**Facilitation Considerations for the CME**

This document contains the wide range of issues that may come up and questions you may want to raise with your group:

**Per the big events in the crisis**

First Moments of Disappearance

Are they working to determine:

* What happened?
* Who is involved/affected (name, nationality, position or affiliation if staff from other organisations are also involved)?
* When and where it occurred (precise time and location)?
* Who has been informed or is aware of the incident (eg, whether the incident has been reported to the authorities or the relevant embassy/consulate, and whether national/international media are aware of the incident)?
* What actions, if any, have already been taken, and by whom?
* Who else is present/near to the location (e.g. partners, other agencies) and key contact details.
* The planned movements and contact details for the person providing the information and agree a time for next contact?

When evidence of abductions starts to come in

* Is there an understanding your own organisation’s capacity and capability to deal with this? Will they need support? What kind?
* How are your own history and experiences relevant?
* If you are contacted by the group who has taken your people, how are you going to manage that? Who will take the call? What will you say?
* What is your sense of the criminal group and their motivations?
* If one member of staff is released:
  + How do you deal with accusations that they are accomplices?
  + What can it do to connections you have already formed with communities / interlocutors?
  + Is there an issue with ‘survivors guilt’?
* Is there a difference in how you deal with the situation depending on whether:
  + the staff were working at the time or off duty?
  + the staff were expat or local?

**Per topic areas (media, comms, family liaison)**

HR and Staff Comms and Relations

* What will they communicate to staff?
* How are they dealing with fear and panic?
* How will they communicate with staff who are still in the high risk areas? What are they telling them? Is the organisation supporting them?
* What are they doing to minimise leaks? What have they told staff they can say to others outside the office?

Family and Friends

Dealing with family

* How will you manage family liaison?
* What are you telling the family?
* When will you contact them again? What is your plan for keeping them informed?
* Are there differences in family messages across international and local lines?
* How will you support them?
* What are you going to do if the media contact the families, or the kidnappers?

Dealing with friends of staff:

* What are you going to say to them?
* Is it possible they might turn up at the office looking for information?
* Do you have a pre-prepared holding statement?

Media Relations

General

* Do you need to review your media strategy? How are you going to manage reporters?
* What will you tell the media?
* **Are you going to set up a number for people to contact?**

Local Media

* Is there any specific way they’ll want to handle local media? (Local media often know pretty much everything that is going on because of local connections and can thus be treated as an ally or source of info, but not always!)

International Media

* Is there any specific way they’ll want to handle local media?

Interlocuters

* Understand their vested interests!
* Is what they say they want really want they want?
* How will you handle governments and public officials?
* Some interlocuters to consider:
  + The Board
  + Other Personnel
  + Partner Organisations
  + Host Authorities
  + FCO/Home Government