

Everbridge Assist™ Powered by Anvil

Supporting clients caught up in the Russia-Ukraine conflict

Pre-Emptive Actions

Prior to hostilities commencing on 24 February, the Everbridge Assist™ team had been closely monitoring the escalating military tension between Ukraine and Russia. In the preceding days, our Security Operations and Assistance operatives worked closely together to coordinate commercial flights for client employees to depart the country.

Additionally, private charter flights and ground transportation had been organized for the evacuation of 500+ employees of one of our larger clients.

This coordination was in accordance with the comprehensive evacuation plan our Operations team had already produced for this client in the months preceding the invasion.





“For us, the safety and wellbeing of our personnel is of paramount importance, so the support received during such a volatile situation was invaluable. An exceptional service provided by an extremely professional team of people.”

[Client quote]

Our Response

Ukrainian airspace was immediately closed once hostilities began, removing the option for evacuations via commercial flights or private charters. In the initial 72 hours of the invasion, our Operations team seamlessly coordinated with our Intelligence analysts, receiving real-time situation updates.

Based on our all-source intelligence collection, including tapping local and regional security professionals for human intelligence, we were able to provide **ongoing comprehensive analysis and consultancy to our clients.**

Based on the multi-front incursion and documented attacks against civilian targets by Russian troops, our initial guidance to clients was to shelter in place and prepare to evacuate. We provided all clients in the region with a packing list for “go-bags” (bags packed to provide 72-hours of sustainment to evacuees).

As the initial phases of the conflict unfolded, we mustered all available security resources in Ukraine to confirm capability and prepare to conduct ground evacuations. Once the intelligence picture of Russian troop presence in Ukraine solidified, the Operations team began extracting client employees from the country.



Warzone Evacuations

As airspace remained closed nationwide, ground evacuations were the only viable option to extract employees from Ukraine. Employees were predominantly located in Kyiv, but we conducted evacuations from a variety of cities including Bucha. In most cases, we accomplished this using 50-passenger touring buses with an advance vehicle to scout the route ahead.

Humanitarian corridors were unreliable at this stage of the conflict, and routes included delays such as snap checkpoints, roadblocks, Ukrainian military troop movements, and traffic congestion.

Our local security professionals, supported by **real-time intelligence updates**, had inside knowledge of the quickest, safest routes to the border.

We also had access to a network of safehouses along these routes to allow for rest, as well as knowledge of reliable fuel points for the vehicles.

The border crossing to Poland through Lviv was our primary evacuation destination in the early stages of the conflict, but this quickly became unsustainable given the volume of other evacuees attempting to cross. We therefore shifted our primary evacuation destination to Slovakia via the border crossing in Uzhhorod. Once employees reached the safe country, we provided them with options to reside in hotel accommodation until the conflict ended or take a commercial flight to the destination country of their choice. The Assistance team coordinated the hotel and flight bookings for all individuals.

The Outcome

In total, Everbridge Assist™ facilitated the evacuation of **120+ client employees from Ukraine**. We also evacuated an additional **25 non-employee refugees** as part of our humanitarian efforts in-country.

Additionally, we provided evacuation planning services to several clients in both Ukraine and Russia. We continue to have robust capabilities in both countries as the conflict is ongoing, to include evacuations, logistical resupply missions, evacuation policy construction, and close protection support.





Let's Chat

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