



S.A.F.E.

(Secure Assistance for Evacuation)

Organisations may need to move their people to ensure their safety in the face of natural catastrophes, conflicts, political violence, riots or health emergencies. These events can also be accompanied by a range of complexities and concerns often requiring additional specialist support.

AIG's evacuation policy gives clients peace of mind at a time when they need it, operating across three critical phases of evacuation.



SHELTER IN PLACE – Support when it is not necessary to move, or it is safer to remain in the location.



INVACUATION – A movement of people to a safer location within the same country.



EVACUATION – The situation has deteriorated to such an extent that the advice is to leave the country.

Each evacuation response requires its own individual considerations including:



YOUR PEOPLE: What is the profile of the people that need to be moved? e.g. employees, contractors, families? Other members of the community? Local people and expats? Will they require visas or other eligible documentation?



YOUR ASSETS: Can physical assets be secured? Can data and other material be secured or moved? Is there any equipment that may be of use to forces in the event of a conflict? Are any assets likely to be destroyed?



PERSONNEL WELFARE AND DUTY OF CARE: What mode of transport will be used to move people? Where can they go? What about short-term and long-term accommodation, food, clothing, physical and mental health?



BUSINESS NEEDS: What is the impact to brand and reputation? What crisis management resources are required? What are the financial considerations? What is the impact on other regional business operations? Are there effective return to work plans? Is Legal and communications advice needed?

PRODUCT OVERVIEW

- If purchased cover may be activated by a Political and Security Crisis, a natural catastrophe and/or a serious medical event
- Cover provided for local inhabitants, expatriates and third-country nationals
- Support provided for Shelter in place, Invacuation and Evacuation scenarios

SUPPORT SUMMARY

AIG has significant experience of moving people in emergency situations. Our global network of security experts have deep experience of providing evacuation support and assistance in some of the world's most difficult and hostile environments. Wherever clients are located we can provide:

- Immediate access to our 24/7 global security centre where an experienced duty officer will provide advice and/or arrange for an expert consultant to provide support
- Access to AIG's wider global vendor network
- Assistance onboarding and supporting additional security experts if required in the location during the evacuation operation
- Extraction management
- Travel logistics advice and assistance
- Financial assistance
- Relocation support for those exiting
- Intelligence and risk analysis support
- Liaison with external agencies
- Advice on additional physical security during a phased evacuation and for people or assets remaining in or returning to country
- Mental health support for those impacted by evacuation, leaving friends, family, colleagues, pets, belongings. This may incur the need to provide psychological trauma support and rehabilitation
- Legal advice from AIG's recommended legal experts who can inform clients' of the legal complexities across countries and jurisdictions

For international business operations this evacuation product from AIG can be positioned within the risk management framework to ensure a timely and robust response if things go wrong.

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