

## AN ATPI CASE STUDY

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Essential 24/7  
support in a crisis  
when you need it



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### BACKGROUND

Our client is a global provider of engineered products and services to the oil and gas industry. They work across the world, around the clock, to support their clients to optimise their efficiency and ensure the performance, reliability and safety of critical equipment and people. Their employees require safe travel and a superior level of duty of care from their travel provider.

On 29th March 2016, an Egypt Air flight en-route from Cairo to London Heathrow was hijacked. Our client had one of their employees on board who was taken as a hostage

### THE CHALLENGE

As soon as ATPI Griffinstone was aware of the incident via its alerts system, a report for all travellers was immediately run to establish if any passengers had been affected. One 'Passenger Name Record' (PNR) belonging to a client serviced by our operation was highlighted.

The challenge was to keep all parties informed and to maintain the safety of the passenger, ensuring he returned home safely.

Whilst on board the hijacked plane and during the hostage situation, the traveller called ATPI's dedicated out of hours service, advising of the ongoing situation and to advise that he was safe. As the situation developed, the flight was diverted to Larnaca where the aircraft was met by armed security personnel. The hostage situation was subsequently peacefully resolved with the hijacker surrendering to the authorities.



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### THE SOLUTION

As all bookings via ATPI Griffinstone are made through a single global technology platform, a report was instantly made available of all clients that could be potentially impacted by this hijacking, so that affected clients could be alerted. As soon as the client was identified, ATPI Griffinstone worked quickly to establish the safety of the passenger. Firstly, for his own safety, he was advised to terminate the phone call whilst on board the hijacked aircraft.

The dedicated account manager called the client to start the approved internal protocols. The third party security company, based in Cyprus, then contacted the UK Foreign Office to advise that a UK Citizen was on the hijacked aircraft.

Eventually, the passenger was one of the last to be released. The client's third party security and repatriation provider completed initial checks and took the client to The British High Commission in Nicosia.

ATPI Griffinstone's dedicated account manager, operations team leader, and 24/7 team worked with the client to ensure that the passenger returned to the UK safely. The out of hours telephone number that the client called from the airplane transfers straight to UK based ATPI travel consultants available 24 hours a day, seven days a week, 365 days a year.

### THE RESULT

Fortunately, this hijacking was not organised by a terrorist organisation, but was an isolated case by a lone wolf. The supportive and efficient relationship between ATPI Griffinstone, the third party security provider, and the client worked rapidly to get the passenger home and the out of hours service received positive feedback from the client.

The incident demonstrated the need for an agreed professional and effective Duty of Care programme that can be deployed instantly and has buy-in from all levels of the organisation. For instance, if the travel manager had not been available at the time, other stakeholders within the organisation would need to be aware of the process, and be able to escalate it internally if another emergency occurred. It also highlighted the need to ensure that all travellers are aware of the procedure in a crisis and to continually update it so that it covers all eventualities.

### ABOUT THE ATPI GROUP

The ATPI Group is a long established travel management company and one of the fastest growing brands in corporate travel. With over 100 offices worldwide, the company has successful operations in corporate travel, corporate event management, online travel technology and specialist travel management for a number of key industries. [www.atpi.com](http://www.atpi.com)