



Global Guardian Hurricane Preparedness Guide

JUNE 2023

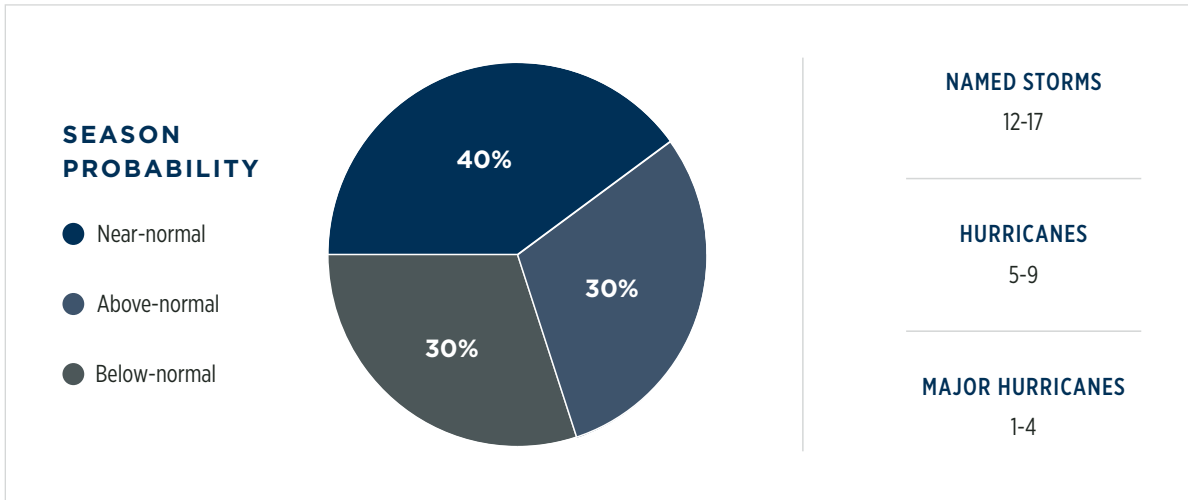
Inside this guide, you will find:

- ▶ Key takeaways from the National Oceanic and Atmospheric Administration's 2023 Atlantic hurricane season predictions
- ▶ Planning considerations for businesses and organizations
- ▶ Preparation checklist for individuals and families
- ▶ Global Guardian's preparation and response capabilities for natural disasters
- ▶ Global Guardian's past performance in response to hurricanes



The National Oceanic and Atmospheric Administration (NOAA) has predicted a near-normal Atlantic hurricane season for 2023.

The Atlantic hurricane season runs from June 1 to November 30. This year, NOAA forecasts with 70% confidence to see 12 to 17 named tropical storms (winds of 39 mph or higher), of which five to nine could become hurricanes (winds of 74 mph or higher), including one to four major hurricanes (category 3, 4 or 5; with winds of 111 mph or higher).



Source NOAA

KEY FACTORS AT PLAY

The outlook takes into consideration several conditions that can influence the hurricane season. One of these factors is a rapidly developing El Niño situation, which impacts global weather patterns. Unlike the La Niña conditions of the past three seasons, El Niño tends to suppress hurricane development, creating less favorable conditions for storms to organize and strengthen in the Atlantic. However, the presence of unusually warm Sea Surface Temperatures (SST) can favor the development of more and stronger tropical storms. These conditions might counteract each other, resulting in the forecasted average outlook.

ANALYSIS

“It’s a pretty rare condition to have both of these going on at the same time,” reports NOAA Meteorologist Matthew Rosencrans, referring to the rarity of having both El Niño and warm SST occurring simultaneously. Due to the combination of these two factors at play, NOAA assigned relatively equal probabilities of a normal (40%), above-average (30%), or below-average (30%) hurricane season.

It is important to keep in mind that major hurricanes aren’t the sole threat; even severe tropical storms can have catastrophic impacts. At Global Guardian, we believe that up-front preparation and response time are critical in maintaining business continuity and reducing the damages incurred in times of crisis.



FOR BUSINESSES AND ORGANIZATIONS

In the event of a natural disaster, corporate leaders not only need to consider how to mitigate the impact on their infrastructure and operations, but also the role their organization will play in ensuring the well-being and safety of their workforce whether at home or the office. How does your traditional duty of care program extend to those in need during a hurricane? A critical component to your business continuity plan is to ensure your people are taken care of in a crisis.

The organizations that successfully support their employees in need during a natural disaster have pre-established personnel accountability systems—they know where their people are and how to get in touch with them—and have clearly communicated their emergency response plans upfront. They also have a duty of care provider that acts as a true partner during preparation and planning, and has the resources and assets in place to provide quick and effective response.

Leveraging the lessons learned from working with many clients during natural disaster emergencies, the following are a list of questions and considerations compiled by Global Guardian leaders to review as your organization prepares for a hurricane, or any natural disaster

BEFORE: PREPARATION



Determine Responsibility

- ▶ What level of responsibility will you take over your personnel, whether traveling or working from home?
- ▶ Do you have a duty of care provider or emergency response vendor to support and assist your workforce? Trying to find and onboard a vendor just before or during a crisis is usually too late.
- ▶ Have you reviewed your insurance policies and duty of care programs to understand what is and is not covered during a natural disaster?



Personnel Accountability

- ▶ Do you know where your employees live (physical address)? What are their permanent office assignments?
- ▶ Where are your travelers?
- ▶ Do you have capability to track the locations of your people?
- ▶ Have you identified essential and non-essential personnel? Business dependent, who might need to stay during a hurricane and who is the first to go?
- ▶ Do you know if employees have any special medical or other needs?
- ▶ Which part of your organization is responsible for personnel accountability?



Communication

- ▶ How will you communicate with your employees? Obtain all possible mechanisms, including, but not limited to:
 - ▶ Home Address
 - ▶ Email (work and personal)
 - ▶ Phone (work and personal)
 - ▶ Instant Messaging Apps (WhatsApp/Signal)
- ▶ Do you have satellite communication capabilities, including satellite phones for facilities and satellite texting devices (like the Garmin inReach)?
- ▶ Do you have a mass messaging platform to send messaging/alerts?



Business Continuity Plans

- ▶ Do you have business continuity plans in place and have they been reviewed and updated recently?
- ▶ Have you conducted table-top exercises with key stakeholders and department leaders?
- ▶ Important to remember: Plans do not mean anything if you do not know where your people are and cannot communicate with them (see Communication section)



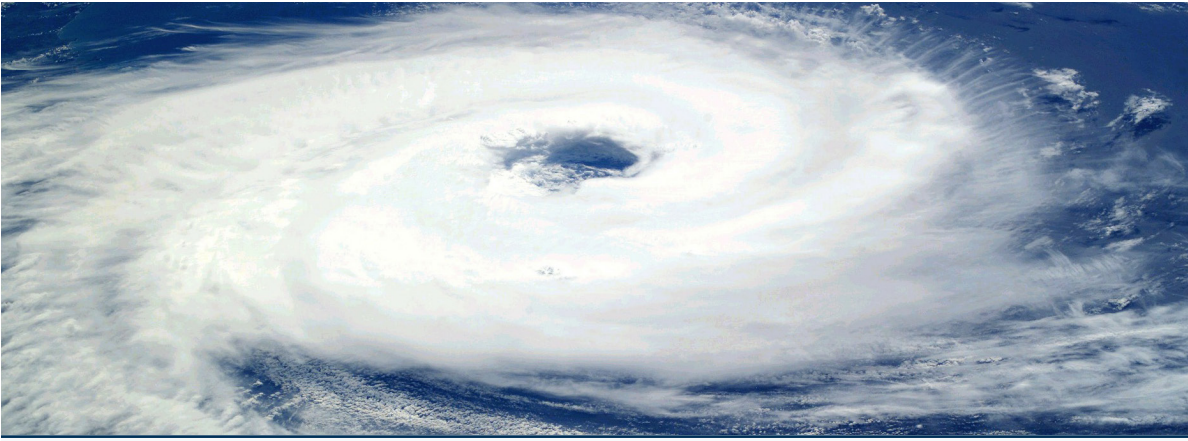
Regional Impact

- ▶ Which facilities/offices are in the Gulf Coast and East Coast regions that may be most impacted by hurricanes?
- ▶ Which facilities/offices are nearby but at a safe distance from major hurricane damage and can be used as possible rally points or logistics support bases?
- ▶ Which employees live in or are traveling to these locations?



Emergency Supplies

- ▶ Are your facilities/offices equipped with the proper emergency supplies for employees on site?
- ▶ Are your employees equipped with the proper emergency supplies at home and do they have a go-bag in the event they need to leave the area?
- ▶ Do your facilities/offices have access to alternative power (generators, battery packs for electronics, solar panels, etc)?
- ▶ Do you or your vendors have assets and resources pre-positioned for immediate response?



DURING: SITUATIONAL DEPENDENT RESPONSE

- ✓ During a storm, continue to monitor its path to ensure potential evacuation routes are clear and guidance is up to date
- ✓ Maintain communication with impacted employees, including:
 - ▶ Advice on early evacuation, which is critical in a hurricane situation
 - ▶ Frequent alerts on path and scale of storm
 - ▶ Frequent alerts on recommendations of national, state, and local government authorities and guidance to follow these recommendations
- ✓ Account for employees and their status (evacuated/not evacuated/confirmed safe/unknown)
 - ▶ Focus on employees under the largest threat (triage; concentric rings of threat)
 - ▶ Ready your duty of care and emergency response vendors



AFTER: RECOVERY AND AID EFFORTS

- ✓ Continue to maintain frequent communications and account for the status of your employees
- ✓ Understand what facilities have been impacted, if any
- ✓ Survey facilities impacted for damage and potential repair
- ✓ Lean on disaster recovery contractors (should already be onboarded prior to the crisis)
- ✓ Communicate your return-to-work plans, including alternate work locations
- ✓ Continue to triage health and safety of employees, facilities, and return to business operations
- ✓ Assist employees with insurance claims or other needs
- ✓ Conduct an after-action review and discuss lessons learned

PREPARATION CHECKLIST & CONSIDERATIONS



FOR INDIVIDUALS AND FAMILIES

Preparation is key to ensuring your emergency response plans are well executed in the event of a hurricane. Outlined below is a recommended checklist to follow when prepping for hurricane season.

- ✓ **Take warnings seriously:** Put shutters and other hurricane protections in place when advised to do so.
- ✓ **Ensure you have backup power and communications:** This includes generators and satellite phones or other devices. If you need rentals, Global Guardian can assist with these items.
- ✓ **Ensure extra fuel for vehicles and generators:** These should also be secured, locked down, or hidden, as they will become invaluable after a storm.
- ✓ **Gather important supplies, including:**
 - ▶ Solar-powered lights and phone chargers
 - ▶ Basic, battery-operated FM radio to receive news such as food distribution centers and available emergency services
 - ▶ At least 60 days of prescription medication
 - ▶ Flash lights/headlamps
 - ▶ Spare batteries
 - ▶ Extra glasses/contacts
 - ▶ Sandbags
 - ▶ Medical kits (be sure to keep close and waterproof)
 - ▶ Medical supplies, including masks and thermometers
 - ▶ Nonperishable food
 - ▶ Bottled water
 - ▶ Empty bottles (gallons of milk, juice, etc.) to fill with tap water and be used as drinking water
 - ▶ Clean-up materials such as machetes, work gloves, chainsaws, and axes
 - ▶ Spare vehicle tires (roads will be covered with sharp debris such as nails)
 - ▶ Fans for cooling and drying saturated parts of the building/home after the storm passes
- ✓ **Prior to the storm, be sure to:**
 - ▶ Fill a bathtub with water for flushing the toilet
 - ▶ Have a backup plan in place, which includes: Where you will go if your home is breached by wind/water or destroyed, and identify where the nearest evacuation center is
 - ▶ Wear boots or shoes during and after the storm, no sandals or flip flops
 - ▶ Be prepared to move quickly if the home needs to be evacuated
 - ▶ Prepare emergency power sources & an emergency kit
 - ▶ Be sure to use water-proof containers to store everything. Contact your local fire department, and power and water companies if you use any electric-powered medical equipment at home.
- ✓ **After the storm, please consider:** A return to your water-damaged home or business may require an N95 mask, which is needed for those entering spaces with mold.

FROM PREPARATION TO RESPONSE: A LOOK AT GLOBAL GUARDIAN'S KEY CAPABILITIES



COMPREHENSIVE PREPARATION SUPPORT



Emergency Response Planning: Effective emergency response begins with preparation. Our team can take an active role with your leaders to build out a plan tailored to your organization, including how to best communicate details to your workforce.



Personal Safety Training: Our experienced professionals offer informational courses centered around the mindset needed to successfully handle any emergency. Your employees will learn how to consider their personal security in crisis.



Site Security Assessments: In the wake of a natural disaster, your property could be left vulnerable to theft and vandalism. An assessment prior to a crisis will ensure you are able to secure your assets despite loss of power and other circumstances.

RESPONSE YOU CAN RELY ON



Communications: In a major weather event, communications are one of the first casualties, making it hard to coordinate search-and-rescue operations. Our team is equipped with satellite phones, trackers, and BGAN terminals that can supply Wi-Fi.



Emergency Aviation: Our pilots operate a variety of aircraft to assess storm damage, deliver critical supplies, secure sites, and provide medical assistance or evacuation services. Our aviation team is able to coordinate transport for large assets, as well as other tailored aviation services to provide cost-effective transport that fits any timeline.



Security Response: With one phone call to our 24/7 Operations Center, highly-trained, dedicated armed or unarmed agents can be deployed on the ground to secure a client's site, prevent theft, and ensure a safe environment that is conducive to recovery efforts.



Drone Site Assessments: Our drones are fitted with a speaker, spotlight, thermal camera, and regular camera, which allows them to carry out damage assessments and surveys, search and rescue, and provide security, especially to areas that have been cut off by the storm.



Medical Support: Our teams include deployable medics, telemedicine capabilities, and search-and-rescue paramedics. We deploy at least one medical personnel in our response to storms given the likelihood that healthcare services will be under severe strain in the wake of a natural disaster.



Power Generators: When critical power is lost, temporary power needs to be supplied in short order. Global Guardian can deploy and transport equipment at a moment's notice. Our team of professionals have the ability to stabilize any emergency situation and get systems back up and running.



Relief and Supplies: Emergency food, equipment, and supply delivery can be arranged with urgency. Our expertise in navigating the international permit process, paired with our access to diverse aircraft, allows us to provide support and relief faster than our competitors.

IN ACTION: GLOBAL GUARDIAN PAST PERFORMANCE



Global Guardian has responded to at least one hurricane every year in the past seven years: Matthew (2016); Harvey, Irma, and Maria (2017); Michael (2018); Dorian (2019); Laura and Marco (2020); Ida (2021); and Ian (2022). Here's a look at some of our responses.

FEATURED CASE STUDY

Ida | Category 4 | 2021



In 2021, Ida made landfall in Louisiana, causing widespread flooding and leaving millions without power and necessary supplies, including Global Guardian clients in the storm's path.

Our response: The Global Guardian Operations and Special Operations teams began monitoring the path of Ida on August 23, 2021, and as it developed into a tropical storm near Grand Cayman, the team started alerting clients of its potential path. Clients continued to receive threat alerts and intelligence every 24 hours via the Global Guardian mobile app and Travel Guardian platform, as well as email communication.

Meanwhile, as Ida intensified into a hurricane, Global Guardian [deployed multiple response teams and agents](#) to a location nearby where Ida was expected to make landfall and prepared for emergency evacuations by coordinating the use of multiple vehicles and helicopters in the area. The team set up satellite communication systems and proactively reached out to clients in the area to establish contact and make sure they were aware that Global Guardian was standing by should they need support.

Immediately after Hurricane Ida had cleared the area, the on-the-ground team started evacuating clients by ground to Texas and Florida and by air to locations around the country, navigating the challenges brought on by power outages and limited resources. Satellite equipment allowed the team to maintain communication throughout the mission. In total, over 700 individuals were safely evacuated from the area. The team also delivered necessary resources to clients, including generators, food, water, toiletries, and medical supplies, and conducted health-and-wellness checks on elderly individuals whose families were unable to make contact. As clean-up efforts commenced, the team executed multiple drone site surveys and damage assessments, as well as supplied armed and unarmed agents to secure client assets.

Thanks to Global Guardian's proactive communication and mobilization efforts, clients were brought to safety and their assets were secured amid an uncertain and chaotic environment. For details of Global Guardian's response, see timeline below.

DATE	IDA DEVELOPMENT	GLOBAL GUARDIAN RESPONSE
August 23	Ida originates in the Caribbean	Global Guardian team begins monitoring Ida's path.
August 26	Ida develops into a tropical storm	Global Guardian team begins alerting clients in and around the path of the storm every 24 hours via app alerts and email.
August 27	Ida intensifies into a hurricane	Global Guardian deploys team to an area 1.5 hours outside where Ida is expected to make landfall and alerts clients of support capabilities.
August 28	Ida reaches peak intensity as a Category 4 hurricane	On-the-ground team prepares to provide evacuation assistance by mobilizing vehicles, helicopters, and agents and sets up satellite communication systems.
August 29	Hurricane Ida makes landfall near Port Fourchon, Louisiana and devastates the town of Grand Isle and surrounding areas	On-the-ground team remains in contact with clients and drives into the affected areas to begin evacuation efforts and delivery of food, water, and medical supplies.
August 30	Hurricane Ida gets downgraded to a tropical depression	On-the-ground team continues evacuation efforts of more than 700 people by ground and air and begins to conduct site surveys and damage assessments via drone and health-and-welfare checks on elderly clients.
September 1–October 15	Hurricane Ida aftermath	On-the-ground team finishes evacuations and continues to support clients with essential resources and security during clean-up efforts.



Ian | Category 5 | 2022

As Hurricane Ian struck the Florida coast at Fort Myers leaving residents trapped inside their homes and without necessary supplies, the Global Guardian team was staged nearby for immediate response.

Our response: Leveraging its extensive on-the-ground resources and teams, Global Guardian stepped into assist and rescue families stuck inside their homes in Fort Myers, using watercraft and specialized cutting equipment to saw through downed trees to gain access to the homes and bring the individuals and their pets to safety. At the same time, the team procured and delivered supplies to clients and their employees working to keep their critical business operations running after the storm, at times staying on-site to provide 24/7 security to prevent looting and vandalism.

Dorian | Category 5 | 2019



When Hurricane Dorian hit the Bahamas—the most intense tropical cyclone on record to strike the area—local authorities were unable to provide food and water, communications were disrupted, and medical supplies and care was unavailable.

Our response: Global Guardian deployed a security team and medics to the Bahamas. We provided support to our client, its 180 employees, and more than 100 guests. Our team, which operated two helicopters from 6:00 a.m. to 7:00 p.m. nonstop for four days, delivered thousands of pounds of food and water, medical supplies, and even doctors and nurses to the most affected areas of the island; evacuated more than 40 people, including children and elderly, to safety; and treated some people suffering from severe and moderate trauma.

Harvey, Irma & Maria | Category 4 & 5 | 2017

When three hurricanes struck in rapid succession—Harvey, Irma, and Maria—Global Guardian was there to support.

Our response: Six hours after Hurricane Harvey (Category 4 hurricane) passed over Texas, Global Guardian arrived onsite to an unprecedented amount of flooding in Houston and the surrounding areas. The team immediately executed rescue missions using boats to evacuate eight executives and their families from the roofs of their homes, and provided them with medical care. Over the course of seven weeks, we secured hospitals with armed agents, set up camera surveillance trailers, and monitored the locations—and despite electricity being shut off, our team physically secured a large oil and gas facility in Houston.

Two weeks later: Hurricane Irma (Category 5) made landfall in the U.S. Virgin Islands. Within 24 hours of the hurricane passing over the area, we had deployed a team of 10—including two medics and one pilot—to Puerto Rico to support clients on St. Thomas and St. John. Our team provided clients with satellite communications and medical and food aid and evacuated more than 1,500 individuals to safety in Puerto Rico and mainland United States.

One week later: Global Guardian's presence in Puerto Rico proved invaluable when Hurricane Maria (Category 5) battered the island. Our team was quickly requisitioned to treat and evacuate sick and injured clients and resupply food and water. We also secured major industrial sites after they suffered a direct hit from the eye of the storm, and rapidly provided satellite communications to clients at a time when more than 95% of the island's communications network had been devastated. Throughout it all, we provided clients with regular intelligence updates on the status of the infrastructure—power, water, ports of entry, and communications—using local on-the-ground resources.

STANDING BY TO SUPPORT

To request security or assistance, contact our 24/7 Operations Center by emailing us at operationscenter@globalguardian.com or calling +1 (703)-566-9463.

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