



# PARIS ATTACKS

On the evening of 13 November 2015, a series of coordinated terrorist attacks occurred in Paris. Three suicide bombers struck near the Stade de France in Saint-Denis, followed by suicide bombings and mass shootings at cafés, restaurants and a music venue in Paris. 130 people were killed.

Our integrated travel security and medical support teams provided advice and assistance to those in Paris at the times of the attacks, including clients in the vicinity.

In response to attacks, and realising their magnitude, we immediately added teams to our 24/7 assistance capabilities. Our teams supported client crisis management: Providing clear, balanced and robust security advice and direct assistance.

## TIMELINE OF EVENTS

- 21h36 | First attack is identified and confirmed by our teams
- 21h46 | First client advisory sent
- 22h30 | Increased capabilities at the Paris Assistance Centre to support those affected.

## SUPPORT PROVIDED TO OUR MEMBERS

Our **integrated assessments and advice** helped to put media speculations and social media commentaries into context and provided reassurance to our clients and their people.

**Ground support** was provided for secure escorts, close protection and guarding.

**TravelTracker support** was provided to clients to ensure it was being used most efficiently to locate and support employees.

13-16 NOVEMBER

**1,000** travel security and medical assistance cases - in France, Belgium, UK and Germany.

**800** calls for assistance.

## TIMELY, ACCURATE REPORTING

**41 report alerts** were sent from the initial reports through to the broader impact of the situation on the region, helping clients to understand and respond to the evolving situation, supporting Duty of Care and enabling continuity of travel plans.

## CONTINUED SUPPORT

**Crisis support** was provided to organisations to understand their exposure and provide advice to corporate teams on how best to respond to the situation as well as how to communicate to their travellers.

Webinars were hosted the week after the attacks, responding to the five most common questions our Assistance Centres had been asked. This was made available to all clients.

Support continues to advise clients on how best to manage their own travel policies and educating them on their ability to prepare and react to such a situation.