

# Terrorist incidents in Mumbai, India

November 2008



On 26 November, a string of coordinated gun and grenade attacks left scores of people dead and hundreds more injured across Mumbai, India. Targets of the attacks included sites popular with tourists and business people throughout the city. Below highlights some areas in which red24 assisted clients.

## Email and SMS notification:

red24 responded immediately, notifying all relevant clients with a text and email alert. This alerted those involved to contact red24, who were reassured and provided specialist knowledge and assistance where necessary.



*India: At least two people have been killed and many wounded in a string of terror apparent attacks across Mumbai. For advice call red24.*

## Crisis management planning:

The Crisis Management Team convened to coordinate a strategy to provide support to all corporate clients.

## Ongoing security analysis:

The Crisis Response Management Centre (CRMC) staffed 24/7 with teams of country analysts and security personnel initiated response protocols. In depth situational reports, risk assessments and developing situations were closely monitored by the analytical team. In order to ensure the safety of all red24's clients, a special report, outlining the terrorist incidents, areas to avoid and how to handle the attacks, was updated on the website as breaking news occurred.

red24's security team compiled comprehensive contingency plans, including safe havens, and provided security advice to

reflect the developing situation. Consultants were contacted, briefed and placed on standby should evacuations be required.

## Remote assistance:

Telephone calls, text messages and emails were initiated to determine the welfare and safety of all members in the region. The special report uploaded on the website as well as alerts encouraged individuals in Mumbai to update the CRMC on their location and safety. Our TravelTracker enabled red24 to establish the whereabouts of individuals and to closely monitor them within the region.

Reports from on-the-ground consultants and other sources indicated that the situation was deteriorating rapidly, which prompted updated text and email alerts sent to clients using our unique TravelTracker technology.

## Advice to clients included:

- Update red24 on your whereabouts and safety.
- Register with your embassy.
- Stay within the confines of your residence or accommodation.
- Do not go out into the public streets.
- Be alert to local news developments.
- Adhere to any imposed curfews or security restriction.
- Be aware of conspicuous or unusual behaviour. Unusual behaviour and strange devices should be reported to the police or security personnel promptly.



Members of our customer services, analytical and security teams were briefed to provide seamless and coordinated situational reports and advice to clients in-country.

Logistical assessments were made on the operational capability of airports, roads and airlines servicing Mumbai to determine whether it was safe for our corporate members and clients to travel. In the light of reported intelligence that terrorists were targeting US and UK nationals, immediate risk assessments were compiled specifically to safeguard both US and UK clients.

### Case studies of clients requiring assistance

#### Case study 1 - Evacuation

During the course of three days, the CRMC coordinated the escalation and deployment of consultants to protectively escort a client out of the city and country to a safe haven. The client was signed up to receive text and email alerts, travel tracked and provided with verbal situational updates on a daily basis from both our analytical and security team. The CRMC coordinated and obtained flights for the member to ensure a seamless and coordinated evacuation. Colleagues and concerned parties were contacted regularly by red24 to update them on the client's welfare. The client thanked red24 for their efficiency: "Please thank ALL your staff on my behalf for your service, very professional advice, and coordination."

#### Case study 2 - Missing persons

The terrorist incidents rapidly escalated into a series of hostage situations where a number of foreign nationals were either taken or could not be accounted for.



*...Indian security forces have reportedly taken control of the Taj Mahal Palace Hotel, Trident Oberoi Hotel and Nariman House where terrorists had been holding hostages. Despite the announcement security remains tight in the city and further attacks cannot be ruled out. For further information and/or advice call red24...*

A number of clients contacted red24 concerning colleagues and friends who had not confirmed their safety since the terrorist incidents occurred. One client was concerned for the welfare of two Thai nationals who were last reported to be in the vicinity of one of the targeted venues. Using the CRMC's sources and contacts, within four hours we were able to provide the following specific information to the client:

- There were six Thai nationals working at Oberoi Hotel.
- Three were not in the building at the time it was seized.
- One managed to escape.
- The remaining two in the building could be located.
- A local hotline in Bangkok had been set up.
- Relatives were able to contact this hotline number to confirm the safety of Thai nationals in Mumbai.

The client was therefore reassured that his contacts were not involved in the hostage taking.

#### Case study 3 - Risk assessment and contingency plan

Additional information had indicated that the threat of terrorism had spread to other cities within India.

A client's daughter was scheduled to travel from Kathmandu to New Delhi with a group of friends. The client immediately contacted red24 as she was concerned for her daughter's safety and welfare and requested advice on whether her daughter should travel or not. The mother was provided with a verbal brief and was advised that her daughter should not travel to the area. They were signed up to receive text and email alerts, as well as contacted on a daily basis and provided with verbal updates and advice. red24 security specialists organised flights back to the UK for the daughter and her party. The client's daughter was provided a complimentary flight back to the UK from red24.

**For further information on red24 and our security assistance services, please contact us on +44 (0)203 291 2424 or [enquiries@red24.com](mailto:enquiries@red24.com)**