

Mugging in Venezuela

August 2010



The situation

On 9 August 2010, red24 was contacted by a client who had two employees working in Venezuela. The employees had been held at gunpoint in the city of Valencia, and required immediate assistance as their belongings had been stolen, including their passports.

Both members had been residing at a hotel in Valencia, and company procedure required that they use specified pre-approved taxis when travelling in the city. However, they were unable to obtain their usual taxi service that day and chose to rather use a different taxi company for transport.

While travelling to their destination, the taxi got a flat tyre and the driver stopped the vehicle to change the tyre. At this moment, the vehicle was approached by two armed men who robbed the employees of their passports, wallets and mobile phones. Although uninjured, both employees were shaken by the experience and they returned back to their hotel.

Assistance

After the initial call, red24's security team contacted the

victims to confirm their wellbeing. red24 also contacted a consultant in Caracas, and arrangements were made for the consultant to travel to Valencia to coordinate all necessary measures to get the victims safely back to the United Kingdom. These measures included obtaining emergency passports, finding accommodation for the night and arranging flights back to the UK.

The following day, both members were escorted by red24's consultant from Valencia to the British Embassy in Caracas. They were issued with emergency passports and were then transported to the Caracas Maiquetia International Airport. The consultant remained with the victims until they boarded their flight.

Throughout the incident, red24's Crisis Response Management (CRM) Centre arranged regular status updates so that the employer, insurer and loved ones remained informed at all times. Since the successful repatriation of the two victims, red24 has received positive feedback from the client who appreciated the immediate support and advice provided.