



## **Clayton Consultants Fact Sheet**

### **Overview**

Clayton Consultants is a crisis and risk management consultancy offering incident response, security consulting and training services to commercial and governmental entities worldwide. Clayton Consultants specializes in the prevention and resolution of kidnaps for ransom, extortion, malicious product tampering, wrongful detention, maritime security, workplace violence and client risk. Clayton's consultants are strategically located throughout the world and support clients in an advisory capacity based on their security expertise and an intimate knowledge of local cultures. In addition, Clayton Consultants works with clients to identify security vulnerabilities, provide security training and establish effective incident-management protocols. In the event of a crisis, consultants are committed to delivering effective 24-hour response services.



## **Core Services**

### **Crisis Response**

#### **Kidnap-for-Ransom**

Clayton Consultants understands the high-risk aspects of a kidnapping and knows how to manage the process to facilitate an effective outcome. Consultants act as intermediaries and provide clients with guidance, regular reports and post-incident briefings and analyses. The Clayton Consultants team has experience throughout the world, including Afghanistan, Iraq, Nigeria and Somalia.

#### **Extortion**

Clayton Consultants provides extortion-readiness planning and crisis-resolution services. Clayton's consultants are experts in evaluating circumstances, identifying possible options and recommending a solution that is best for the client and the situation. Consultants know how to respond to extortion threats, demands and tactics based on years of global experience dealing with common criminals or sophisticated political groups.

#### **Malicious Product Tampering**

Corporate reputation, investor confidence, customer loyalty, brand integrity and business continuity are all at risk when an organization experiences product tampering. Clayton Consultants assists companies in preparing for the unexpected and knowing how to resolve an incident with the least amount of damage to the organization. Consultants strive to reduce potential harm to personnel, avoid product recall, minimize potential litigation and protect the reputation of the organization. Clayton Consultants can also assist with investigations through incident containment, information collection, asset tracing and product safeguard recommendations.

#### **Wrongful Detention**

Clayton's consultants, who are spread throughout the world, have experience in negotiation, intervention and liberation tactics. The company's consultants work hand-in-hand with outside parties in an advisory capacity to free the victim without harm or incident. This process often involves dealing with law enforcement or government officials.

### **Risk Analysis**

#### **Physical Security Surveys**

Clayton Consultants is experienced in conducting site surveys and vulnerability assessments of private residences, corporate headquarters and critical infrastructure such as nuclear or chemical facilities. Surveys are based on the needs of the client and vary by location, type of business, employee access, culture and threat potential. The Clayton Consultants team provides key security recommendations to reduce the risk of the client and better secure its assets and people. Consultants also provide implementation oversight if requested by the client.

#### **Executive Risk**

Understanding executive risk, vulnerabilities and how to modify behavior to enhance security are critical skills for executives. Kidnappings and extortion incidents can transpire within an organization, at home or during international travel. Clayton Consultants trains executives how to avoid dangerous situations during the course of their routine life, schedule and travel. Clayton's consultants inform, educate and train executives to minimize their chance of being victimized by enhancing their security awareness and environment. Consultants can also deliver similar training to family and staff members.



## **Investigations**

Clayton Consultants provides routine background checks, extensive pre-employment investigations and employee breach-of-good-faith investigations. The company can investigate access to privileged information, theft of confidential information, financial misconduct and sabotage. Consultants can also conduct internal and external investigations of criminal or malicious activity.

## **Business Intelligence and Corporate Due Diligence**

Consultants conduct comprehensive domestic and international corporate due diligence investigations specifically designed to benefit multinational organizations with interests in developing markets such as the Americas, China, Eastern Europe and Southeast Asia. They provide reliable, factual intelligence and background information about key business parameters so that clients can make informed business decisions.

## **Training**

### **Pre-incident Training**

Clayton Consultants believe a well-trained client is the best defense. Consultants train clients to implement preventive security measures, recognize security threats, react if confronted with danger and operate after a crisis has occurred. Pre-incident training services include country briefings, table-top exercises, customized simulations, red team drills as well as defensive driver and firearms training.

### **Travel Security**

The company teaches a practical approach to safe travel that allows executives, staff, expatriates and vacationers to incorporate safeguards that reduce overall risk and danger. Because most travel risks are associated with international travel, it is important to understand the cultures and customs of each destination. Clients learn how to stay informed of their surroundings and operate without excessive disruption to their travel. Clayton's consultants have spent many years living and working in high-risk countries and draw on real-life examples to train their clients.

## **Maritime Security**

### **Assessment**

Clayton Consultants helps its clients assess their current security operations at port or at sea in order to identify physical or operational vulnerabilities as well as environmental or political threats. Consultants work with clients to develop new security strategies or update existing plans based on the results of their security assessments.

### **Training and Simulation**

Clayton's consultants will train you on issues to be considered when faced with a hijacking and how to navigate through the most common scenarios. They will also teach crew members how to implement preventive security measures, recognize threats, react in the event of an attack and understand the negotiation process. The company's training services include maritime security briefings, table-top exercises, customized simulations as well as firearms training for crew members and security teams deploying on maritime security missions.

### **Response**

Clayton Consultants offers 24-hour support in the event that a client's vessel is hijacked. The company understands how to manage the negotiation process in order to facilitate a successful



outcome for each stakeholder involved. In addition, Clayton's consultants can organize and execute the ransom delivery process via land, sea or air to ensure the safe return of a crew and vessel.

## Detailed Services

### Ongoing Client Support

- Pre-incident security training to reduce risk, injury and loss.
- 24-hour telephone support to answer security questions and to address security concerns on an emergency basis.
- 24-hour response support to assist in the management of a crisis event. A professional consultant is often dispatched to the site.

### Additional Services

#### Face-to-Face professional security consultant

- Kidnap for ransom negotiation
- Travel security
- Hostage survival
- Wrongful detention
- Crisis planning
- Malicious product tampering
- Workplace violence
- Counterterrorism intelligence

#### Simulations and table-top exercises

- Kidnap for ransom
- Product contamination
- Workplace violence
- Hostage survival

#### Risk management

- Threat assessment and probability analysis
- Asset protection survey (physical, information and personnel)
- Detailed analysis, report and recommendations

#### Physical security surveys

- Facility surveys and safety measures
- Access controls, alarms and video
- Guard force analysis
- Policies and procedures
- Residential

#### Crisis Management Planning

- Criminal, terrorism, natural disasters, political and labor
- Crisis response plan
- Evacuation plan

#### Investigations

- Due diligence
- Fraud
- Litigation support
- Intellectual property rights, counterfeiting

#### Personal and family security

- Child abduction countermeasures
- Residential surveys
- Identity theft protection
- Background checks
- Travel security
- Family briefing
- Phone briefings by consultant

#### Security training

- Defensive driving
- Firearms
- Red team drills



## **Performance**

- Consultants have collectively resolved hundreds of confirmed kidnap-for-ransom and extortion cases
- Recent experience in Iraq, Afghanistan, Nigeria, India and Somalia.
- Very active along U.S.-Mexican border
- Track record that is second-to-none in the industry
- Largest and most experienced crisis team for kidnap-for-ransom cases
- Language expertise in English, Spanish, Portuguese, German, French, Japanese, Chinese, Arabic and Afrikaans
- Global network with foreign governments, police and security experts
- Served hundreds of corporate and private clients worldwide, including many fortune 1,000 organizations
- Chartis utilizes Clayton Consultants for the training and management of kidnap-for-ransom, extortion, malicious product tampering and wrongful detention incidents covered by their policies worldwide. Clayton Consultants is proud to be selected by Chartis as a "best-in-class" service provider and delivers the highest level of training and crisis resolution services to the Chartis' insured clients.



## **Why Clayton Consultants?**

### **Unique Crisis Response Approach**

Clayton Consultants believes that the consultant who negotiates a kidnap, extortion or other life-threatening situation should be thoroughly acquainted with the culture, language and customs of the region where the criminals reside. How better can the consultant develop and recommend an effective line of conduct in order to obtain the secure release of a victim? Clayton has more than 20 dedicated consultants who are spread throughout the world and serve each client in a first responder capacity.

### **Global Presence—Local Understanding**

Clayton is a global company with resources positioned in key strategic hubs throughout the world including England, France, Germany, the Middle East, South Africa, Australia, Philippines, Hong Kong, China, Japan, India, Dominican Republic, Mexico, Argentina and the United States. Many of Clayton's consultants who work in Latin America, where approximately 85 percent of the world's kidnaps-for-ransom occur, live in the U.S. and are located within hours of Latin America. Having lived and worked for many years throughout Mexico, Central and South America, these consultants are fluent in Spanish and Portuguese, and have become thoroughly familiar with the Latin American culture.

The company also has a specialized team of consultants who work in Iraq and understand the complex security challenges of the country. They provide clients with an understanding of how to mitigate risk by providing timely information, ground security, local facilitators and professional consulting services.

### **Veteran Team**

Clayton's consultants are experts in the field of crisis resolution and have proven their negotiation skills over many years as former high level officers of the U.S. and foreign militaries, Central Intelligence Agency (CIA), Federal Bureau of Investigation (FBI) and foreign special police.



## **Global Consultants**

- Over 20 professional security consultants; retained, not subcontractors
- Located throughout the world with local expertise: England, France, Germany, the Middle East, South Africa, Australia, Philippines, Hong Kong, China, Japan, India, Dominican Republic, Mexico, Argentina and the United States.
- Experience as former high ranking military officers, government agents, special police and international security officers
- Ongoing consultant training worldwide with an emphasis in training and prevention

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