



Initial Actions

In the event of an actual or suspected incident, please contact the 24-hour Crisis Centre Hotline:

+1 817 826 7000

If possible, call from a secure telephone. Please state that you have an emergency and provide only the following details:

Name (and company where applicable)

Contact details where you are sure that you can be reached on a secure phone line (ie, one that will not be intercepted or called by third parties)

NYA will then contact you on the number you have given as soon as possible. Please have the following details ready:

The name(s), ages (and company where 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 party are aware of the incident

Any contact that has taken place with the kidnappers/persons responsible

As soon as possible, attach a recording device to any telephone that the kidnappers/persons responsible might ring. Test that the device is working and record any contact with the kidnappers/persons responsible together with the date and time. Make a transcript of every call

An NYA consultant will give you advice and deploy to the relevant location(s) as soon as possible. If you are contacted by the kidnappers/persons responsible in the meantime, please:

Tell them of any medical requirements of the victim(s)/person(s) concerned

If a kidnap, ask to talk to the victim(s) to ascertain that he/she/they are alive and well, or ask for proof of life (i.e.

