

EMERGENCY SECURITY EXTRACTION DURING SUDDEN CIVIL UNREST

BACKGROUND

In early 2024, a multinational corporation faced an escalating security challenge when one of its senior employees became stranded in a country that was rapidly descending into civil unrest. As reports of roadblocks, airport shutdowns, and potential military intervention emerged, the government began enforcing strict movement controls. Curfews and communication blackouts were expected within hours.

The employee was in-country on official business and had not anticipated a security crisis at the time of travel. However, the company's **duty of care obligations** required immediate escalation once it became clear that traditional travel options were no longer viable.

CHALLENGE

The primary challenge was twofold:

- **Rapidly deteriorating security environment** limiting commercial flight access, in-country mobility, and communication.
- The company's **internal global security** resources were stretched thin due to concurrent regional emergencies, limiting their ability to mobilize support directly.

The employees' location posed additional complications, as they were based several hours from the nearest commercial airport, and roads into the city were already reporting blockades and violence. A viable security extraction plan had to account for **ground-based risk, potential loss of air connectivity**, and deteriorating diplomatic conditions.

SOLUTION

Through its partnership with **ALTOUR**, the company activated a specialized evacuation protocol under its broader **travel risk management framework**. Upon the client's request, ALTOUR's Risk Department immediately engaged its network of risk advisors, ground security providers, and logistics specialists to coordinate the extraction.

A consultant with deep experience in international crisis response led the coordination efforts between the corporation, ALTOUR, and the in-country extraction team. Key components of the solution included:

- **Real-time intelligence monitoring** to track protest activity, military movements, and road closures.
- **Ground extraction unit** sourced from vetted local security partners, including armored vehicle transport and bilingual escorts.
- **Contingency routing plans** to alternate airstrips and cross-border safe zones in the event that the primary airport became inaccessible.
- **24/7 communications bridge** between ALTOUR, the employee, and the corporate risk team, allowing for real-time decision-making and approvals.

OUTCOME

Within 36 hours of activation, the employee was safely extracted and transported across the border to a third country with established corporate infrastructure. The traveler's family and company leadership were kept informed throughout the operation through secure communication channels.

Post-event debriefs confirmed that the successful extraction prevented a high-likelihood medical or legal emergency and reinforced the importance of proactive vendor alignment for emergency risk scenarios.

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KEY TAKEAWAYS

- Duty of care extends beyond booking and tracking travelers—it includes ensuring operational continuity and **life safety** during crisis situations.
- Integrated partnerships, like the one between the client and **ALTOUR**, provide a critical platform for scaling response during unexpected geopolitical events.
- In volatile environments, **on-the-ground intelligence** and **local security assets** are indispensable, especially when evacuation requires coordination beyond traditional travel services.

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