Federal
Criminal Police Office

EUNAT
EUROPEAN NETWORK OF ADVISORY TEAMS



Prevention and Coping Strategies

Kidnapping, Hostage Taking, Extortion, Attacks



SHARING KNOWLEDGE SAVES LIVES

About EuNAT

The European Network of Advisory Teams (EuNAT) is a network of experienced law enforcement advisory teams from across Europe, who provide a mechanism for immediate international cooperation when responding to the threat of kidnapping, hostage taking and extortion, where life is at risk.

The network represents a platform for sharing good practice in this specific field throughout the EU and within the members' respective countries, within the constraints of each Member State's legal framework.

EuNAT: Sharing knowledge saves lives.

Foreword

Due to your personal and/or professional circumstances, you and your family may be at a higher risk of being affected by a serious offence like kidnapping, hostage taking or extortion.

Experience shows that these crimes are often well prepared by the perpetrators. The offender might take advantage of the victim's routines or habits in order to identify opportunities for an attack.

Understanding this will help you identify any weak spots in your routines and take steps to reduce the risk of becoming a victim. This also applies to spontaneous crimes such as robberies.

This brochure aims to help you minimise potential and foreseeable risks and suggests how you can do this, in order to be as safe as possible. It should be used in accordance with national and company laws, policies and procedures.

The content may reinforce what you already know or raise new ideas that you have not yet considered. It also contains recommendations for reacting to critical situations like a kidnapping.

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Prevention

Security awareness

By acting in a security-conscious way, you can reduce the risk of being affected by crime.

This includes,

- developing security awareness;
- identifying your own vulnerabilities;
- being alert and observant.

Those surrounding you - your family, employees, neighbours and carers of your children - should be briefed on a regular basis.

Avoid going into unsafe areas, especially on excursions. Be aware of any current situations in the area. Understand that risk levels can change, even over- night.

If you observe anything suspicious, immediately relay this information to your security official or the police.

If it is necessary to go to a high-risk area, discuss this with a relevant source such as your security team or your foreign ministry.

It's in your hands - don't be a victim

Once you have decided on your security measures, these should be put into practice consistently and communicated to the people around you. You should make these second nature!

Your goals are to:

- not be an attractive victim;
- avoid providing criminals with opportunities;
- react appropriately and proportionately.

Before you go abroad, find out about the security situation at your destination and about any of the country's special characteristics and cultural norms. Try to use all available sources of information and stay informed of any changes in the security situation.

Although it can be challenging, do not avoid dealing with security matters. Be open to new information and advice, so that you have a good basis for your decisions.

Experience of a country is not a guarantee for your safety!

Vigilance

All criminals exploit opportunities and vulnerabilities. Observe your surroundings carefully, especially around your residence, your workplace and your car, as these might be where criminals approach you. Be particularly attentive when dealing with unexpected callers to your home.

Be cautious of whom you confide in. Be aware that strangers or casual acquaintances might have other motives.

Be on your guard with unexpected occurrences like apparent emergencies, traffic incidents or roadblocks, and with anyone approaching you to offer help. It might be a diversion or trap.

When you return to your home or vehicle, check for changes, signs of a break-in (like damage to windows and doors or blocked locks) or anything unusual.

Watch out for individuals or vehicles following you. If you suspect you are being followed, you could drive to the local police station or to a place where you feel safe.

Keep a low profile

Try not to be an attractive target. Wear clothing that will not draw attention and do not display any jewellery (including fakes), or have expensive vehicles, bags, suitcases, etc.

It is not your perception of wealth that counts, it is the view of the local population's. Remember that your ethnicity may be enough to make you stand out.

You should take care to respect local customs and adapt your appearance and behaviour to the country you are staying in.



Walk self-confidently and purposefully and do not let it show if you do not know the route. Do not make it obvious when consulting maps and travel guides. Choose yourself whom you want to ask for directions.

Your full name, where you work and your function should not be displayed on luggage, your car, door- plates or signs. Consider using your name only instead of the company's for invoices, bookings and your credit card.

Protect your information

Prevent criminals from finding out anything that might make you their target. Overhearing your conversations in public or on a mobile phone can reveal a lot about you.

You should keep all documents and your schedule safe. Even discarded documents or invoices can be used to gain information, so destroy them thoroughly.

Your appointments and absences should not be known to outsiders and should not be disclosed by family members, employees or an out-of-office message from your e-mail account.

In the case of unusual or repeated enquiries, notify your organisation's safety officer or the local security agency.

Consider whether your home address and telephone number need to be listed in the telephone directory, the Internet, telephone lists of your workplace, membership lists, etc. Use your company address for business correspondence, registration purposes, etc.

Be cautious about providing information about yourself on the Internet, e.g. in social networks. It can also be used as a source of information by criminals.

Your computer and important files should be protected against unauthorised access. Use only secure pass- words and change them regularly. You should backup your data at regular intervals.



Depending on the threat level of your environment, consider cleaning your phone, computer, documents and passport of:

- information about your employer (e.g. wear neutral clothes on all ID pictures);
- all other sensitive data (especially unencrypted) that might do damage if in the wrong hands, such as financial information and company secrets;
- unnecessary contact details (disguise important ones and consider whether you need to carry business cards);
- information about countries you have travelled to (visa, entry stamps), or request a second passport if necessary.

Avoid routines

Predictable behaviour makes it easy for criminals to spy on you and make plans.

- Vary the time you depart for, and return from, work.
- Vary your route and take detours.
- Vary the vehicle you take and where you park it.
- Vary when and where you go to bars, clubs and restaurants.
- Vary when and where you go to activities such as sports or meetings with friends.

You are most vulnerable on the way to and from your vehicle and home. Minimise the risk by being extra alert and moving swiftly. Have your key ready when you approach your car or home. Ensure that you are given quick access at gates, for example, by calling ahead.

At home, arrange for some activity during your absence like having the blinds and lighting used, preferably at varying times. Have advertising material and newspapers removed your from letter box.

Security at home

Your home should be well protected against unauthorised entry. New locks should be installed when you move in or if a key is lost. Never leave a key outside. Repair any defective lighting as soon as possible.

A video or audio intercom combined with a door limiter and spyhole can help you control access to your home.

You may consider having your house fitted with an alarm system. You should contract a reputable and, if possible, certified security company and know what to expect if the alarm is triggered. Keeping dogs within the house has been known to deter intruders.



Establish which would be the safest room for the family to lock themselves into if intruders were to enter your residence. Do not forget to have communications equipment in this room to call for help. Consider seeking advice about how to improve the resilience of that room.

Only employ reliable staff with references. You should develop good relationships and avoid changing them. Be aware of the possibility that staff might be forced to cooperate with criminals

Dealing with visitors

Employ caution with unknown visitors. Be on your guard with apparent emergencies.

- Talk to visitors via the intercom or using the door limiter. Check their identification and consider calling the company or institution they claim to represent.
- Until you have checked the credentials of a courier, you should not accept unexpected deliveries from them.
- When you open the door for a visitor, observe the surroundings carefully to make sure that the situation is not going to be used by anyone to gain unauthorised entry.
- Check that visitors actually leave the grounds of your property.

Children

Children are naturally trusting and unsuspicious. Choose practical, everyday examples to regularly instruct them.

Children should

- not talk to strangers or disclose any information about the family (information protection);
- be supervised while playing outside, running errands or on their way to school and friends' homes;
- accept instructions only from those people authorised by their parents or guardians;
- never go anywhere with strangers;
- be encouraged to instantly report suspicious or threatening incidents to their parents, guardians, the police or other trustworthy people.



You should always know where your children are. Inform their carers about who is exclusively allowed to collect your children.

Try to get to know your children's friends and their parents. Make sure that everyone supervising your children knows how to contact you and make sure that you are able to contact them at any time.

Try to supervise your children's use of social media and what they disclose about their lifestyle.

Travelling safely

Take some time to prepare your trip and gather information about your destination. Consider open source material such as websites of foreign ministries for up-to-date travel advice and security information. It may be possible to register with your embassy or inform them of your intended presence.

Do not hesitate to change the route of your journey or cancel it if the security situation suggests this.

Avoid giving away information about your route or reasons for your journey, for example on luggage labels. Arrange a code word with the driver picking you up at your destination to ensure that you go with the right person. If they will be holding up a sign for you to find them, tell them to put as little information on it as possible.



Find out about trusted partners (hotels, transport, travel agencies) before you leave. Aim to arrive at your destination in daylight. Use only licensed taxis and ask for the taxi registration number.

Opt for hotel rooms with a short escape route on the second to the sixth floor and at a distance to the reception centre.

Consider using the hotel safe for your valuables and documents. No one should be able to enter your room at night unnoticed - make use of security devices like door chains or bring a door-stop.

Vehicles and parking

Choose a well-lit, easily overlooked and attended car park. Avoid stopping next to occupied vehicles or vehicles you cannot see into (like delivery vans).

Do not approach your car if there are suspicious people loitering nearby or if your departure will be hindered, e.g. by another parked vehicle.

If possible, your remote control should only open the driver's door. Keep the car doors locked and the windows closed while you are driving. No valuable items should be visible from the outside.



Only stop your car if it cannot be avoided - try to avoid the rush hour. Keep your distance from the vehicle in front in order to have an escape route. You may consider attending a driver safety course.
Keep your fuel tank at least half full and take a

supply of water, food and blankets with you to avoid having to stop in an unsafe area.

Familiarise yourself with the car and select appropriate security features such as run flat tyres, safety window film or armour. Have your car maintained at reliable garages.

Keep your car key separate from your home and office keys. That way, if your car is taken, the hijacker does not have access to your home as well.

Travelling in a motor vehicle and checkpoints

A trip in a motor vehicle should be prepared carefully. Here again consider up-to-date travel advice and security information.

Make a detailed plan of your itinerary, including stops and the intended arrival, of which a trusted person / your employer should be informed.

It is important that communication is secured at any time during the trip and that your current contact details are known.

Obtain up-to-date maps, prepare alternative routes and use GPS, if required. Carry a passport (copy) at all times.

Give a briefing to those travelling with you prior to departure.

Be aware that unusual incidents, such as an injured person at the side of the road, may in fact be the cover of a trap.



If you approach a checkpoint, reduce the speed and be prepared to stop. When it is dark switch on the parking light and the interior lights and keep both hands within eyesight of controlling personnel. Sunglasses should be removed.

In general, take a low key, be cooperative and remain patient. Do not make any bribery attempts!

Remain inside the vehicle during the control if this is possible. If you are made to leave the vehicle lock it properly as a safeguard against thieves.

Cash and cards

Only take what you really need. Money and other valuables should be carried close to your body, preferably out of sight (e.g. under your clothing). Do not let your bank card out of your sight when paying, for example in restaurants.

Keep a suitable amount of cash in an easily accessible place, separate from other valuables. This will enable you to pay small amounts without disclosing where the rest of your money and valuables are. You can also hand this money over in the event of a robbery.

Choose cash machines (ATMs) in busy locations and use them during the day or if well lit. Ideally, avoid being on your own.

You should approach the ATM with your card in your hand and your PIN in mind. After the withdrawal, put the money away, out of sight, and leave immediately.



Organisations and companies

Organisations and companies that require staff to travel abroad have a duty to care for the safety of their employees. Risk can be minimised through the provision of training, briefings, rules of engagement and logistical arrangements.

Security measures should be regularly reviewed and upgraded if necessary.
These may include:

- checks of people and vehicles at entry and exit points;
- physical security like checking and escorting visitors and deliveries;
- security exercises for employees;
- the set-up of a central travel management monitoring activity, welfare whilst deployed, single point of contact and debriefings;
- encouraging employees to complete a personal data profile (see details under Checklists).

Employees should know their security officer. Procedures in case of security-related incidents should be predefined and known to all employees.

Being prepared

If you live in a high-risk or threatening environment, you and your family should regularly discuss how to react to suspicious or threatening events. This will help you to be prepared if such a situation arises.

You should always inform someone you trust about where you are going and when you plan to return. They should also know who to inform if you are not back by that time (family, security officer, security agencies).

Keep a well-charged mobile phone with you, so that you can call for help at any time, wherever you are. Keep important contact details and copies of your personal documents somewhere where you can access them in case of need (e.g. give them to a person you trust or keep them password-protected on the Internet).

In addition:

- know about exits, escape routes and safe places on your everyday routes;
- memorise phone numbers of the police, fire department, ambulance and key contacts;
- know the number of the 24/7 hotline and address of your nearest embassy;
- prepare a personal data profile (see suggestions in the 'Checklists' section) and leave it with key contacts;
- have the phone number(s) for blocking your bank cards noted down

Reacting appropriately

Trust your intuition. If anything makes you feel suspicious

- keep on the move in preference to stopping;
- observe your environment attentively and incon- spicuously;
- make brief notes (e.g. of car registration plates) and inform others (neighbours, security officers, local police, your embassy);
- prepare to make a quick exit;
- move to a safe place (e.g. a busy place, large hotel, international bank or police station);
- call for assistance (e.g. security personnel, police) to have checks/investigations performed.

Be on the safe side - do not investigate or intervene alone. Find support!

If you are robbed, do not resist!

Money and valuables can be replaced, your life and health cannot!

Inform the police and your embassy about any security incidents.

Kidnapping or hostage taking

What happens?

Kidnappings range from ‘express kidnaps’ of a short duration, where the victim may be forced to withdraw money from an ATM, to a captivity of several months.

Hostage takings are usually of a short duration and are characterised by a stand-off confrontation between the offenders and security forces.

The advice for kidnappings and hostage takings can be applied to confrontations with other violent individuals (for example robbers).

Knowing what can be expected can help you to get through it with the best outcome.

The following suggestions are based on information about past kidnappings and the experiences of hostages.

The main aim of all advice is to secure the release of the hostage, unharmed!

The taking

The threat level of a kidnapping is highest at the start, since the offenders are extremely tense and on their guard. If met with resistance, or if their plan does not go as expected, the offenders may react unpredictably and aggressively.

If you are not sure whether you can escape immediately and successfully, you must accept your situation for the time being.

Try to gain control over your shock, fear and agitation as soon as possible:

- stay calm;
- follow the instructions of the offenders, taking a passive role;
- do not make any sudden movements - ask first even when, for example, you just want to release your safety belt or pick up your child;
- do not argue;
- do not make direct eye contact.

At this point your only aim is to survive!

Dealing with the offenders

Be reserved but cooperative. If spoken to, answer openly but neutrally. Do not make any statements that can be proven wrong. Ask yourself what can be found out about you in open sources, e.g. social media.

Now your aim is to stabilise the situation. As the duration of the kidnap increases, the threat of being injured or killed decreases.

Try to establish a personal relationship with the offenders without going too far. Topics like family (e.g. by showing photographs), sports and hobbies are suitable.

Stay politically neutral. Avoid controversial issues such as religion or politics. Moderate religious belief can be more favourable than being an atheist, which may be scorned upon.

Refrain from making accusations and appearing hostile or arrogant.

Try to keep your dignity and self-respect. Show the offenders that you are a human being with a family and your own worries and concerns

The negotiations

Do not negotiate with the offenders - this will be done by others. The offenders will make their demands to a third party. Promises you make may be hard for others to keep.

Encourage the offenders to establish contact with your family or your organisation/company at an early stage and on a regular basis. If it is allowed, request to talk personally to your family or others.

Follow the instructions of the offenders if you are allowed to make a phone call, even if they tell you to lie.

If the offenders want to take photographs or a video of you, or ask you personal questions, do not feel bad about cooperating; this may help progress the negotiations.

Keep in mind that the offenders may lie to you to demoralise, subdue and discourage you

Keeping physically and mentally fit

A kidnapping can last several days or weeks. Victims report experiencing a lack of autonomy, inactivity and monotony during this time.

Eat, drink and sleep regularly. Take every opportunity to exercise your body and mind. Keep fit for your release.

If you need medical treatment, inform the offenders as early as possible.

Develop a daily routine and offer to help with the daily chores like preparing meals and cleaning up.

Try to occupy yourself mentally, e.g. by keeping a diary, memorising the place you are being kept, how the kidnappers are organised or any other details about your captivity. Ask for a pen and paper, books or a radio. You can also do relaxation techniques or similar and mental exercises by doing maths, etc.

Be patient. Do not give up and think positively! You can be assured that everything possible is being done for you.

If a group is taken

Every person in the group is experiencing exceptional circumstances. Stress and the personalities of those involved can add to that.

If possible, talk to each other! In the face of all the difficulties, try to stick together and to stabilise and support each other.

Inform the others that acting calmly, cooperatively and unobtrusively reduces the threat level for the whole group.

To detach from the group or stand out poses a risk.

Remember that if one captive breaks the rules, this can have a negative effect on all the victims and threaten your solidarity within the group.

If the offenders plan to set individual captives free, do not refuse.

Your role as a witness

The offenders are afraid of being detected and pursued. Do nothing to reveal that you are aware of the offenders' identity or hiding place. Do not threaten the offenders with actions or sanctions after your release.

Only if you can do so without any danger to yourself, give information about where you are being held or about the offenders.

Your security comes first!

Memorise as many details as possible about:

- The offenders/ accomplices (number, weapons, names, distinguishing features, descriptions, proceedings, language/dialect);
- the vehicles/route:
  (type, registration plates, colour, features, places passed, sounds, duration);
- the hiding place:
  (furniture, which storey/number of steps, number and direction of windows, any smells or sounds in or outside the building, power failures, surroundings).

This information may help someone else in the future!

Release, rescue or escape

Releasing you is risky for the offenders. Take special care to follow instructions and stay calm.

In the case of a rescue operation, take care to follow the instructions of the security forces even if they may not identify you as the victim at first. Avoid any sudden movements.

Only try to escape if you are sure of your success!

Think your plan through carefully, as far as how to reach a safe place. In the case of failure you may face punishment and worse conditions in your captivity.



When you are free

When you are free, go to a safe place like a big international hotel, hospital or airport. Report to your embassy, the police, your family or your organisation/ company as soon as possible.

Allow evidence to be secured from your clothes and objects you have with you, by packing them as soon as possible and handing them over to the authorities.

All information you can give may lead to the detection and arrest of the offenders. For this, the police will interview you about your observations after your liberation (see 'Your role as a witness).

Be restrained about statements to the public, even if you feel the need to explain or to offer thanks. Consider that you may put the investigation at risk or give criminals ideas for future kidnappings.

It is important that you coordinate any interviews with the media with the police and prosecutor's office.

Kidnapping is a life-changing event, both for the hostage and their family. You may consider seeking medical assistance in the future

Extortion

You are blackmailed

Extortion can range from a one-off letter which threatens to reveal sensitive information, to the use of violence with subsequent demands, such as in kidnap- pings. Criminals occasionally make use of the fact that someone cannot be contacted (e.g. because they are on an excursion) to extort money from their family, claiming to have kidnapped them.

Initially, every threat has to be taken seriously. The first aim is to protect the health and life of anyone involved.

It is crucial that you inform the police, even if the offenders demand that you do not.

The police can work covertly to support you in handling the situation and averting (further) harm.

They can assist you in assessing the level of threat and making the right decisions.

Minimise the number of people who are informed about the extortion

Contact by the offender

If you receive a blackmail letter, prevent further handling of the letter and its envelope as soon as you recognise what it is. It contains evidence! If you need to handle it, use gloves and put it into a big paper envelope without folding it. Note when and how it arrived and who touched it. If it was sent by e-mail, do not forward it. Use print-outs or screenshots until you get assistance, as it might contain malware.

Coordinate your next steps with the police.

The offender(s) may call you and talk to you them- selves, play a recording or let the kidnapped person talk.

- Listen attentively.
- Note the content of the conversation and, if necessary, ask questions to confirm.
- Try to obtain further information.
- Do not agree to anything at this point.
- Agree on a time for the next call.

Note the time and duration of the call, the number of the caller if available and any other observations like accent, peculiar wording and background noises. See also the template table under Checklists.
Record all further calls using an answering machine, mobile phone, MP3 player or voice recorder).

Inform the police immediately!

Attacks

Attacks in a public place

In the event of your involvement in one of the rare attacks carried out by armed perpetrators or a targeted attack with a terrorist background, the following course of action is recommended:

To be prepared for any kind of emergency that may occur inside a building, it is generally advisable to make oneself familiar with the alerting modalities and possible escape routes. This knowledge can save lives in the event of an emergency. **Try to escape whenever this is possible!**

Leave the danger zone as quickly as possible and/or take shelter in a protected area. In the event of an attack the best option is to escape provided that this does not involve an apparent risk. Rather than feeling compelled to use the fastest escape route, opt for the safest one.

Seek shelter immediately if you cannot escape without incurring risks. Be aware, however, that many furnishings and even walls frequently do not provide sufficient protection against firearms. Consequently, make yourself as small as possible.

Switch your mobile phone to the silent mode and try to pass on information as soon as possible and to establish contact with security forces.

Neither curiosity nor the willingness to help others justify approaching the scene or staying nearby as the danger to yourself is much too high.

The best way to help is to enter into contact with security forces and to warn passers-by heading in the direction of the danger zone.

Any attempt at gaining influence over the perpetrator (be it verbally or physically) is, by all means, to be avoided.

At the Hotel

Just as in other buildings, also in a hotel you should make yourself familiar with the alerting modalities and the escape routes to be able to recognise them in an emergency.

Follow the instructions of security personnel in the event of an attack. Try to escape whenever possible or seek shelter in a safe room.

If you are in a hotel room while an attack is going on, withdraw the key card and shut down all devices consuming electric energy. **Do NOT lock the door,** conceal yourself in the room and stay calm (mobile phones should be in the silent mode). Create the impression that your room is unoccupied.

Only if you have reason to believe that the perpetrator knows you are staying in the room lock and barricade the door

Try to pass information to the outside world and inform security forces.

After the attack has come to an end

Now it is important for you to make sure that the security forces do not mistake you for one of the attackers. Hold your hands above your head. It must be visible that you do not have anything in your hands.
Approach security forces calmly and by controlling your movements; instructions given by security forces should be complied with unconditionally.



Checklists

Personal data profile

Depending on your level of risk, consider collecting the following data and storing it with people you trust in case you become the victim of a crime. You can seal it in an envelope only to be opened in emergencies. Update this at least every year and before a high-risk trip.

- An up-to-date photograph and details of where more recent ones may be found.
- Personal data such as: name, date and place of birth; address; copy of passport; telephone numbers; languages spoken; club memberships; e-mail addresses; Internet account details like Facebook, Twitter and Skype; bank accounts; vehicle registrations; property owned; pets.
- A detailed physical description: height; eyes; hair; facial hair; tattoos; glasses; hearing aid, etc.; details of any medical conditions, like asthma.
- Numbers (IMSI and IMEI) (1) of your mobile devices, credit cards and serial numbers of equipment carried with you.
- Contact persons: relatives, close friends, colleagues, neighbours.
- Questions only you can answer.
- A voice recording (record you and your family members reading a paragraph from a book, for about one minute).
- A DNA sample (like a used toothbrush or some hair with roots), wrapped in a paper envelope.

If a kidnapping is suspected

- Report the situation as soon as possible. If you are unsure if the local police are trustworthy, contact:
- your nearest embassy, the police of your or the hostages' home country.
- Prepare a notepad and make detailed notes (see the template table under Checklists).
- Make sure you can be reached by phone at any time. Consider using a second phone to keep the line open for the kidnappers.
- Keep the matter secret for the moment. Inform as few people as possible and instruct them to do likewise.
- Record any calls from the kidnappers or victims (using an answering machine, cell phone, MP3 player or voice recorder).
- Coordinate your next steps with the authorities.

Information you can prepare in advance

Information about you

- Your name
- How can you be contacted?

What happened?

- What are your suspicions based on?

Information about the victims

- Number of missing persons
- Personal data (name, date of birth, nationality, residence)
- Condition (physical, mental, medication)
- Description, distinguishing features (beard, glasses, scars)
- Clothing, objects carried by the victims (luggage, jewellery, toys, etc.)
- Vehicle (type, colour, registration plate, distinguishing features).

Contact with kidnappers or victims

- Did you have contact and when?
- Between whom exactly was the contact established?
- What was the content (threats, demands)?
- When are you expecting the next contact?

Relatives/employer

- Who has been informed (employer, relatives, authorities, media)?
- Is the threat continuing (for relatives, other employees)?

Talking to kidnappers or hostages

- Get a pen and paper; turn on a recording device if available (voice recorder, mobile phone, MP3 player, answering machine).
- Talk slowly, seriously and calmly.
- Reassure offenders and hostages.
- Check if you understood correctly.
- Do not accept demands (acknowledge them and pass them on).
- Ask when you will talk again.

Documenting notes on contacts - template

No	**Date/time** (from/to)	**Contact with:** - Hostage (H) - Offender (O) - Relative (R) - Media (M) - Other (?)	Documented notes: Content (demands, threats, ultimatum) Could you talk to the hostage(s)? What did you tell the offender? When will you next speak? Caller ID? Any other observations?
1			
2			
3			

Kidnapping

- The first hour is the most dangerous. Your first aim is to survive the taking!
- Fear is a normal reaction. Try to gain control over your shock, fear and agitation as soon as possible.
- Do not make any sudden movements - ask first.
- Do not act the hero! Take no action that may have a negative effect on you and other captives.
- Be cooperative but reserved. Follow all instructions closely.
- Do not make any statements that can be proven wrong.

Cut off here

Kidnapping

- The first hour is the most dangerous. Your first aim is to survive the taking!
- Fear is a normal reaction. Try to gain control over your shock, fear and agitation as soon as possible.
- Do not make any sudden movements - ask first.
- Do not act the hero! Take no action that may have a negative effect on you and other captives.
- Be cooperative but reserved. Follow all instructions closely.
- Do not make any statements that can be proven wrong.

- Try to establish a relationship with the offenders show them that you are a human being.
- Eat, drink and sleep regularly. If needed, ask for medical supplies at an early stage.
- Keep physically and mentally active. Use every opportunity to exercise and occupy yourself.
- It is not your job to negotiate. Encourage the offenders to establish early contact with your family or employer.
- Your safety always comes first. Only try to escape if you are sure of your success.
- Do not give up and try to stay positive. Kidnappings can last a long time and require a lot of patience.

- Try to establish a relationship with the offenders show them that you are a human being.
- Eat, drink and sleep regularly. If needed, ask for medical supplies at an early stage.
- Keep physically and mentally active. Use every opportunity to exercise and occupy yourself.
- It is not your job to negotiate. Encourage the offenders to establish early contact with your family or employer.
- Your safety always comes first. Only try to escape if you are sure of your success.
- Do not give up and try to stay positive. Kidnappings can last a long time and require a lot of patience.

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