DISASTER AND EMERGENCY RESPONSE: SECURING OPERATIONS DURING HURRICANES MILTON AND HELENE



BACKGROUND

The impact of natural disasters is costly. A report from the U.S. Government Accountability Office stated "Katrina, Sandy, Harvey, and Irma—4 of the costliest hurricanes in the U.S. since 2005—caused damage totaling trillions of dollars. Their effects on economic activity and employment in damaged areas varied widely."

For businesses, this highlights the need for comprehensive emergency plans and programs that deliver support before, during and after the storm, customized to the unique needs of each industry. Retail businesses are particularly vulnerable to looting and facility damage, necessitating increased security measures to prevent theft post-hurricane. In healthcare, facilities must remain operational to provide emergency care and maintain patient safety. However, hurricanes tend to strain resources and disrupt power supply, making it challenging to deliver care. For the insurance industry, the aftermath of hurricanes triggers an increase in property damage claims, creating a pressing need to communicate with and support customers effectively. In addition to addressing clients' needs, insurance companies have to address their own facility damages.

Allied Universal® Enhanced Protection Services offers customized disaster and emergency response services for businesses across all industries. From preparation to recovery, our highly experienced teams of active-duty law enforcement officers are equipped with innovative technology, proven processes and the resources necessary to protect facilities, support business continuity and deliver peace of mind.

SITUATION

During Hurricanes Milton and Helene, Allied Universal Enhanced Protection Services supported a wide range of clients across multiple hurricane-prone states including Florida, Georgia, North and South Carolina and Tennessee. We used a tailored approach to ensure each business was equipped to handle every stage of the disaster. From proactive storm preparation to post-storm recovery, Allied Universal's expert team was there every step of the way to provide protection and operational support.

Pre-hurricane concerns included crowd control, threats of property damage, looting and operational disruptions. During the hurricanes, clients required robust security measures to protect facilities, prevent looting and provide observational feedback to clients regarding the real time situation on the ground. Post-hurricane, challenges shifted to securing client properties, crowd control and managing safety amid crowd surges. Business continuity was a top priority for many clients in order to serve their communities in their time of need and minimize financial losses. Each client had specific needs including but not limited to managing fuel trucks, distributing resources and providing security at mobile insurance claim centers. Overall, clients aimed to ensure the safety of their staff, facilities and resources, manage large crowds effectively and return to normal business operations as quickly as possible.

THE SOLUTION

In order to effectively serve our clients and assist them in reaching their goals, the Allied Universal Enhanced Protection Services Disaster and Emergency Response teams implemented a three-phase response plan. Each phase came with specific challenges, requiring tailored responses for each of our clients.

1. **Pre-Storm Deployment:** Enhanced Protection Services staged teams of officers in advance, equipping them with mobile housing, tools and supplies to ensure rapid deployment. Where feasible, teams of 2 to 4 officers were stationed at the client site, and in other instances, the teams were stationed just outside the impact zone allowing them to reach the site after the storm quickly. These teams worked to secure facilities before the storm and managed crowds who were stocking up on essentials to reduce the risk of disorder or damage.

2. **During the Storm:** Locally stationed officers monitored storm impacts on client facilities in real-time. Using GPS-enabled mobile reporting systems, officers provided live updates to clients, including images and data, even when cellular and Wi-Fi networks were unavailable. Enhanced Protection Services Teams updated clients on every phase of the hurricane to ensure their peace of mind.

3. **Post-Storm Operations:** Enhanced Protection Services relocated teams that were in place during the storm and deployed additional disaster response teams to the hardest-hit areas based on the storm's trajectory and client needs, concentrating resources where they were needed most. Teams conducted damage assessments and provided facility security. They managed specific duties such as crowd control at retail parking lots and mobile fuel stations, monitoring for possible looting and securing mobile insurance claim centers. Additionally, Enhanced Protection Services conducted welfare checks on client personnel to verify their safety and well-being.

THE OUTCOME

Enhanced Protection Services' proactive measures delivered exceptional results for our clients during Hurricanes Milton and Helene. A total of 370 officers were deployed throughout the hurricanes. Looting was deterred and crowd management at critical facilities was seamless and efficient. Clients were able to secure their operations and resume activities quickly, often within a day. In some cases, clients maintained business continuity by operating at reduced capacity, such as selling products from parking lots, minimizing financial loss and disruption. The visible presence of our disaster and emergency response teams served as a strong deterrent to potential bad actors, with clients frequently reporting that individuals would quickly vacate the premises upon noticing our presence.

Clients consistently offered praise to the Enhanced Protection Services team, emphasizing the value of our timely and accurate updates during the recovery process. These updates allowed them to make informed decisions and allocate their own resources more effectively. One client expressed their gratitude stating, *"I appreciate the expeditious response time by your team to be onsite and the great job. I will request this team again if the need arises." Another client highlighted our team's professionalism sharing, "The level of engagement, professionalism and positivity from the ODO teams was incredible."*



Allied Universal Enhanced Protection Services Disaster and Emergency Response solutions go beyond reacting to crises; they are designed to anticipate risks and protect operations. From emergency preparedness to rapid deployment, our tailored services allow businesses to minimize impact and revenue loss, maintaining continuity in the face of natural disasters.

LEARN MORE ABOUT ALLIED UNIVERSAL ENHANCED PROTECTION SERVICES DISASTER AND EMERGENCY RESPONSE

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