



Case Study:

AIG Travel Crisis Response for Coup d'État in Burkina Faso

On September 16, 2015, Burkina Faso's Presidential Security Regiment (RSP) led a military coup that overthrew the interim government. The coup occurred ahead of general elections scheduled for October 11, 2015, to restore an elected civilian government following the resignation of long-time President Blaise Compaore in October 2014. The RSP, allegedly angered at the exclusion of Compaore's political party from the elections and dissatisfied with the transitional council's recommendation that they be disbanded took action by detaining the president, prime minister and cabinet. Shortly thereafter they disbanded the government and installed the head of the RSP as the transitional leader of the country.



Following initial reports of the unrest, AIG Travel rapidly notified clients of the development and immediately prepared to provide on-the-ground support. On September 17, upon the formal announcement of a coup, the AIG Global Security team issued an advisory notification recommending evacuation from Burkina Faso, and then took the following actions:

- Coordinated with AIG Travel's global assistance centers to identify and locate clients in Burkina Faso ahead of potential operations.
- Identified the various needs of those clients, including intelligence support, transportation services, personal security details and flight arrangements.
- Liaised with in-country contacts to maintain an accurate picture as the volatile, and very fluid, situation developed.
- Security specialists coordinated with the global assistance centers to track client status and movements, and provide regular situational reports.
- Worked with teams on the ground to adjust itineraries and provide safety and support for clients facing uncertain circumstances, such as abrupt flight cancellations, roadblocks and outbreaks of violence.
- Prepared contingency options in the event that the situation deteriorated further, including charter flights, security escorts and alternate safe locations.

In all, AIG Travel regularly updated assistance centers and clients, coordinated security and travel services, and assisted 36 individuals until they safely returned home.

Sources

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<http://travel.state.gov/content/passports/en/alertwarnings/burkina-faso-travel-warning.html>

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