

Evacuation from Baghdad

Relying on fast, relevant, and accurate information from multiple sources when operating in high-risk areas.



CASE STUDY

Finnish Immigration Service: Evacuation from Baghdad

Preparation, experience and the right information tools keep people safe

December 2019: Representatives from the authority, including embassy staff, traveled to a high-risk area in Baghdad, Iraq. Upon landing, they received a push notification telling them that there had been missile strikes near the airport where the group had just arrived. The security personnel, and the entire team were able to start reassessing their course, plan for alternative routes, and evaluate whether they should stay, or immediately return home to avoid any further risk.

Preparation is key when entering potentially escalating risk areas

Long before departure, the group had reviewed Iraq and the current security situation with their travel risk management system. Training, experience and an avid risk analysis was key to prepare the group for a volatile environment and the actions they would be needing to take once they arrived.

However, with the news of missile strikes in the vicinity, the situation changed from strategic to tactical. The security personnel had to rethink and revise their plan of action, and route, ad hoc to minimize the risks for everyone involved.

Fast and reliable data – local news outlets not nearly enough

At the time of the incident, the local news outlets and security personnel were unaware of all the details, but with pushed, vetted information and not having to rely on local news outlets, the team were able to make proactive decisions keeping the embassy group and escort safe.

After analysing the situation, the group decided to stay for the evening. Meanwhile, the responsible security team continuously monitored what was happening on a minute-by-minute basis via alerts and push notifications. Unfortunately, when a second attack hit Baghdad the same evening, the team deemed the situation too volatile for the operation to continue and decided to evacuate from the area. With the next flight, they left Iraq.

Country	Iraq (Baghdad)
Action	Evacuation of personnel
Client	Finnish Immigration Service



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Finnish Immigration Service



Assets deployed



Information

- Safeture country information alerts



Communication

- Monitoring mass communication
- SMS alerts