

# 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

### Overview

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

Long before departure, the group had reviewed Iraq and the current security situation and had conducted thorough risk analysis with the help of Safeture TRM. This was key to prepare the group for any action that would be needed to take once they arrived. However, when a serious incident occurs, the people responsible have to rethink and revise their route to minimize risks and serious consequences for everyone involved.



### Outcome

After careful consideration and analyzing 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 from the Safeture TRM. When a second attack hit Baghdad the same evening, the team decided to evacuate the area, and as quickly as possible fly out of Iraq. With the rapid alerts and vetted information from the Safeture TRM, the team were able to make the right decisions. At the time of the incident, the local news outlets and security personnel were unaware of all the details, but with the help and in-depth information from Safeture they were able to act accordingly without wasting time or putting lives at risk.

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



### Assets deployed

-  **Information**
  - Safeture country information alerts
-  **Communication**
  - Monitoring mass communication
  - SMS alerts