



GAC Protective Solutions

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Crisis Management Course

– Managing a “Threat Extortion Incident”



wherever you go



Managing a “Threat Extortion Incident”

A threat extortion incident such as kidnapping and hijacking can happen any time. This module is designed for key decisions makers who will likely form part of the Crisis Management or Incident Management Team whose job would be to manage the incident from the start to finish. An incident refers to events such as kidnap, hijacking etc.

Although no two incidents are exactly the same, there are certain key components that we know must happen throughout the sequence of an incident. This module will take away some of the “mystery” surrounding kidnap / hijack events, thereby equipping decision makers with greater knowledge of what may be in store. The key is having a flexible and adaptable crisis structure that can cope efficiently with anything that may be thrown at it.

Topics

- Crisis Management Team structure (CMT)
- Incident Management Team structure (IMT)
- Choosing a communicator
- Communication and command structure between CMT and IMT
(30 day rotations)
- Staying focused
- Going rate / going time – pirates / hostage takers ‘expectation management
- Dealing with family(s)
- Dealing with authorities (governments / law enforcement / authorities)
and how they relate to victim, company, region
- Dealing with press
- Dealing with colleagues / internal company communications
- Initial contact
- Proof of life (POL)
- Setting of budget (reaching the Target Settlement Figure [TSF])
- Allocating / moving and accounting for funds
- Negotiating strategies
- Dealing with threats
- Dealing with unforeseen demands / situations
- Reaching an agreement
- Administration of agreement
- Drop scenarios (including aerial ship recognition / final air visual POL etc)
- Crisis response scenario
- Post release

About the instructor/facilitator

John Chase

John Chase is presently the Managing Director of Crisis Response at AKE Maritime Security. He has been dealing in K&R / Treat Extortion / Hijacking since 1993.

Well known and respected within the K&R Insurance sector, John has over 1,000 “insured” case days and 16 years of experience to draw upon.