

Updated FAQ on change of Evacuation Level for Ukraine 12/02/2022

We encourage our clients to ensure they are signed up for our latest Ukraine alerts via email, through the App, or the Online Portal which contain our continuing assessment on the evolving situation as well as communicating with our 24/7 Assistance Centres for any further security information and advice on the evolving escalation.

This document provides our latest assessment of the current situation and Frequently Asked Questions we are receiving from our clients. Any updates will be released on a scheduled basis thereafter.

Assessment

Our topline assessment has been updated in line with our latest analysis conducted by our Regional Security Centre as part of our ongoing monitoring of the situation. This should be read in conjunction with our Alerts

Summary:

- The International SOS Evacuation Alert Level has been raised to EVACUATE: FULL EVACUATION
- This decision has been made primarily based on the following key factors:
 - The potential for a rapid deterioration in the security environment
 - The current availability of evacuation options
 - The impact of a worst-case scenario involving a multi-modal Russian military assault on Ukraine including some or all of aerial, naval, ground and cyber operations.

The likelihood of a military action by Russia has increased amid: very limited diplomatic progress on Russia's security demands to the US and NATO; the deployment of sufficient military forces to conduct an invasion; increased Russian military and naval drills in the vicinity of Ukraine; and a comparatively favourable 'window' of time to conduct such operations linked to both weather and the impact of maintaining such a high proportion of Russia's offensive military capability focused on one target. This 'window' is assessed to last until the end of March though there remains a credible threat beyond that.

Whilst the precise nature of any Russian military action is unclear; the likelihood of more comprehensive military action has increased. Key objectives for Russia include the destabilising of the Ukrainian government at a minimum and removal at a maximum.

Russia's military options still include limited military action particularly in eastern Ukraine combined with continued diplomatic pressure, given the comparatively reduced costs of this strategy when weighed against a more expansive military action. However, recent developments have raised the likelihood of a more expansive and impactful military assault to achieve long standing Russian objectives, including a more long-term solution for Ukraine not joining NATO. Indeed, the impact of the threat of sanctions and punitive measures by NATO and its allies against Russia in response to a military escalation appears increasingly less of a concern to the Russian leadership. Recent steps by Russia to further strengthen its relationship with China are likely to have been deliberately timed to develop ties with a key global power to help offset what could become punitive actions from the US and its allies.

This more impactful scenario would be a multi-modal assault on key Ukrainian military – and potentially some critical civilian – infrastructure in pursuit of a compellence strategy, entailing a combination of cyber, land, aerial and naval military actions. Russian action is likely to be focused on achieving an immediate political outcome without the need for longer-term occupation given the economic and domestic political costs such a potentially protracted occupation would generate. Locations in the east of the country close to separatist held breakaway territories, in addition to locations close to strategic military or civilian assets and/or in proximity to Russian military assets will face a higher level of threat in this scenario. Due to the significance and impact, the capital Kyiv

may also be targeted. Disruptive countrywide cyber-attacks on communications, banking and other key nodes would likely be impactful irrespective of location. Given the impact of a large scale Russian military incursion and that even initial military movements may lead to the suspension of travel options out of the country at short notice, we are escalating our level of evacuation advice.

FAQs

Q: Should we evacuate our employees from Ukraine?

A: Foreign nationals and business travellers currently in Ukraine should depart due to potential for a rapid deterioration in the security environment, the current availability of evacuation options, and the impact of a worst-case scenario involving a multi-modal Russian military assault on Ukraine including some or all of aerial, naval, ground, and cyber operations.

Our current Evacuation Monitor level for Ukraine is at EVACUATE: FULL EVACUATION. Managers are advised to:

- Evacuate all workforce using commercial air options. Consider approaching international air carriers, charter companies and external support providers (including International SOS) if required.
- Notify workforce of the increased level of evacuation preparedness and manage expectations as to the timeframe for any potential departure from the country. Ensure that robust, flexible, and practical evacuation and contingency plans are in place and can be implemented effectively.
- Check that all potential evacuees and dependents have up-to-date passports and visas, and that manifests are up-to-date and on-hand.
- Ensure business continuity measures and manage any potential shutdown procedures as required. Ensure workforce have access to reliable communication systems and understand whom to contact in the event of a security or medical emergency

Q: Why has International SOS changed Ukraine's evacuation monitor level to EVACUATE: FULL EVACUATION?

A: The main factors that have informed the change in the evacuation level for Ukraine are the potential for a rapid deterioration in the security environment, the current availability of evacuation options, and the impact of a worst-case scenario involving a multi-modal Russian military assault on Ukraine including some or all of aerial, naval, ground, and cyber operations. The increased potential for an escalation comes amid joint military exercises between Russia and Belarus, an increased Russian naval presence in the Black Sea, the continued Russian military build-up in areas close to the Ukrainian border, presence of a favourable 'window' for a Russian assault to occur, and limited progress in high-level diplomatic talks.

Q: Can International SOS assist with evacuation from Ukraine?

A: Commercial international and domestic flights continue to operate as normal. Multiple land border crossings with Hungary, Poland, Romania, and Slovakia are operating as normal. International SOS can support with a security evacuation from Ukraine. International SOS maintains direct relationships with accredited air charter providers from a variety of countries and can assist with assets ranging from smaller executive-type jets to wide body aircrafts depending on the requirements. All movements are subject to security assessment by the aircraft operator at time of request and must additionally conform to the regulations regarding COVID-19 testing requirements

and visa requirements at passenger destination. Choice of destination will be determined by passenger nationality, aircraft capability and regulatory requirements at time of request. International SOS' dedicated Aviation Security team are also conducting continuous airspace assessments and are feeding into internal and client operational planning.

Q: Can International SOS assist with international evacuation for Ukrainian nationals?

A: All requests for international evacuation for Ukrainian nationals will be reviewed on a case-by-case basis, and will depend on numerous factors, including, but not limited to the nature of any support to dependents and other family members; entry requirements at the destination country; appropriate travel documents, and permissions; envisaged length of time spent out of the country; availability of necessary diplomatic clearance and others for destination and transit countries. Any requirements stipulated by aircraft operators will also apply.

Q: Can International SOS arrange domestic relocations for Ukrainian nationals?

A: Ability to support domestic relocations for Ukrainian nationals will be determined case-by-case and may be supported on a best effort basis. International SOS cannot assist with relocation from the separatist-held areas of Donetsk and Luhansk provinces.

Q: Does International SOS have security providers in Ukraine?

A: International SOS has vetted providers that have vehicles and security-trained staff on the ground in Ukraine. In the event of a request for assistance that is placed with International SOS, we will leverage our security provider network to coordinate the support of physical security and/or transport, however this is dependent on the provider's capacity and capability at the time of the request.

Q: What advice should managers provide to international assignees in Ukraine?

A: International assignees currently in Ukraine should depart. Managers should notify workforce of the increased level of evacuation preparedness and manage expectations as to the timeframe for any potential departure from the country. Ensure that robust, flexible, and practical evacuation and contingency plans are in place and can be implemented effectively. Check that all potential evacuees and dependents have up-to-date passports and visas, and that manifests are up-to-date and on-hand.

If determined to remain in country, a robust and resilient local assistance network (logistical, security as well as medical) should be in place, as well as access to secure accommodations, power, communications, fuel, food, water, medication, and other goods. Maintain stocks of essential supplies at your accommodation. Preparations should include stockpiling food, water and having access to backup power, in addition to access to a stand-fast site located away from strategic military or civilian locations, such as airbases, government buildings

Q: What advice should managers provide to local nationals in Ukraine?

A: Local nationals should monitor developments closely and confirm any local official guidance on emergency procedures. People should exercise caution regarding the sharing of potentially misleading information on social media.

People in government-controlled areas of Donetsk and Luhansk, including those located in key urban centres such as Kramatorsk, Mariupol, Pokrovsk and Sloviansk, should be ready to stand fast or to relocate to areas outside of Donetsk and Luhansk in the event of an escalation in the conflict.

In such a scenario, stand-fast sites should be located away from strategic military or civilian locations, such as airbases, government buildings. Stand-fast arrangements should include access to secure accommodation and essential supplies, including water, food, medicine, fuel and cash. Access to vehicles should also be confirmed.

People should confirm that all necessary contact details, locations, and other relevant information is shared with their management.

People should note that as part of its preparatory measures amid heightened tensions or in the event of any Russian military action against Ukraine, Ukrainian authorities may implement intercity movement restrictions, curfews, and take restrictions. Ukrainian authorities may also implement official directives on national service. People should follow all official directives.

Q: What should we advise our Russian national employees in Ukraine?

A: International assignees currently in Ukraine should depart, including Russian nationals. Amid the Russian military buildup and increased activity, anti-Russian sentiment is likely to increase. Following a maritime incident involving Ukrainian and Russian navies in November 2018, Ukraine announced entry restrictions on male Russian citizens aged 16-60. There were also plans to introduce measures on Russian nationals in Ukraine, though those were never implemented.

Amid ongoing heightened tensions, Ukrainian authorities may introduce additional measures aimed at Russian nationals in Ukraine, such as registration with local authorities, or restrictions on visiting certain parts of the country.

Russian nationals should monitor developments closely and follow all official directives. Online or in-person discussion of sensitive topics such as Russia-Ukraine relations, status of Crimea, conflict in Donetsk and Luhansk provinces, among others, should be avoided. Russian nationals should also avoid display of items that would identify their nationality, as this may prompt harassment or even physical violence from members of nationalist and far-right groups.

Q: Can International SOS support in our operational planning in Ukraine?

A: International SOS can support through access to our security, medical and operations teams via our 27 24/7 Assistance Centres. Consulting engagements can also support the review, guidance in, and design and development of bespoke escalation and evacuation plans and provide expert crisis management advisory services to our client CMTs.