several countries, meaning family liaison is critical and a coordinated approach involving multiple authorities is required; negotiations face the additional pressure of strict requirements for legal compliance.
- ▶ Extortion cases of all types, including cyber extortion, product extortion, war tax and cases where the perpetrator makes threats to life or reputation against a demand for a concession.
- ▶ Threat cases where an individual or group makes threats to harm an individual, their family or a company's employees, assets or reputation.
- ▶ Detention cases where a local authority or a militia group has detained an individual without obvious or stated cause and/or without following due legal process.

In a kidnap, our aim is simple: to secure the victim's safe and timely release with minimum disruption and minimum hardship

Criminal group kidnapping in Mexico

▶ Situation

A criminal group kidnapped a high-profile businessman from his workplace in Mexico. The victim's company sought to negotiate the safe and timely release of its employee.

▶ Approach

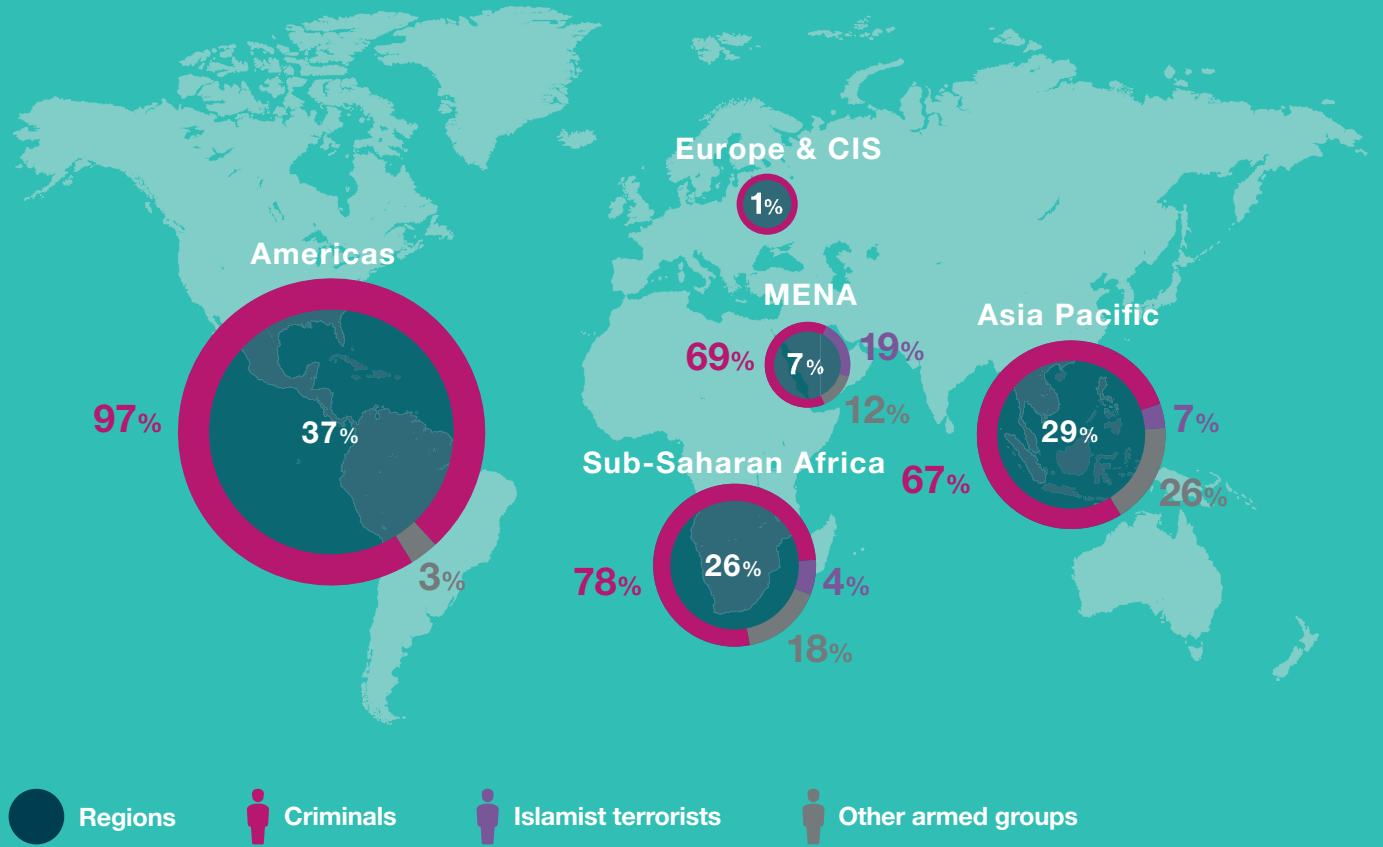
One of our specialist consultants immediately joined the client to provide advice and support. As is standard in such cases, they would remain with them every step of the way, 24 hours a day, until the successful resolution of the crisis.

With the help of Control Risks' unique database of kidnap-for-ransom incidents, our analysts provided information and data specific to the state where the abduction took place. Our on-the-ground consultant advised the client on setting a strategy that underpinned the immediate safety of the victim and, ultimately, resulted in a successful release. The consultant helped to select and train an employee at the victim's company to effectively communicate with the kidnappers.

▶ Outcome

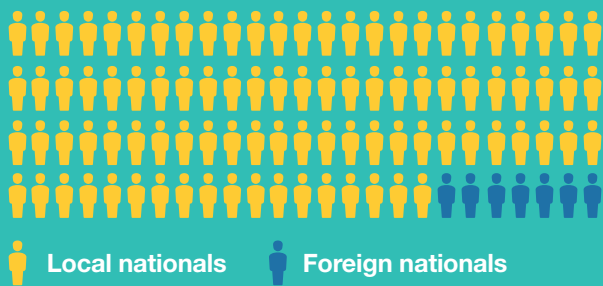
The victim was released after 34 days and, though it had been a traumatic experience, the victim was in good physical shape.

▶ Kidnapping Trends in 2018



▶ Victims

Local vs. Foreign Nationals (%)



Kidnap duration



For more information about how Control Risks can help, please contact our experts at:

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