

Case Study – South Sudan Evacuation



Situation: 2013, violent fighting between ethnic factions

iJET SOLUTION

- **Global operations on the ground**
- **Real-time intelligence and alerts**
- **Integrated threat, asset and personnel monitoring tools**

Summary

During the violence that erupted during heavy fighting in South Sudan in December 2013, iJET provided real-time intelligence and analysis, monitoring and advice, and operational assistance to numerous clients based in the country. This included preparing clients with up to the moment situational updates, monitoring changing, volatile conditions and establishing direct communications with client personnel, and responding to threats by coordinating safe havens and security evacuations.

On December 18th 2013, amidst a deteriorating security situation, which included a curfew and the temporary closing of Juba International Airport, iJET successfully evacuated remaining clients within the first three hours of the reopening of Juba's airport, enabling them to be one of the first groups evacuated without harm.

Solution

On the eve of December 15th 2013, fierce fighting broke out between various armed ethnic factions in Juba. Organizations with operational and personnel assets were advised by iJET to defer all nonessential travel to South Sudan, review and communicate contingency plans, and maintain contact with diplomatic missions. Over 500 people were killed and more than 800 were wounded in the first two days of violence alone, while thousands of others sought refuge at bases belonging to the UN. Deadly attacks and intermittent fighting created conditions that required swift action in order to safely evacuate iJET clients working on behalf of several NGO's. These personnel, some with families, were interspersed throughout the country.

Upon the immediate closure of the Juba airport, several clients crossed the country's borders into secure areas; however, with a mounting refugee population also seeking safe passage, these borders were soon sealed.

Prepare – Monitor – Respond

Proactive measures are taken to assist clients to prepare for potential disruptions, monitor related activities and respond appropriately.

In the event an evacuation is needed, iJET's Global Operations experts immediately assess the situation and activate the Incident Management Team (IMT) for planning and ground coordination. The IMT opens lines of communication with the necessary parties to share concept of operations and determine a 'GO or NO GO' stance and contingency plans.

The mission commences 24/7 until all are safely evacuated.

iJET VALUE

- **Up-to-the-moment situational awareness**
- **Detailed security planning**
- **Rapid, responsive assistance and evacuation**
- **Protection of assets and personnel**

Those who remained in Juba at this point consisted of seven personnel who were consolidated in a safe haven as iJET coordinated logistics for secure transport to the airport. Upon word from iJET's vetted on-the-ground resources that Juba's airport had re-opened, iJET realized a brief window of opportunity had arrived. Within three hours, a 15-seat light passenger aircraft was dispatched from Nairobi, Kenya, landed in Juba, collected iJET clients, and safely departed, all under compressed timelines. The security situation was continuously monitored even after evacuees had safely exited the country.

Value

iJET's 24x7 Intelligence and Global Response Operations monitored the rising tensions in South Sudan and provided round the clock alerts, updates and safety advice to clients, ensuring they possessed up-to-the moment insights in a highly fluid and hostile environment. On the ground resources were mobilized in support of clients by establishing contingency plans for communications, redundancy, primary and alternate and tertiary routes and safe havens. Clients were at risk of being of caught in open crossfire on roads as well as being a target of rebels, who could potentially shoot aircraft down. However, iJET's direct command and control of the mission from its headquarters in Annapolis, MD, provided the leadership, expertise, cultural competency and network of vetted partners needed to maneuver clients out of dangerous territory, thereby potentially saving the lives of remaining personnel in Juba.



iJET solutions enable organizations to operate globally with confidence by helping them prepare, monitor and respond to threats that could impact operational performance.

CONTACT US for more information at info@iJET.com.

