



Case study

Critical security evacuation proven successful



Location

Ukraine

Situation

UnitedHealthcare Global provides intelligence and facilitates security to clients worldwide, and these services were urgently called upon in late February 2022. Evacuation of multiple clients' employees from Ukraine became imminent when Russian Federation military forces initiated a full-scale ground and air invasion. Many of the clients' personnel were located in and around the capital city of Kyiv, one of the main targets under attack. As all airports and surrounding airspace in Ukraine closed, ground evacuation was the only viable safe escape.

Outcome

- Our regional security providers and evacuation team leaders coordinated and executed an initial ground evacuation from Kyiv within 48 hours of the invasion. Several employees and their families were moved more than 400 miles to safety in southwestern Ukraine, near the Romanian border.
- Over the following 10 days, our network of security providers continued to transport client personnel to a designated safe haven. Teams made daily positioning runs to safety from determined rally points in western Ukraine. Additional staff escorted personnel and families from the safe haven to the designated border crossing, while also transporting critical supplies.
- Our security team and provider network worked around the clock with the client's crisis management team to adjust and respond to rapidly changing and unexpected developments. All intelligence and security operations were conducted, without incident, in one of the most significant global security situations in more than 20 years.



All operations were conducted without incident in this significant global security situation

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