

AMBREY 

CRISIS RESPONSE



WELCOME TO AMBREY

Ambrey are the market leaders in all aspects of maritime security, providing a 360° approach to safeguard our clients' people, assets and reputation.

Our experience and reach is unparalleled. Ambrey have successfully secured more transits than any other security company and operate the market's largest network of privately contracted maritime security personnel and support services. We own an extensive fleet of our own vessels, including security escort vessels, safety boats and vessel-based floating armouries.

We maintain a 24/7 response centre staffed by experienced professionals, a dynamic marine crisis response capability and an in-house intelligence team to support our clients, whatever and wherever their challenge.

MARINE KIDNAP & RANSOM RESPONSE

Piracy, including armed robberies, kidnap for ransom and hijackings, poses a pervasive challenge for the maritime industry. It can cause immediate impacts and long-term trauma for crew members and their families, as well as major disruption to your business operations.

The Gulf of Guinea continues to account for a significant percentage of all marine kidnappings reported globally, but latent risk areas span East and West Africa, Southeast Asia, Latin America and the Caribbean.

Ambrey operates a proven, best-in-class response model to handle any maritime security-related crisis. We contain the impact of an incident on your organisation and resolve it as safely and efficiently as possible.



CRISIS RESPONSE

Ambrey's marine crisis model is all in-house and includes maritime legal support:

- Secure the vessel and cargo
- Replace or augment the remaining crew
- Resilience in our Crisis Management Team
- Support the crisis communications
- Enact effective communication, negotiations, and settlement resolution strategies
- Develop lines of intelligence.
- Ensure legal and regulatory compliance.
- Communicate with insurers, underwriters, and brokers
- Conduct stakeholder management whether with host governments their agencies, and local authorities
- Effect the secure delivery of the ransom to achieve the safe and speedy return of the taken crew
- Enable speedy repatriation of released crew

KEY FEATURES

BEFORE – AWARENESS, PREPAREDNESS AND RESILIENCE

Preparing ahead of any crisis or emergency always pays dividends. To help you in this Ambrey delivers:

- Intelligence services to create awareness of marine high-risk areas and appropriate mitigation
- Reviews or development of effective, flexible crisis management plans
- Coaching of your crisis teams to ensure that they understand their roles and are confident in their delivery
- Scenario-based training exercises to prove effectiveness, test resilience and instil confidence in new procedures

DURING - CLARITY IN CRISIS

Kidnap for ransom incidents are inherently complex but Ambrey is always there to help you achieve a successful outcome. Using our services, you have access to:

- 24/7 emergency operations centres in the UK and Nigeria, meaning that no call goes unanswered
- Access to Ambrey's security escort vessels (SEVs) and trained manpower to secure the vessel and cargo swiftly

- A dedicated Crisis Response Team to set-up and guide your staff and teams as they make sense of the situation and then manage their way out
- Tried and tested negotiation strategies informed by government and private sector best practice
- Sector-leading ransom delivery and crew recovery mechanisms
- Stress-free repatriation of the released crew. Ambrey's on-the-ground presence and networks ensure a smooth transition for recovered crew members, covering medical care, travel documentation, logistics and administration

AFTER - LESSONS LEARNED

Once a crisis has passed, it is vital that gaps in procedure and policy are addressed to minimise the risk of recurrence. Ambrey believes in a thorough 'lessons learned' process through:

- The compilation of a comprehensive case file on the incident, outlining what occurred and what areas for improvement exist
- Ongoing reviews of policies and procedures to ensure that they remain 'fit-for-purpose'
- Ongoing access to advice, incident data, threat warnings and best practice through the Ambrey Maritime Risk Intelligence (MRI) Platform

OUR TEAM

Ambrey's highly experienced marine kidnap for ransom responder network has conducted over 345 cases between them.

Our team includes:

- Incident commanders
- Hostage negotiators
- Marine lawyers
- Secure journey management and logistics experts
- Ransom couriers
- Maritime intelligence analysts
- Crisis communicators
- Crisis PR experts

Ambrey's marine crisis response and de-risking services are unrivalled in the marketplace. Whatever your challenge, we have the experience, skills and knowledge to help.

24/7 RESPONSE

email response@ambrey.com

visit www.ambrey.com/crisis-response
to find out how we can help you.

