

# CASE STUDY: LIBYA – EVACUATION



## THE VALUE WE DELIVERED

- Our experienced team acted as one to ensure the **safe and secure evacuation** of all personnel.
- **Protected the reputational risk** of the contracting companies enabling action when the operator had failed.
- **Mitigated risk of legislative and/or fiscal penalties** for failing to provide **duty of care**.
- **Highlighted the risk of reliance on the company you are contracted to, to ensure the safety of personnel and the reliance on only one method of evacuation, i.e., air.**

## PROBLEM / CHALLENGE

Over 30 contractors of seven different expatriate nationalities were instructed by the operator (an NOC) of a remote desert site in Libya, to evacuate overland in a limited number of desert vehicles left when the operator's personnel were previously evacuated.

With not enough personnel trained in desert driving, shifting WWII minefields, militia activity, closed airspace and depleting food and water supplies, the situation of these personnel was critical. Their passports were also held by the operator in Tripoli.

Established evacuation planning with solely reliant on air evacuation. This was not an option.

## SOLUTION

One of the contractors had previously undergone training with AKE International and established immediate contact with our team in Aberdeen. Agreement was facilitated with one of the non-operating partners represented to green-light an evacuation. Deployed in country in support of our international media clients covering the conflict, we were ideally placed to undertake this task.

Our team quickly mobilised aided by our experience in region, network of sources and analysis team, set out from an informed position with a detailed understanding of the southern regions of Libya, the changeable political and security environments, and the tribal landscape.

It was clear that reliance on best practices, policies and procedures alone would not have worked on this occasion. Several options were planned, but based on intelligence from the ground, it was deemed that a road move would be the most effective means of evacuating all personnel to Egypt.

In less than 36 hours from green-light, our team was onsite approximately 1,800 km from Tripoli.

It became clear that the perception of risk was a notable consideration during the operation. Inflated reports, un-corroborated intelligence, rumours and media coverage of the situation on the ground was having a negative psychological impact several of the contractors. However, the biggest direct impact occurred when the operator evacuated its own employees from the site and created a sense of abandonment and mistrust amongst the remaining contractors.

Less than 24 hours later, all contractors were transferred to the care of their respective consular representations at the Egyptian border, made possible by the continued liaison between our teams in Tripoli and Hereford and all relevant governments.

**Talk to us about your crisis management and response requirements!**

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