

Disaster & Emergency Response

Disaster

When a natural disaster strikes a company or government, all facets of its business capabilities are affected from daily operations and service to customers to employee safety and security. Even with days of warning that a pending hurricane, tornado or oil spill is near, the actual disaster can strike fear among employees who are concerned about themselves and their families. Also, a company's vital supply chain can be seriously disrupted.

For over 25 years, IMAC has provided full service crisis response teams to governments and Fortune 500 companies experiencing emergencies of all types. IMAC's management team is the ideal partner to accomplish these tasks.

- We provide trusted counsel and comprehensive strategies that enable clients to avoid panic and build confidence in the workplace and the community
- We can provide real time information to clients through our proprietary incident management software system, Veritas
- We help companies address the possible consequences of a disaster before the chaos ensues
- We provide rapid response teams to secure property and assets immediately after the disaster to minimize further loss
- We assist an affected company in communicating its leadership position to employees, suppliers, and stakeholders
- We deliver solutions that give clients a single point of accountability for crisis related services



► Consulting & Response Planning

A comprehensive disaster management plan mitigates a company's losses and potential downtime. Based on its experience with more than 5,000 clients, IMAC knows how companies work and can help executives develop short-term alternatives to maximize efficiency and keep products moving to customers.

IMAC has provided more than 35,000 hours of non-billable consulting for its clients. Developing a detailed disaster management plan in conjunction with IMAC's disaster specialists prepares a company to meet immediate personnel and operational needs. It also helps solidify partnerships among local law enforcement and emergency personnel that can be relied on when disaster strikes.

► Asset Protection & Security Personnel

Should a disaster occur in the workplace, an organization still has a responsibility to provide a safe environment during that chaotic time. IMAC's disaster management teams can help decide how a company will protect key assets—its physical plant, employees and information. Exacting plans can be prepared for how additional protection will be provided by in-house or contract security personnel and what additional security staffing might be needed.

IMAC's highly qualified security and response personnel are trained to make rational decisions under adverse conditions. They can control access to the affected sites, monitor suppliers moving in and



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INTERNATIONAL CRISIS MANAGEMENT AND DISASTER RESPONSE

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out of the area, ensure only appropriate employees are frequenting critical areas, as well as record and audit assets.

Should an organization's employees be unable to reach their assigned locations, IMAC can even supply skilled workers to supplement existing personnel for both short and long-term assignments.

IMAC has served in excess of 1.4 million meals in the company's history.

► **Logistical Support & Base Camps**

Following a disaster, many employees must continue to work in compromised facilities. IMAC can supply support services by providing base camps and a large fleet of specialty trailers. IMAC has built and equipped trailers specifically to provide logistical support during emergencies. As a result, they can be deployed rapidly, are completely self-contained and can be set up anywhere.

Kitchen trailers include chefs who produce culinary creations that are always fresh, appetizing and highly nutritious. Through the years, IMAC has served in excess of 1.4 million meals, which can even be customized to appeal to both cultural and regional tastes.

Dormitory and shower trailers, restroom facilities, and laundry trailers ensure employees as well as relief workers can stay clean and comfortable. As an example, just one shower trailer can service 500 people in a clean and sanitary environment—all with the privacy clients need and expect.

If the company cannot continue to operate on-site, IMAC can provide support services for creating a centralized base camp with mobile power generation that can be used as a temporary command post. This base provides a safe haven where employees and relief workers can relax and rejuvenate before resuming their difficult tasks.

► **Remediation Personnel & Skilled Trade Workers**

Drawing on IMAC's vast database of personnel skilled in specific trades and emergency services, a temporary workforce can be assembled quickly to help the company affected by a natural disaster weather the storm. Bringing in ancillary staff with specific skills can minimize down time and relieve highly stressed employees. IMAC can recruit workers who are accustomed to working in remote locations or in less-than-ideal conditions. Their goal will be clear—restore the area to pre-event conditions while eliminating unnecessary costs.

► **Emergency Response Vehicles, Personnel, & Equipment**

Based on liaisons built into a client's disaster planning documents, IMAC's recovery team will help to ensure that local emergency personnel respond quickly to any medical situations. Trained medical personnel brought in by IMAC can provide services to staff, thereby reducing a client's potential liability. These medical professionals can even set up mobile triage units to ensure that the neediest cases receive fast attention.

Should community assets become overtaxed, IMAC's pool of emergency vehicles and equipment can be stationed on a client's site to provide needed medical attention and transport.

► **Personnel, Asset Support, & Tracking**

In the blur following a natural disaster, keeping track of where company assets and response teams are located can become problematic. IMAC brings order to the chaos by providing GPS and GIS tracking equipment to key personnel. Should employees encounter a problem, they can be located or regain their bearings through both tracking and mapping systems. These monitoring technologies are especially vital when vehicles and equipment must traverse hazardous or remote locations.

