

A Guide to Security Evacuation Services from AIG Travel



Security Evacuation Playbook

At A Glance

Every evacuation is carried out with the safety and well-being of the affected traveler remaining the highest priority. Other critical factors that impact evacuation operations include political and security conditions, availability of security and/or transportation resources, location, climate, terrain, as well as local infrastructure.

Given the importance of quickly evacuating travelers from volatile security situations or from locations hit by natural disasters, it is important to understand the process and details of an international security evacuation before an emergency occurs.



Through the support of a global network of security consultants, we can respond to everything from minor security incidents to life threatening events.

Political and security evacuations
Evacuation assistance is provided by
AIG's own crisis consultancy, AIG Travel.



Service Centers

With eight service centers worldwide, AIG Travel delivers swift evacuation capabilities for security emergencies and political crises across the globe – 24 hours a day, 7 days a week, 365 days a year.

Requesting Assistance

Clients can access security assistance, by reaching out to their respective AIG Travel Service Center via phone, fax or email. All AIG Travel Assistance Centers are available 24/7/365 and will connect to AIG Travel Security team during an emergency.

The assistance team will notify security managers (who subscribe to Travel Guard Travel Tracer as part of their AIG business travel risk management program) of any potentially impacted business travelers in a specified location.

When a crisis occurs as a result of a political/ security development or a natural disaster, our Security team can evacuate clients to their home or safe haven location virtually anywhere in the world.

If a traveler in a crisis situation requires medical assistance in conjunction with security services, our Security and Medical teams will work closely together to provide comprehensive medical and security services.



Information Gathering

The Assistance team opens and tracks all cases within our AIG Travel in-house global case management system. Assistance personnel coordinate directly with the AIG Travel Security team for assistance, as necessary.

The Assistance team will facilitate direct communications between clients and our Security team to assess conditions, provide situation updates, make necessary recommendations and set expectations.

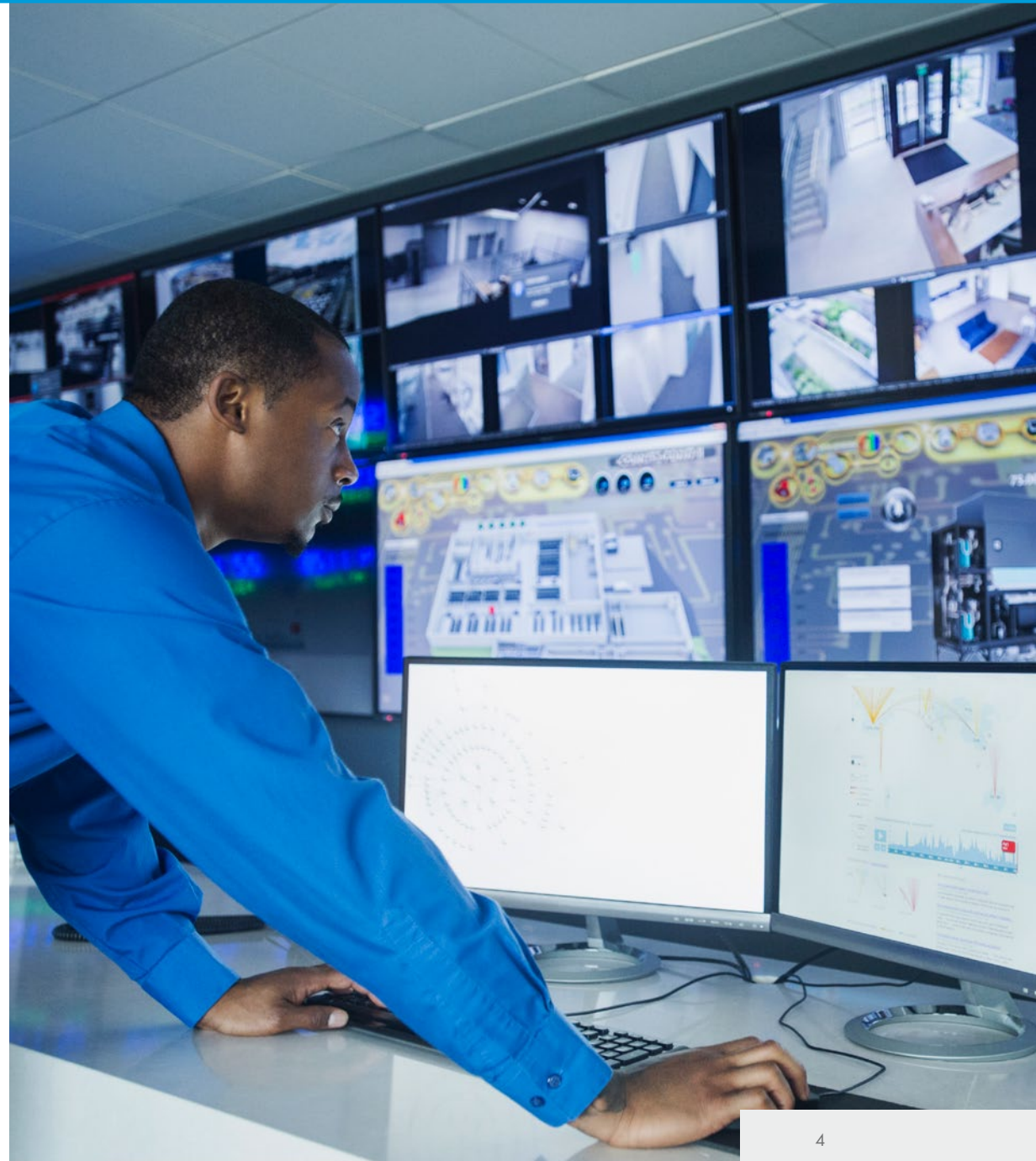
The Assistance and Security teams will also gather information on the affected traveler(s) via a client information sheet, which includes name, birthdate, passport information, location and contact information.

Our Security team works with a network of vetted security and transportation providers to establish a course of action as well as ensure capabilities. Such operations often include and/or necessitate secure transportation, close protection and/or aviation support.

The Assistance team also works with our in-house travel department to obtain commercial air tickets for clients when such transport is necessary as part of the security operation.

Based on policy conditions, a payment to the provider is made directly or through the issuance of a "Guarantee of Payment" (GoP), when required. If the client is not covered and will be responsible for costs, this will be communicated by the Assistance team. Our security team will then send a quote for services to the client.

Our centers all have multilingual capabilities, with more than 40 languages currently supported on-site. When necessary, third-party translations service are also readily available.



Evaluation of Information

Our Security team utilizes multiple resources to monitor global developments in real time during a crisis and to provide 24/7 updates to clients and affected travelers. Intelligence updates will be issued by our analysts in the form of various notifications, including:

- Incidents—Concise articles covering broader term developments, general issues or lower-impact events. Incidents include trends and analysis as well as longer term outlook or forecasting.
- Alerts—Notifications of an elevated security event with the potential for immediate and notable travel impact. Alerts are often time-sensitive in nature.
- Advisories—Notifications of a development with the highest level of security impact. Such developments generally have severe/widespread implications and/or long term risks. Advisories also recommend a specific security posture to adopt such as Standby, Prepare or Evacuate.
- Security Notifications—A report released in response to or ahead of a potentially high-impact development in order to provide more information as a supplement to Alerts. Security notifications provide more context, analysis and detailed recommendations.

The Security team continuously monitors evolving global security situations in order to determine the best course of action for travelers potentially caught in any crisis scenario.

Case Evaluation

- The Security team evaluates the specific client situation. (i.e. Should the client shelter in place or be moved to an alternate location? Is assistance from the medical team required?)
- Viable transit and destination points are sourced through the entirety of the operation.
- Secure modes of travel are evaluated and incorporated into the operational process (secure transport, armored or soft-skinned vehicle, unarmed or armed CPO, charter or commercial aircraft).
- The Security team will evaluate scenarios/cases to ensure that any and all special equipment and supplies are properly sourced.

Crisis Situations

Crisis situations—be they due to political upheaval, conflict, civil unrest or natural disaster—can evolve and change quickly. As such, security operations often require rapid operational changes to adequately handle the changing security environment. Our Security team supports clients in these fluid conditions throughout the entirety of the operation.



Evacuation

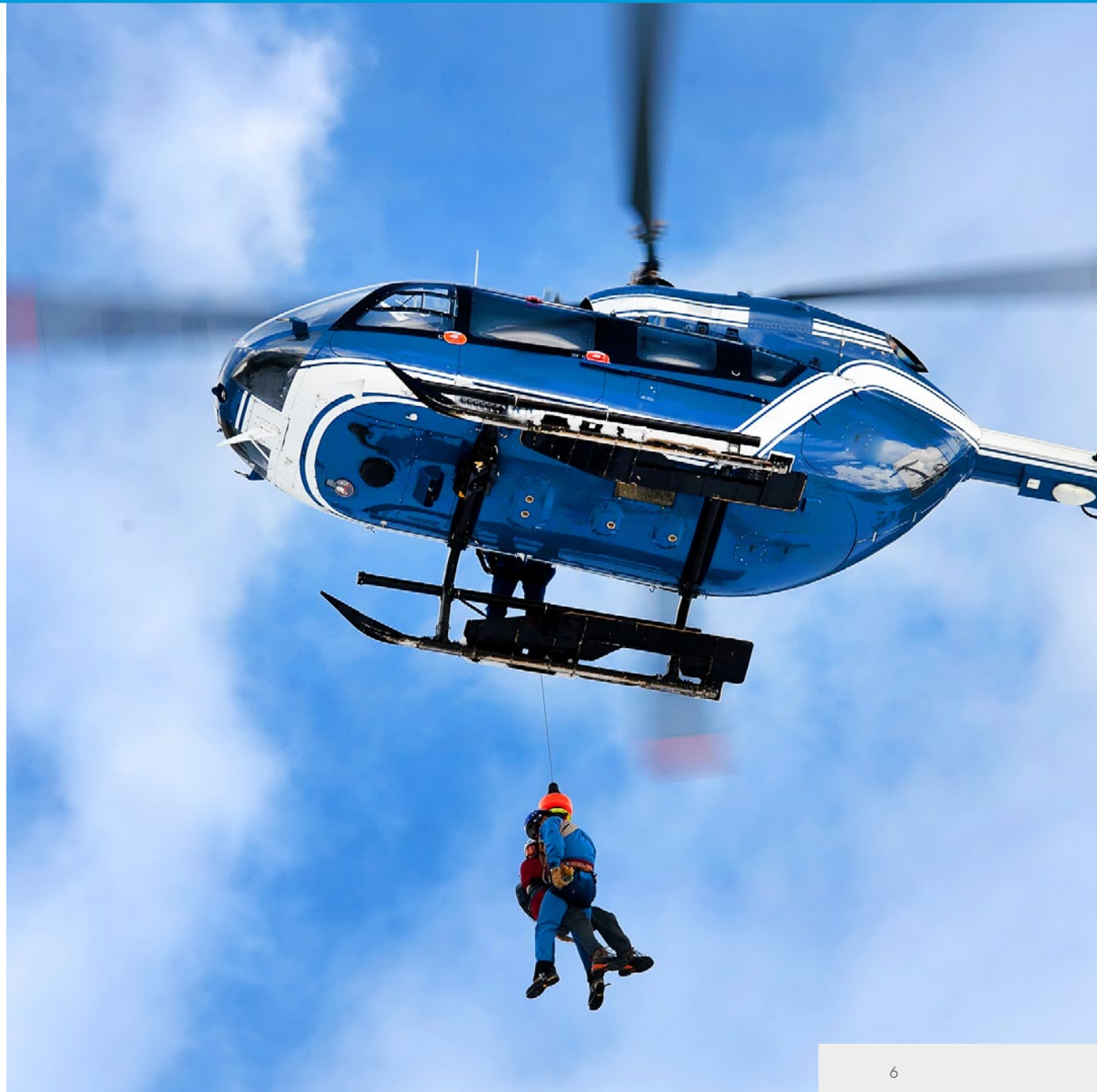
After operational procedures are finalized and ground conditions permit transport, the Security team will confirm details with providers.

The Security team will send travelers an Operation Protocols document that provides detailed instructions for the operation, which may include driver/close protection officer photos, vehicle details, pick-up times and security protocols. The Operation Protocols document will also include, if applicable, commercial or charter flight details.

When conditions permit, the Security team will initiate the operation.

The Security team will provide regular situation reports to the Assistance team and the client contact until it is confirmed that travelers are in their home country or safe haven location.

NOTE: Crisis/Evacuation situations often necessitate instantaneous changes to operational plans that can deviate from initial Operation Protocols, clients must understand these conditions are fluid and be prepared for unexpected but necessary changes and/or delays. During all crisis response scenarios, our Security team makes client safety the primary concern, and will adapt to situational developments as necessary.



Important Information

Prior to travel, journey management should complete a Client Information Sheet with all traveler information and register it with the AIG Travel Security team in order to minimize response time during a crisis.

If traveling to high-risk locations, clients should obtain an intelligence briefing from our Security analysts and adhere to all risk mitigation recommendations.

Clients should also establish a crisis plan ahead of travel to, or operation in, a volatile location. The Security team is available for consultations regarding response plans.

Travelers should provide multiple methods of contact and should regularly communicate their location to journey management.

Resources and ground services can be limited during crisis situations, and clients must be prepared to make critical decisions within a limited timeframe.

During all crisis response scenarios, our Security team makes client safety the primary concern, and will adapt operations to situational developments as necessary.

The AIG Travel Security team is committed to excellence, and examines every crisis response following an event in order to examine challenges and successes and to better tailor client responses moving forward.



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