



## Mumbai Terrorist Attacks

It is every company's worst fear to have business travellers embroiled in an unforeseeable incident. On 27<sup>th</sup> November 2008 Mumbai became the subject of a co-ordinated terrorist attack which targeted public areas including trains, stations and hotels.

Gray Dawes takes the safety of its clients very seriously and as soon as news of the terrorist attack broke, a combination of quick thinking and documented processes ensured we were able to promptly locate all our clients who were in Mumbai at the time of the incident.

As the event occurred outside of normal working hours, Gray Dawes' Out of Hours emergency service alerted the appropriate Section Manager at Gray Dawes who in turn contacted the Operations Manager.

Together they worked quickly to identify those travellers who may have been affected by the attacks. Reports were run that confirmed that travellers were staying in one of the hotels under attack and various others within the vicinity. As a precaution every traveller identified was booked on the next available flight home.

Our clients were then contacted and made aware of which of their employees were in Mumbai. Each individual traveller was then contacted directly by mobile telephone (the numbers of which were instantly retrieved from their traveller profiles) and advised that they were already booked on to the next available flight home. Details of the flight were then emailed directly to the travellers and to their employer.

The next day the Section Manager continually checked to identify which of the travellers had checked in for their flights. Any who failed to check in were called again to ensure they were safe. The process of booking homeward flights continued until all travellers had returned safely to their base.

### Keeping you informed

- Travel alert systems keep us informed 24 hours a day.
- Updates are distributed via travel bulletins and social media to the clients.
- During an incident travel reports are run to identify travellers likely to be affected.
- Travellers who are affected are contacted immediately.
- Employers are made aware of each traveller's status and reports are provided.
- Where repatriation is required our consultants make arrangements as quickly as possible.
- Support is provided 24 hours a day