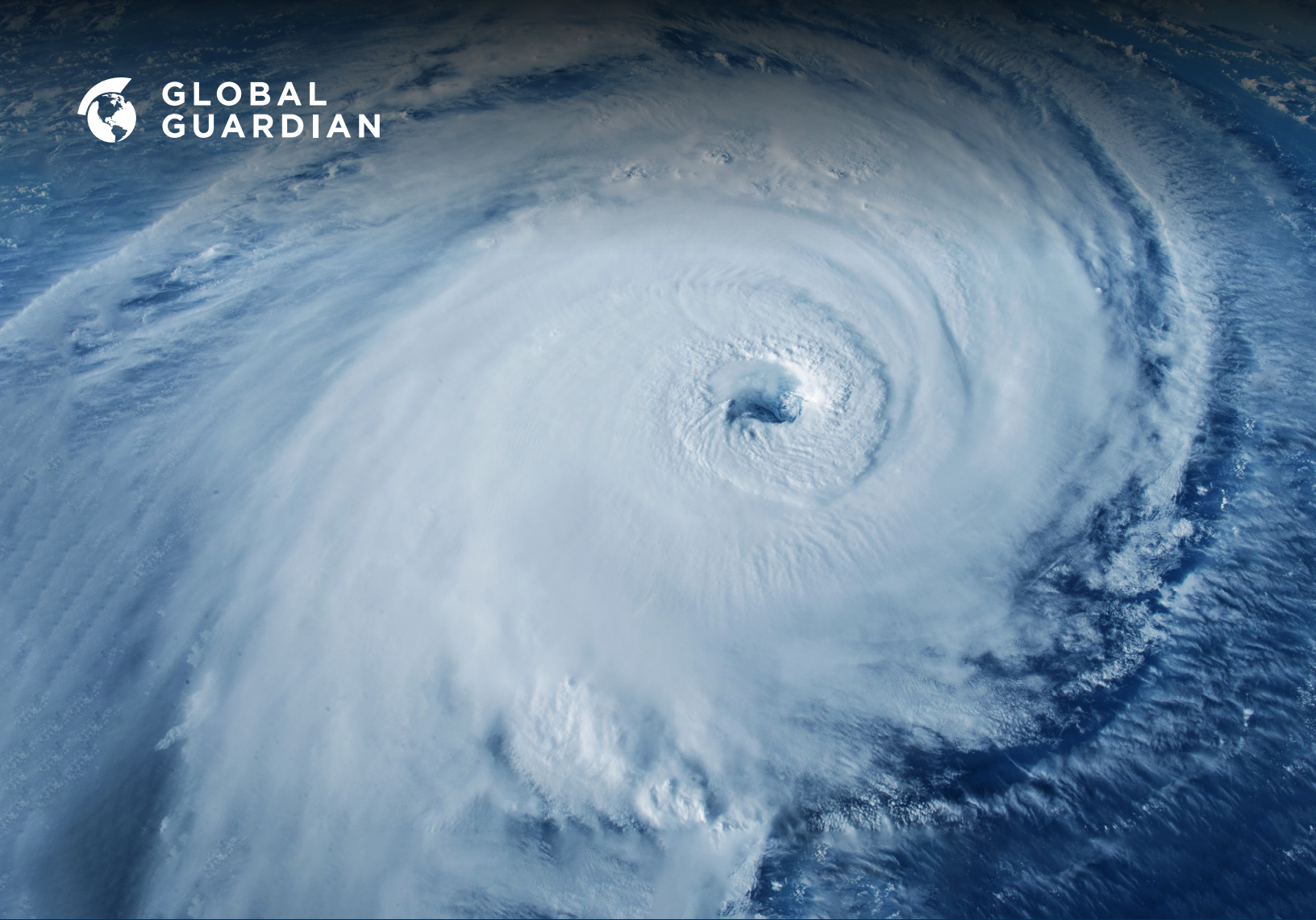




Global Guardian Hurricane Preparedness Guide

Inside this guide, you will find:

- ▶ 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 →

PREPARATION CHECKLIST & CONSIDERATIONS



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.

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?
- ▶ Have you reviewed your insurance policies and duty of care programs to understand what is and is not covered during a natural disaster?

✓ Emergency Response Plans

- ▶ Do you have emergency response plans in place and have they been reviewed and updated recently?
- ▶ Have you conducted table-top exercises with key stakeholders and department leaders?
- ▶ Do you or your vendors have the ability to pre-position assets and resources near a storm path for immediate response?
- ▶ Have you addressed and resolved any gaps in your response plans?
- ▶ Have you communicated your emergency response plans with your employees?
- ▶ Are your employees trained on how to handle an emergency?

✓ Personal Accountability

- ▶ Which part of your organization is responsible for 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? 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?

✓ Regional Impact

- ▶ Which facilities/offices are in 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)?

✓ 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?
- ▶ Are your employees prepared to work from home with appropriate log-in credentials and cybersecurity protocols?
- ▶ Have you conducted site assessments of our locations to determine if you are able to secure assets in the event of power loss and other post-storm situations?



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 providers and maintain constant two-way communication

AFTER: RECOVERY AND AID EFFORTS

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

KEY TAKEAWAYS

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. Plans do not mean anything if you do not know where your people are and cannot communicate with them.

Successful organizations 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.

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.

✓ **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.

✓ **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 for 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

✓ **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 supported clients during and immediately following significant hurricanes over the last decade, including, Harvey, Irma, and Maria (2017), Dorian (2019), Ida (2021), and Ian (2022). Here is 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.

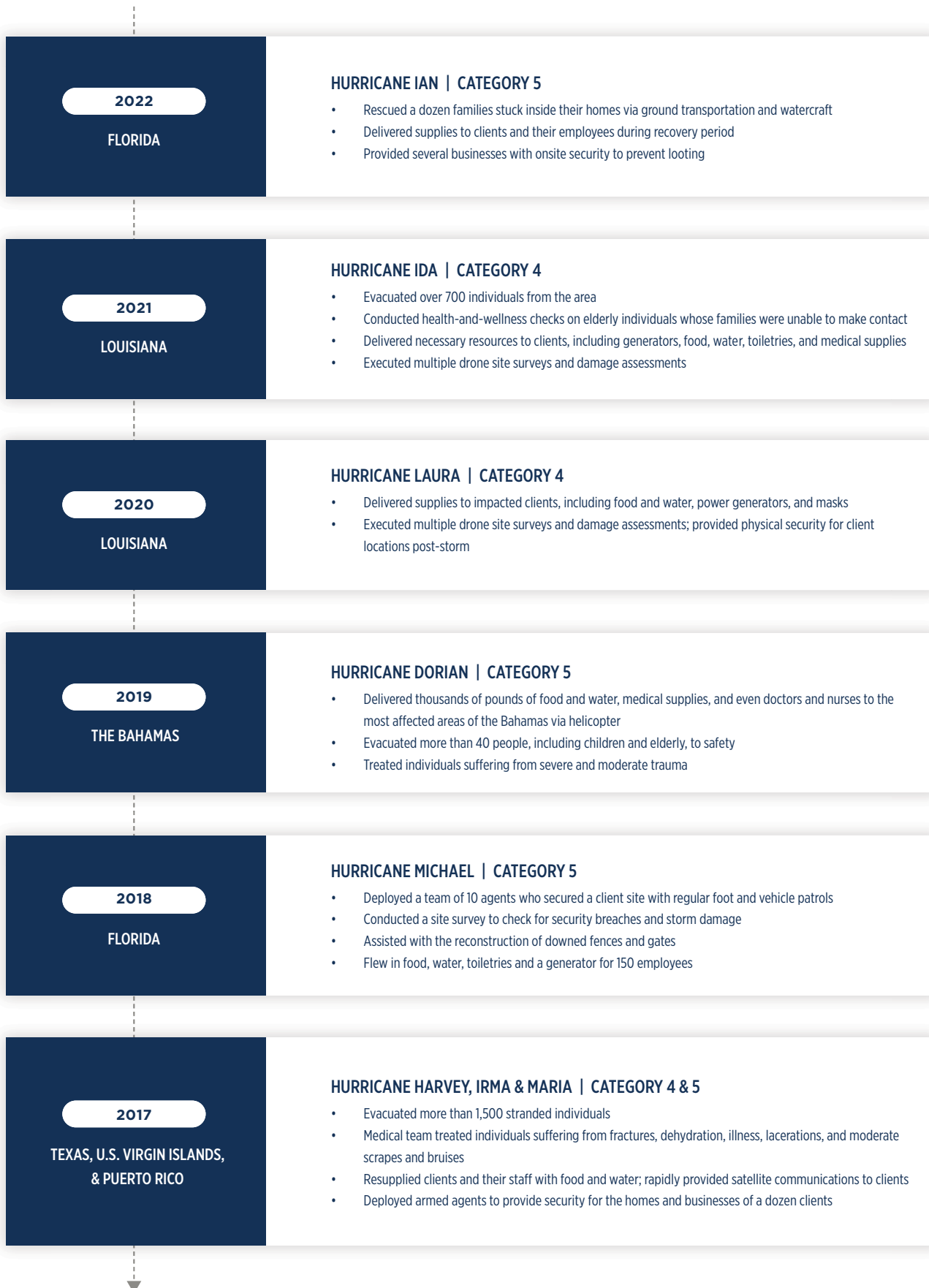
Our response: The Global Guardian Operations and Special Operations teams began monitoring the path of Ida on August 23, 2021, and as it developed into a tropical storm near Grand Cayman, the team started alerting clients of its potential path. Clients continued to receive threat alerts and intelligence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



ABOUT GLOBAL GUARDIAN

Global Guardian protects and delivers employees and families from political, environmental, and bad actor threats around the world.

Our team of experienced subject matter experts build tailored security programs to mitigate risk and provide real outcomes to a range of threats at home and abroad — all at the push of a button. Clients benefit from:

► **OUTCOME-ORIENTED TEAM**

From travel emergencies to the most challenging crisis environments, client safety and security is our top priority. Our team will problem solve until a positive outcome is achieved.

► **OPERATIONAL EXCELLENCE**

With a team comprised of highly experienced former military, special operations, and federal law enforcement personnel, our operational execution is unmatched.

► **HYPER-RESPONSIVE SUPPORT**

With 24/7/365 Global Security Operations Centers and local response teams in over 140 countries, Global Guardian moves in minutes and hours instead of days and weeks.

► **BREADTH OF GLOBAL SERVICES**

We offer a full range of customizable global security and medical services over 98% of the world, including travel risk management, executive protection, medical assistance and evacuation, cyber security, and video surveillance.

Learn how Global Guardian can support your business and employees.

INQUIRE HERE

Global Guardian
8280 Greensboro Dr. Suite 750
McLean, VA 22102, United States

Global Guardian London
99 Bishopsgate
London EC2M 3XD, United Kingdom

Global Guardian Asset Security
2127 Ayrsley Town Blvd. Suite 201
Charlotte, NC 28273, United States

+1.703.566.9463
info@globalguardian.com
globalguardian.com