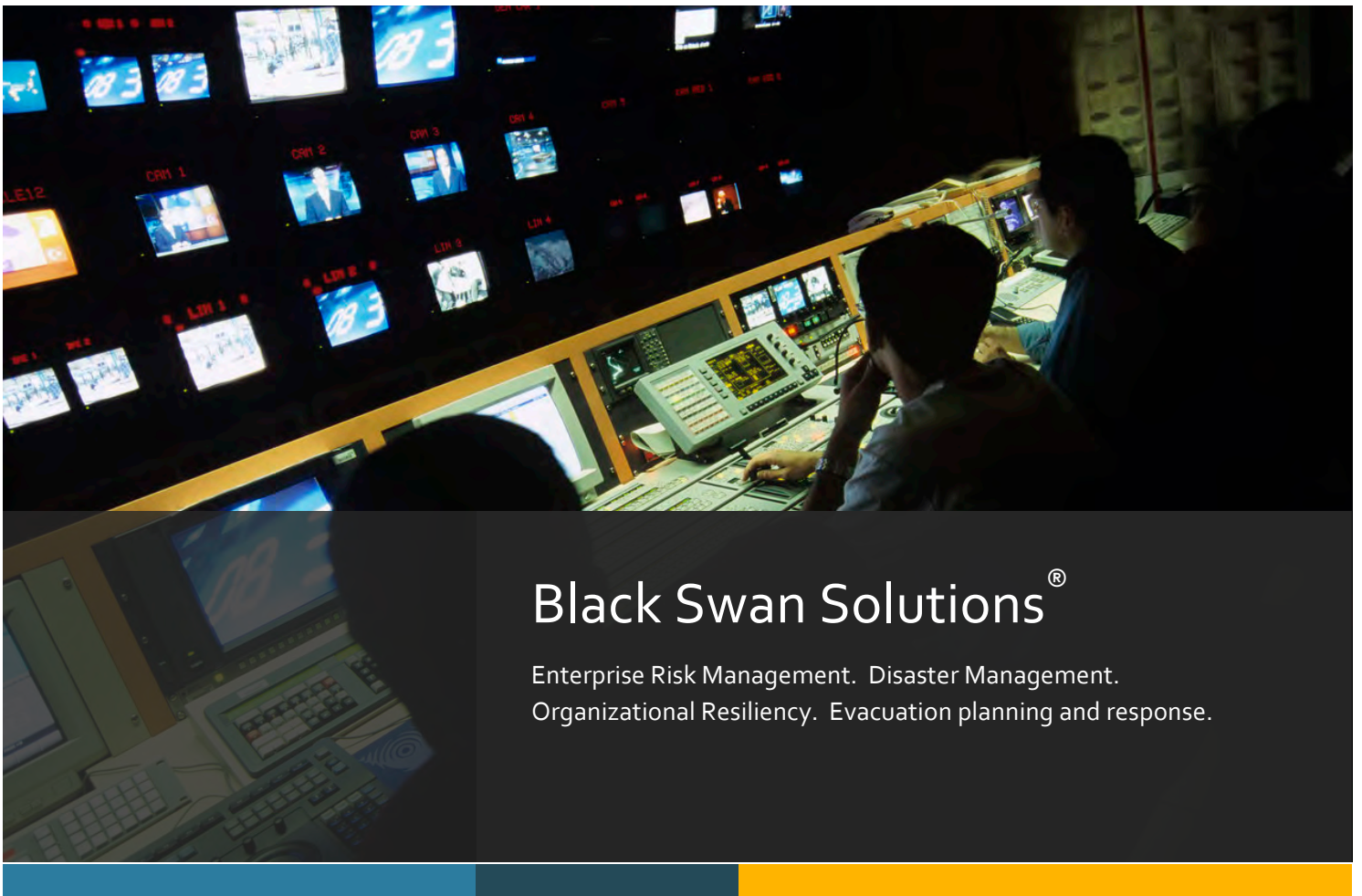


EMPATHIA

Black Swan Solutions[®]





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Enterprise Risk Management. Disaster Management.
Organizational Resiliency. Evacuation planning and response.

We hope it won't happen. But we know that, at some point, it will.

Disasters are unavoidable facts of life. Unexpected crises and mass casualty events happen all too frequently, and when improperly managed, they can wreak havoc on an organization's human resources, customers, operations and reputation.

We can't prevent crises, but we can prepare for and manage our response to them. That's where we excel. Helping organizations like yours manage the human side of disasters – setting up systems to ensure individuals evacuate the premises safely and efficiently, using our call

center to field the flood of calls following a disaster, creating real-time missing persons lists via our proprietary database and call center, and providing numerous recovery based services to help your organization and employees cope with the after-effects of a crisis.

Whether you need one component or a full-spectrum of resources, we customize our services so they fit your unique needs and blend seamlessly with your risk management plan.

Enterprise Risk Management Planning

For organizations electing to adopt a systemic, comprehensive, all-hazards approach, Black Swan Solutions® can assist you in developing an Enterprise Risk Management Plan to:

- Anticipate potential crises and their impact;
- Create plans to restore operations as quickly as possible after the disruptive event; and
- Develop practices that protect the lives of employees and prevent financial losses.

Our methodology consists of five key components:

- Identify critical business functions
- Conduct a Business Impact Analysis
- Develop a Business Continuity/Risk Management Strategy
- Develop an Enterprise Risk Management Plan
- Train and test the Plan



Readiness

Disaster Management Services

Leveraging our technology and extensive experience in responding to crises, Black Swan Solutions® can enhance your organization's ability to efficiently and effectively respond to and manage a crisis, particularly one that requires accounting for employees following a facility or community evacuation. A few of our services include:

Crisis Communication Center. Our unique call center can process over 3,000 calls per hour and is staffed by trained mental health professionals representing your organization. Serving as an adjunct to your organization during a crisis, it processes calls from:

- Concerned friends and family members;
- Media outlets, which may quickly tax corporate communication resources; and
- Employees, who, after a worksite evacuation, will inquire about payroll, benefits, adjusted work schedules and other disaster recovery issues, which may overwhelm HR capacities.

By using our Crisis Communication Center, your organization can focus on other critical elements of managing the situation.

Disaster Information Management System. The development of our specialized, proprietary database (DIMS®) incorporates more than 20 years' experience in responding to and managing information associated with critical events and large scale disasters. Web-based and easy to use, this application allows your organization to collect, maintain and report on crisis-related data, including accounting for employees and guests, while also serving as a centralized repository of communication and actions. On-line training and a User Manual are provided.

Management Consultation. Consultation by experienced crisis management professionals to guide senior leaders through a large scale, catastrophic event.

Tabletop and Live Drill Exercises. Drills and exercises with your organization and Empathia to test critical elements of the plan, including call center activation.

Response

When a facility evacuation occurs, first responders and employee family members will expect your organization to account for the location and status of all employees. Meeting this expectation will be extremely challenging unless dedicated and accurate resources are in place in advance.

Response

Life Safety Services: A Self-Serve Design

In the wake of a disaster, the most critical need is for accurate and timely information about the event and those who are affected.

Life Safety Services is primarily "do it yourself," making it inexpensive and ideal for organizations wanting to manage a disaster internally. It includes three primary components:

Development and refinement of a workplace life safety, shelter-in-place and evacuation plan for each facility, including:

- Best practices in developing a Life Safety Plan, including accommodations for employees with special needs
- Designating evacuation zones, coordinators, marshals and managers
- Identifying assembly areas
- Developing zone-specific employee lists

Real-time evacuation reporting on both persons accounted for and missing persons. 24/7 self-serve access to our proprietary database for maintaining and securely transmitting employee lists. This data remains in a state of readiness for upload into our specialized Disaster Information Management System (DIMS®) at the time of evacuation. This web-based application provides up-to-the-minute, real-time reporting on the status of all employees, including those safely accounted for, missing, and/or injured.

Training on accounting for employees. A "train the trainer" webinar will describe how to implement "Accounting for Employees" procedures, as well as how to utilize DIMS to manage the process. Primary elements include:

- Collecting, compiling and communicating zone-specific information
- Creating a missing persons list
- Relaying results to first responders
- Tracking locations and status of employees



Recovery

“We shall draw from the heart of suffering itself the means of inspiration and survival.”

~ Winston Churchill

Workforce Recovery Services

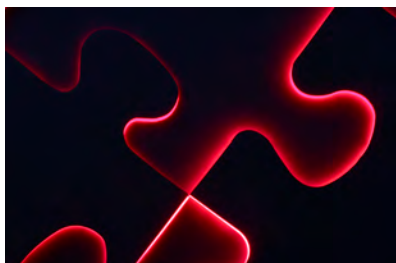
Our continuum of services extends beyond crisis planning and response to the equally critical recovery phase.

Trauma Response and Consultation. Individual counseling and group debriefings to assist those affected by the crisis in achieving a “new normal” in their work and personal lives. Professional management consultation is also available to assist managers and supervisors, as well as Human Resources, in managing employee reactions and needs.

Training. Following a crisis, we provide a variety of trainings that help employees to maximize their personal resilience and well-being, as well as help managers and supervisors to manage the ongoing evolution of the event.

Event Assessment & Analysis. An important element of any critical event involves assessing the response to determine its effectiveness and limitations. Using a systemic, lessons learned approach, we help organizations identify what worked well and what may require improvements going forward.

Why Empathia – Black Swan Solutions®?



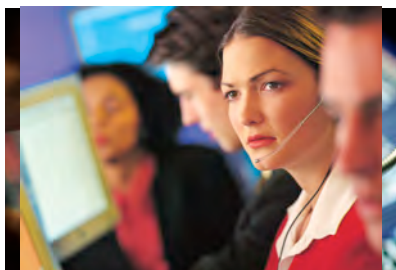
Vendor of Choice

We boast a repeat client list that includes some of the most high profile, prestigious organizations in the world. Airlines, major sports leagues and teams, transport carriers, large manufacturers and renowned financial institutions. These are just a few of the types of organizations with which we partner.



Experience

Our staff has many years of accumulated experience responding to high visibility events, including 9/11, airline crashes, plant explosions, hostage situations, etc. Our best-in-class practices are based on pragmatic experience in responding to numerous critical incidents.



A Unique Communications Center

We are one of only a handful of companies in the world to offer a communications center dedicated solely to crisis response that can accommodate the call volume that is anticipated following a disaster. We also staff our communications center with mental health professionals so that you can be assured that individuals calling in crisis receive emotionally appropriate responses and guidance.



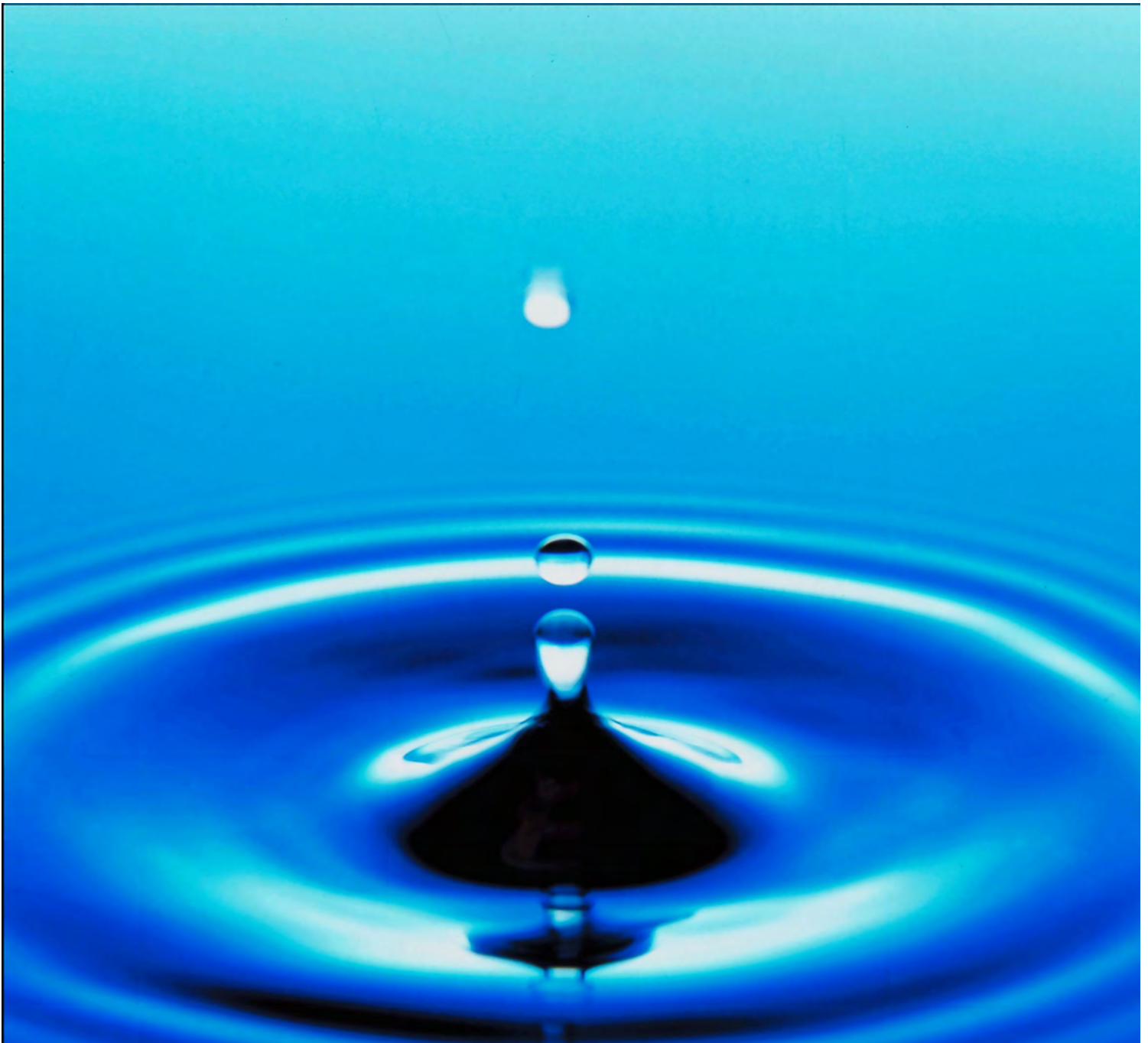
One-of-a-Kind Database for Accurate Management and Reporting

Our disaster information management system (DIMS) is unique to Black Swan Solutions – there's no other system like it anywhere. It provides crisis management from a single portal with real-time information retrieval by designated representatives of your organization. This is important when relaying information to local authorities and the media, and crucial for identifying individuals who are accounted for, injured and/or missing.



National and International Scope

Our reach extends beyond the United States, allowing multi-national organizations to coordinate a consistent disaster response plan across their entire field of operations.



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