



An aerospace company uses Everbridge during emergency evacuation

Security and assistance in French Guiana, South America



Challenges

A number of employees from one of the world's largest aerospace companies were located in French Guiana, South America. The team's visit to the region was connected with the launch of a French rocket from the Guiana Space Center.

In a country already experiencing tensions, a simple protest by locals outside the Spaceport, as part of a labor dispute, rapidly escalated and became volatile. Increasing crowds gathered and local nationals began to blockade certain major thoroughfares and roadways along the coast.

As demonstrations continued into the evening, several hotels housing foreign business travelers, including the company's personnel, also became the target of the protests. With the situation becoming increasingly dangerous, the company contacted Everbridge and requested assistance.

24/7

Here to help. Our highly experienced analysts are available 24/7 to advise you on the best action to take to keep your people and operations safe. And we provide on-the-ground support to protect your employees, property and business operations.

Solutions

Plans were immediately put in place for the safe retrieval and evacuation of eight affected personnel.

While continuing to diligently monitor the situation, Everbridge provided an advance car, two passenger vans, bi-lingual drivers and three close protection officers.

The close protection officers were tasked with discreetly entering the hotel, gathering and accounting for all of the employees and coordinating a low-profile egress from the gathering crowds.

While awaiting the arrival of the extraction team, the personnel were provided with ongoing advice and support via telephone and instructed to remain within the hotel in order to ensure their safety.

Having located the client's personnel, Everbridge team then removed them from the hotel under cover of darkness in order to avoid encountering local protestors. The advance car, supported by the Everbridge intelligence team in the Global Operations Center, helped to navigate safe alternative escape routes which would evade snap checkpoints and illegal blockades.

The outcome

The swift action and coordinated response by Everbridge meant that all of the affected personnel were safely moved to a more pacified location that same evening. Arrangements were then made with the client to fly their personnel out of French Guiana and back to safety.

Throughout the operation, Everbridge maintained a complete communication loop with both the personnel in country and the company's own head of security, keeping all parties fully updated and appraised of the situation.

About Everbridge

To operate effectively, every business needs to focus on being more adaptable, more flexible, more resilient. It's not enough to look at any single aspect in isolation. You need to consider how every part of the organization can perform no matter what.

This may mean ensuring your international travelers and expats can work safely and effectively wherever they are in the world. It may involve making sure your facilities are adequately protected against environmental and man-made risks. Or it could mean focusing on increasing the robustness of your entire end-to-end supply chain.



About Everbridge

Everbridge, Inc. empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

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