



Case Study: Algerian Hostage Crisis

AIG Travel's crisis response team provided round-the-clock support, in partnership with BP, to locate and assist injured and affected clients involved in the Algerian Hostage Crisis.

On January 16, 2013, armed Islamist militants stormed a BP/Statoil Gas plant, located on the Algerian/Libyan border, which housed hundreds of foreign and Algerian workers, many of whom were taken hostage.

The gas plant was a joint venture between Algeria and foreign companies and housed workers from as far away as Norway, the Philippines and Romania.

The following night, Algerian forces were reported to have surrounded the hostage-takers and were negotiating for the release of their captives. Later it emerged that the Algerian forces had opened fire on the hostage takers and a full battle had taken place – with catastrophic results.

Sixty-nine people died, while 685 Algerian workers and 100 foreigners escaped or were freed.

Round-the-Clock Support

AIG corporate clients had a number of contracted employees based in the plant at that time. Each company contacted AIG Travel to request urgent Assistance services for their employees on the ground. AIG Travel immediately dispatched a crisis response team to Algiers, Algeria, to coordinate assistance.

On January 18, BP advised that some of the affected would be flown back to the UK over the next 48 hours. In turn, AIG Travel sent a representative to be stationed at Gatwick airport, the main repatriation point for those being flown back to the UK. The AIG Travel team worked tirelessly in partnership with BP to locate and assist injured and affected employees emotionally-charged event.

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Once employees were located, the AIG Travel team was on hand to offer support. For some, AIG Travel arranged transfers, accommodations and flights home. Tragically, in some cases AIG Travel's support included the repatriation of the deceased and arranging necessary flights for their families.



The sole survivor from a bombed Land Cruiser sustained gunshot wounds and burns and was flown to the UK where he was met by AIG Travel and taken to the hospital. Luckily, his injuries were not severe, and he was released and fit to fly home that afternoon. Once transfers and flights were arranged, AIG Travel quickly supplied him with new clothes and toiletries for his journey. The patient refused medical support for his transfer, but requested an escort by AIG Travel to Heathrow airport, where he was safely put on a flight home that afternoon.

Keeping Stakeholders Informed

For eight days, the AIG Travel U.S.- and UK-based teams worked around the clock, liaising with BP, customers, government officials, the British police, hospitals, doctors and airlines to provide on-the-spot Assistance services and information for all stakeholders.