

# Kenya in crisis


March 2009



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## The situation

Kenya descended into crisis in December 2007, after incumbent President Mwai Kibaki was declared the winner of the presidential election amid widespread allegations of electoral fraud. After the announcement of the election results, large-scale protests were held and violence erupted in various parts of the country. Opposition supporters took to the streets burning cars, shops and anything else that got in their way. They then set their sights on anyone perceived to support Kibaki. By the end of January 2008, as many as 1,000 people had been killed. The crisis led to fuel and food shortages in some areas and left hundreds of holidaymakers and business travellers stranded.

 ....Owing to the dire security situation, red24 has decided to increase its conflict risk rating for Kenya from medium to extreme, which means that we now advise against all travel to the country. The situation is unlikely to improve in the short- to medium-term and is expected to worsen....

## red24's response

### 1. Proactive warning system

Our team of regional analysts tracked political developments in Kenya and notified red24 clients ahead of time that violence was possible.

### 2. Crisis management planning

Once it was clear to our crisis management team that the security situation was going to deteriorate, a meeting was convened to determine a strategy to support clients in Kenya and those who planned to travel there.



....red24's Crisis Response Management Centre (CRMC) is actively monitoring the developments in Kenya. red24 currently has security experts on the ground in Nairobi who are providing timely updates on the developing situation in Kenya. There are three families in Nairobi who are red24 clients and are receiving a full response. In the event that our clients are faced with a life-threatening situation, they can be evacuated to a place of safety. For further information, please contact red24.

### 3. Travel alerts - Email and SMS (text) notification

Email and SMS alerts were sent to subscribers whenever there was a significant security development in Kenya. Using this information, clients were able to avoid potentially dangerous areas and could follow the advice provided to keep safe.

#### Advice for those in Kenya at the time included:

- If you are able to leave Kenya, then do so now.
- If not, regularly update red24 on your whereabouts.
- Register with your consulate or embassy.
- Remain indoors when possible. If you need to travel within the country, maintain a low profile.
- Avoid any location where police or security forces action is in progress.
- Do not be afraid to leave your environment if you feel at all uncomfortable or suspicious.

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*Kenya: A banned opposition protest rally will go ahead at Uhuru Park in Nairobi. Violent clashes expected. For further advice call red24.*

## 4. red24 Daily News

Clients and their families (and employees) were also kept abreast of security-related events and developments in Kenya via our Daily News product. Subscribers to the Daily News receive a brief round-up of regional security-related news each business day.



### *Clashes continue in Kenya*

*At least 50 people were reportedly killed yesterday in the town of Eldoret in western Kenya, when a church they were occupying was burnt down. It is alleged that a group of people who were angry with the country's recent election results set fire to the church....*

## 5. Ongoing security analysis

An up-to-date situation report was compiled and made available on the red24 website. Clients in Kenya were also sent detailed reports that were specific to their itinerary and needs.



### *Excerpt from a report sent to client on 1 January 2008*

*Since 30 December, Kenya has been plagued by election-related violence. Sporadic incidents of violent unrest and clashes between opposition supporters and security forces have been reported in numerous locations around the country. It is estimated that more than 340 people have been killed in riots; the majority of the deaths have been reported in rural communities in the west of the country, especially in the Rift Valley Province and the town of Kisumu in the Nyanza Province. In Kisumu, a daytime curfew is currently in place between the hours of 06:00 and 18:00. Reports from the Red Cross relief organisation indicate that thousands of people have been affected and displaced in the Western Province - in Mumias and Bungoma people are seeking refuge in police stations, churches, schools and market centres. In addition, Doctors Without Borders (a French non-governmental organisation) reportedly evacuated their team in Busia to Uganda on 31 December.*

## 6. Reactive crisis management

Several clients who found themselves in danger, were successfully evacuated with the assistance of red24.

### Case study 1 - Remote assistance

At the beginning of the crisis, the situation had not yet deteriorated to the extent that evacuation was necessary; however, given the existing security threats, several clients required remote assistance from red24 specialists. Many had work commitments that required them to travel to destinations that were near flashpoints. In addition, due to a scarcity of fuel and the erection of roadblocks by criminal gangs, movement was severely restricted in some areas. Therefore, prior to each journey, clients supplied us with their itinerary so that



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each location could be evaluated and assessed. In addition, contingency plans were drawn up for evacuation in the event of the situation worsening. On-the-ground consultants were briefed and placed on standby. These consultants provided red24's CRMC with daily updates from their locations in Kenya. Daily situational reports were sent to each member, and conference calls were held between analysts, security specialists and the clients. This support continued until the situation stabilised.

### Case study 2 - Evacuation

Owing to the increased conflict and worsening security situation, on 29 January 2008, red24 offered each customer in Kenya a complimentary evacuation service. Conference calls were arranged with the clients and their company representatives overseas. A timeframe and resources were discussed, with an agreement that each member would be evacuated within 48 hours.

Clients being evacuated were 'travel tracked' to their safe havens. While one customer was being escorted to the airport by a red24 consultant, their vehicle approached an illegal roadblock on the primary route; however, with the advanced research and planning by the analysts and security specialists, an alternative route was established and they were able to successfully avoid the roadblock. red24 continued to provide situational updates and monitoring until it was deemed safe for all evacuated clients to return to their respective locations.

### The Kenya crisis in numbers:

Evacuations: 5  
Travel alerts: 8  
Detailed reports: 10  
Risk changes: 2  
Online information updates: 20+  
Verbal briefings: 15+