



AIG Crisis Solution Prevention Services



AIG Crisis Solution

AIG provides its customers with tailored security solutions across a number of risks including kidnap, hijack, detention and extortion.

Our team of highly skilled consultants have an in-depth understanding of the evolving risk landscape and first-hand experience of crisis incidents. This enables AIG to successfully customise an insurance solution specific to the needs of the client as well as provide critical prevention and response services.

For companies to successfully establish a quality crisis solutions strategy, AIG focuses on three principal pillars:

INSURANCE	PREVENTION	RESPONSE
<ul style="list-style-type: none"> Identify risk appetite Financial risk transfer <ul style="list-style-type: none"> - Hostage - Assault - Virtual Kidnap - Express Kidnap - Threat - Disappearance - Tiger Kidnap 	<ul style="list-style-type: none"> Identification and analysis Risk appetite evaluation Intelligence Preventive training <ul style="list-style-type: none"> - Awareness - Confidence building - Contingency testing - Practical training - Leadership training 	<ul style="list-style-type: none"> 24 hour assistance Incident coordination Experienced response team Claims expertise

People risk management

As companies expand their operations into new markets across the globe, their employees can often be living and working in countries which pose potential risks to personal safety.

The risks they are exposed to are broad and constantly changing, which means that people risk and crisis management strategies are of utmost importance, in order to reduce these risks and instil confidence into the employees in high-risk areas.

At AIG, our focus is to provide advice and support to your people, through our global network, anywhere in the world, through a considered, flexible and proven approach to crisis management.

Paul Mills - Global Prevention Manager

Duty of care

Organisations, especially multinational companies, have strong moral and legal obligations towards employee safety across all of their operations globally. Failing to adhere to this duty of care can severely damage a company's reputation and result in costly legal proceedings. In the event of an incident, a robust crisis management strategy is critical to ensuring minimal business interruption and financial losses.

Employees face varied forms of threat which can impact their personal safety everyday and in all environments they operate in from the seemingly benign to high risk. The form of these threats can vary depending on the type of person, which includes wealthy individuals, expatriates, business travellers and local nationals. Their families are also intrinsically linked and are often as exposed.



Duty of Care



Litigation



Reputational Damage



Loss of Contract

Risk

Understanding people risk

It is important for a client to understand their people risk exposure as well as the ramifications of a crisis event. AIG provides bespoke risk intelligence and prevention advice, to ensure the client is aware of their risk exposure and any associated threats to its employees. Once identified, AIG will educate, support and guide employees across the organisation on how to prevent and manage these risks as well as how to respond during a crisis.

Employees exposed to risk

Employees can be broken down into four distinct categories, each exposed to different types of risks: High Net Worth, Business Traveller, Expatriate, Local National. AIG helps employees understand their risk profile and provides guidance on how to reduce exposure and identify a potential threat, which results in increased self-confidence to continue living and working in a high-risk area.

Employees managing risk

It is vital for employees that are required to manage risk to have an in-depth understanding of the following areas:

- The risk and threat exposure.
- What types of events can occur.
- Effective timely responses to incidents across all levels of the corporate security structure.
- Tested response plans.
- The crisis management team.



FACTORS INFLUENCING VICTIM SELECTION

- Time in country
- Occupation
- Business activity
- Nationality
- Wealth
- Company position
- Predictability
- Accessibility
- Gender

Managing the impact of an event

Effective management of people risk starts at the top of any organisation with corporate duty of care responsibilities. The authority is transferred from senior executives to a corporate crisis team to act on behalf of the company, but the ultimate responsibility lies with them. Senior executives need to understand the significant impact and potential damage a people risk event could entail, including:

Financial

Emotional

Reputational

AIG's consultants can brief senior executives on the impact and potential ramifications of a people risk event, including real-life case studies.

AIG has the capability to provide risk prevention training and support on establishing and testing response plans.

AIG Prevention & Crisis Services

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AIG's Prevention & Crisis Services are designed to meet the needs of all businesses, from global multinationals to small and medium sized enterprises. Although these companies may differ in terms of appetite and procedures, they all face risk.

AIG provides a specific prevention services programme to each client based on their needs, to ensure a client and its employees are fully aware of people risk exposures as well as how to prevent and successfully manage a crisis situation.

The training material below is complimentary to an AIG client, specific to the employee or crisis management team and senior executive. Our approach is a flexible one, and our material can be delivered through several different mediums depending on the client's needs and restraints. Please see AIG Crisis Solution Additional Support Material for more information.

You will also have access to our Global Watch assistance website, which will provide you with key information regarding travel and security protocols, such as country analysis reports, security information, training videos and country email alerts.

www.aig.com/GlobalWatch

To log in:

- if you are a first time user, click the "Register" button
- if you are an existing user, log in with your username and password.

Consultant visit

Employee support

Crisis management team and senior executive support

Additional support

AIG has the capability to offer several days of consultancy, whereby the consultant will visit your offices at length, to discuss, present and train employees or the crisis management team.*



*For further information on services and availability, please contact your insurance advisor.

NYA International (NYA)

NYA is AIG’s response team for people risk events. NYA is a specialist crisis prevention and response consultancy with over 24 years’ experience of kidnap for ransom, extortion, malicious threats, marine piracy, illegal detention, emergency evacuation and other security problems and crises.

A client may utilise the services of NYA for a multiple day consultancy visit. NYA are available to conduct a range of preventative training subjects as well as provide the opportunity to learn from an incident responder, whereby the client will gain valuable insight into the crisis management process and negotiation strategy.

Employee support

AIG offers training to employees in high-risk areas to ensure they are aware of the risks they are exposed to as well as provide advice on security and prevention methods. Training can be delivered in a variety of ways to suit the client, including print material, seminars, webinars, presentations and a consultant hosted workshop.

AIG’s consultants can travel to local destinations to deliver these services where the risk is most tangible, which acts as a powerful support tool to those exposed to the risk on the ground.

This training is intended as a baseline duty of care initiative for employees. The training material can be white labelled.

EMPLOYEE SUPPORT MATERIAL					
✓ COVERED • NOT COVERED					
SUBJECT	POWERPOINT (consultant visit)	WEBINAR	SEMINAR (consultant visit)	INTRANET	ADVICE SHEET OR COMPLETE GUIDE
Personal Security A detailed look at all aspects of personal security relating to travellers, expats, local nationals and dependants	✓	✓	✓	✓	✓
Country Risk Briefings To include: <ul style="list-style-type: none"> • Pre-travel security advice • Medical • Business • Cultural • Operations support 	•	•	•	•	✓
International Travel Security How to travel safely in risk environments, covering: <ul style="list-style-type: none"> • Pre-travel • Medical • Transport • Business activity • Documentation • Airports • Hotels • Socialising 	✓	✓	✓	✓	✓

Crisis management team and senior executive support

Support for specific teams that deal with the incident itself and the impact of the incident is also critical to an organisation e.g. crisis management teams, risk managers, public affairs, finance, legal and executive board members.

AIG offers crisis plans workshops, simulated incident training and educational programs for these groups that will be tactically or strategically involved in managing a people risk event.

This material is best delivered by an AIG consultant to maximise the understanding of crisis management strategies and protocols.



CRISIS MANAGEMENT TEAM AND SENIOR EXECUTIVE SUPPORT MATERIAL

SUBJECT MATERIAL	POWERPOINT (consultant visit)	WEBINAR	SEMINAR (consultant visit)	INTRANET	ADVICE SHEET OR COMPLETE GUIDE
<p>AIG – NYA Kidnap Response Activation Guide</p> <p>A comprehensive guide to activating the response to a kidnap event by you, the client</p>	•	•	✓	•	✓
<p>Handling A Kidnap</p> <p>A complete instruction/guide to handling a kidnap event – providing valuable information for all members of a crisis management team</p>	•	✓	✓	•	✓
<p>An Introduction To Kidnap</p> <p>A PowerPoint supported workshop to explain various events:</p> <ul style="list-style-type: none"> • Types of kidnap • Why people become victims • The kidnap • First contact • Negotiation strategy • Who is involved • Ransom delivery • Post release issues 	✓	✓	✓	•	•
<p>Crisis Team Guidelines</p> <p>A PowerPoint supported workshop explaining the crisis teams roles and responsibilities:</p> <ul style="list-style-type: none"> • Crisis team makeup • Roles and skill sets • Dealing with the family, workforce • Media, police, government • HR • Legal role • Finance • Response consultant 	✓	✓	✓	•	•
<p>Kidnap Response Flow Charts</p> <p>A series of kidnap management quick guide response flow charts that give cursory guidance on how to manage an event:</p> <ul style="list-style-type: none"> • Express kidnap • Corporate kidnap • Family kidnap • Tiger kidnap • Dealing with threats 	✓	•	•	•	✓
<p>Protective Security Of Personnel</p> <p>A detailed look at all aspects of personal security relating to travellers, expats, local nationals, dependants, workplace violence, office/residence security, defensive lifestyle</p>	•	•	•	•	✓
<p>Full Kidnap Crisis Plan</p> <p>A generic plan/guide enabling development of bespoke plans:</p>	•	•	•	•	✓

CRISIS MANAGEMENT TEAM AND SENIOR EXECUTIVE SUPPORT MATERIAL					
SUBJECT MATERIAL	POWERPOINT (consultant visit)	WEBINAR	SEMINAR (consultant visit)	INTRANET	ADVICE SHEET OR COMPLETE GUIDE
AIG Prevention Annex Library Several annexes containing information on: <ul style="list-style-type: none"> • Bomb threat • Armoured car selection • Suspect Package/mail • Secure office • Safe room requirements • Incident hand holder • Vehicle search • Evacuee checklist (Expat) • Evacuee checklist (traveller) 	•	•	•	•	✓
Bespoke Consultant Deployments To Deliver <ul style="list-style-type: none"> • Security survey • Vulnerability survey • Residence survey • School security survey • Office security survey 	•	•	✓	•	•
Simulated Incident Training (SIMINC) Tailored kidnap training exercises to test and train kidnap crisis teams covering: <ul style="list-style-type: none"> • Why people become victims • The kidnap location • Establishing the facts • Abduction • First contact • Negotiations • Crisis times/ deadlines • Agreement • Money drop • Release • Post event issues 	✓	•	•	✓	•
Crisis Plan Development And Testing <ul style="list-style-type: none"> • Evaluation of existing plans • Developments of new plans • Testing of plans 	✓	•	•	•	•
Executive Board Level Strategic Impact Discussions Covering: <ul style="list-style-type: none"> • Reputational impact • Financial impact • Emotional impact • Operational impact • Pier group standards • Corporate manslaughter • Duty of care 	✓	•	•	•	•

Additional support

Further to the comprehensive programme of prevention services provided to each client, AIG offers additional prevention services covering a number of advanced security related subjects, which a client can request for an additional fee.

Refer to the AIG Crisis Solution Additional Support Material brochure.

American International Group, Inc. (AIG) is a leading international insurance organisation serving customers in more than 130 countries and jurisdictions. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc.

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