



Disaster Response Anatomy of a Rescue

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Purpose

- To better prepare travelers, tour operators and logistics suppliers to more effectively respond to emergency situations involving travelers abroad

Agenda

- Biography
- Global Rescue
- Planning Paradigm
- The Situation
 - Facts
 - The Jungle
 - Helicopters
 - Assumptions
 - Tasks
- The Map
- Time/Timing/Timeline
- The Players
- Client Responsibilities
- Communications
- Financial Requirements
- Questions

Scott Hume



Background

- Lieutenant Colonel (Retired), US Army, 20 plus years experience - Mechanized/Light Infantry, Special Operations, Planning, Logistics, Nuclear Weapons Command and Control
- Majority of career spent as a member of tactical army units worldwide
- Operational, Planning and Logistical experience in over 20 countries in the Balkans, Middle East, Central America, Caribbean, Asia
- With Global Rescue since 2011

Education

- BS Computer Science Engineering
- MMAS - US Army School of Advanced Military Studies
- MBA
- Ranger, Airborne, Jumpmaster, WMD/nuclear weapons related courses
- Lead security team of personnel with similar credentials

Global Rescue Overview

Summary

- Founded in 2004
- 250+ professionals worldwide
- 12,000+ operations globally
- 1+ million members
- 7 Operations Centers and offices in 5 countries
- 200+ Medical centers of excellence worldwide
- World-class partners:
 - Johns Hopkins Emergency Medicine Division of Special Operations
 - Partners Healthcare
 - Elite Medical Group

What they say about us



"Join Global Rescue. They're a well-tested provider of medical services and evacuation"



"Get Global Rescue. Trust us. We're clients"



"Members who call in are connected immediately with critical-care paramedics or nurses"



"Global Rescue ensures our medical and security needs are fulfilled worldwide"



"Global Rescue plucks people from precarious situations worldwide"

A Planning Format

- Define your problem to be solved as best you can
- Determine the facts bearing on the problem
- Determine the assumptions bearing on the problem in the absence of facts
- Determine limitations and constraints on the problem
- Determine specified and implied tasks to accomplish to solve the problem
- Review the problem to be solved to ensure it is still accurate
- Develop solutions
- Compare solutions
- Chose a solution
- Implement chosen solution

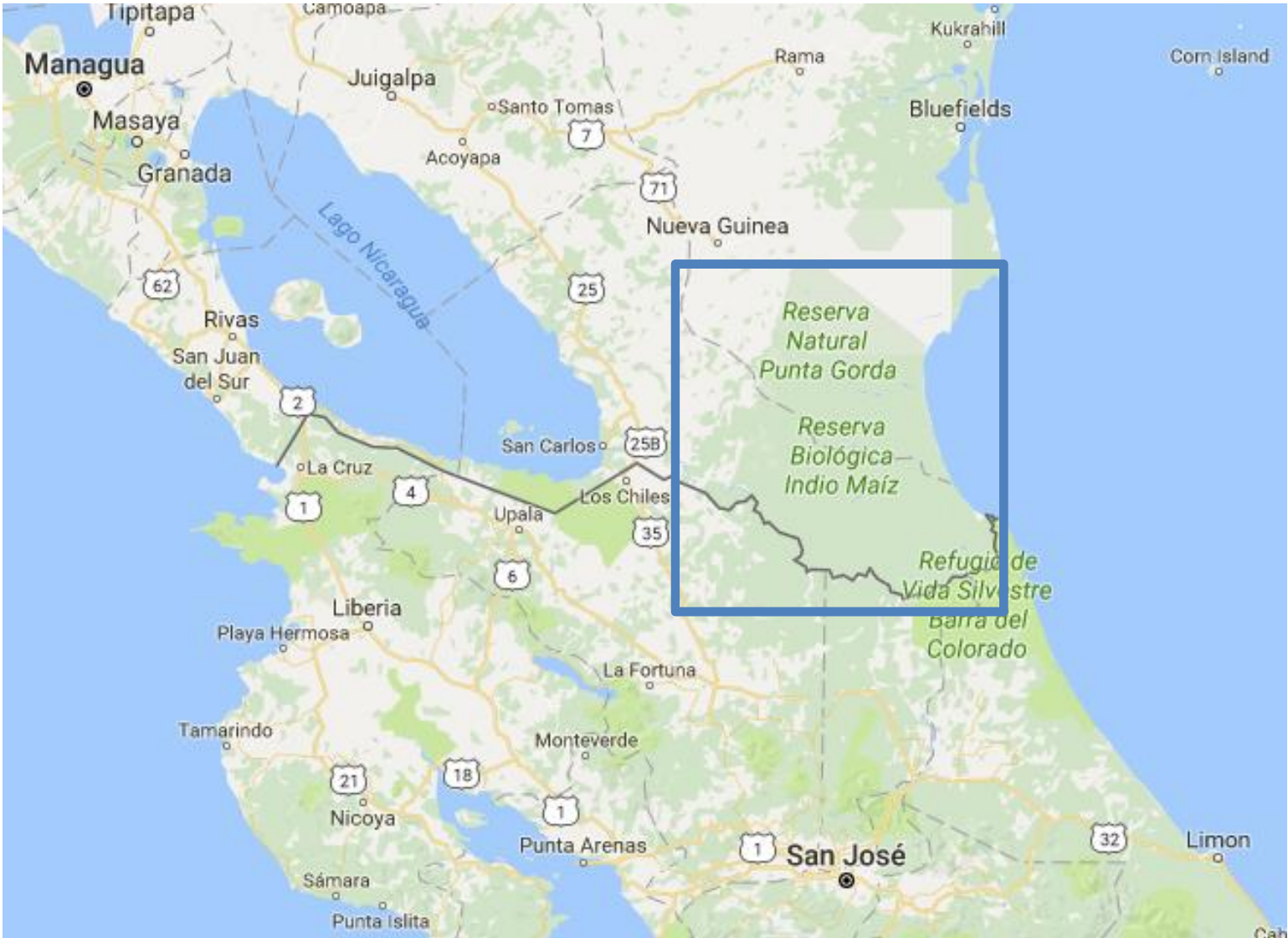
The Situation

- Global Rescue receives a call from a U.S. based client at 10AM on 23 November, 2016. They report that one of their employees is in Nicaragua and is concerned about his safety due to the approach of Hurricane Otto. They ask that he be evacuated.

The Map



The Map



The Map



The Map



The Map



The Map



The Questions

- Who is employee?
- What is he doing?
- What is his background?
- What is his experience?
- What is he equipped with?
- Does he have communications equipment? Type?
- What is his location?

The Timeline

- 23 November
 - 10am - initial call
 - 22 hours until Hurricane Otto landfall
 - 6 hours until dark
- 24 November
 - Thanksgiving day - embassy closed
 - Hurricane Otto - will pass by around 6pm - night time again
- 25 November
 - Planned departure date

The Facts

- The traveler is traveling with another group (not his employer) and local guides
- The traveler is video taping illegal activities
- The traveler is not an employee of the client - not a covered traveler
- The client has communications (texting) with members of the accompanying group but not the photographer
- Not clear if the traveler wants evacuation

The Jungle

- Lush
- Dark
 - earlier than in open terrain
- Landing zones can be hard to find
- Very local precipitation conditions - cloudy / misty
- Personnel on ground - slow movement
- Signaling can be difficult
 - lights are stunted
 - communications ranges decreased
- Special equipment adds complexity
 - hoist / stretcher / medics

Helicopters

- Short range - may need fuel resupply for long missions
- Not all have GPS
- Need a place to land
- Special equipment can be rare
 - hoist / litter
- Frequently have limited passenger capacity
- Limited lift capability
- Affected by weather
- Many do not fly at night
 - inexperienced crew?
 - landing zone lighting?

Some Assumptions

- There may not be room in the helicopter for the camera equipment
- Since the traveler is not covered - the client will need to pay for the evacuation - will need to access funds on a holiday
- We will not be able to evacuate traveler to his journey start point - will evacuate in the opposite direction

Cost / Funding

- Access to funds? - After hours / on holiday
- Sufficient funds?
- Authorization to spend funds?
- Plan with other organizations to share costs?

The Players

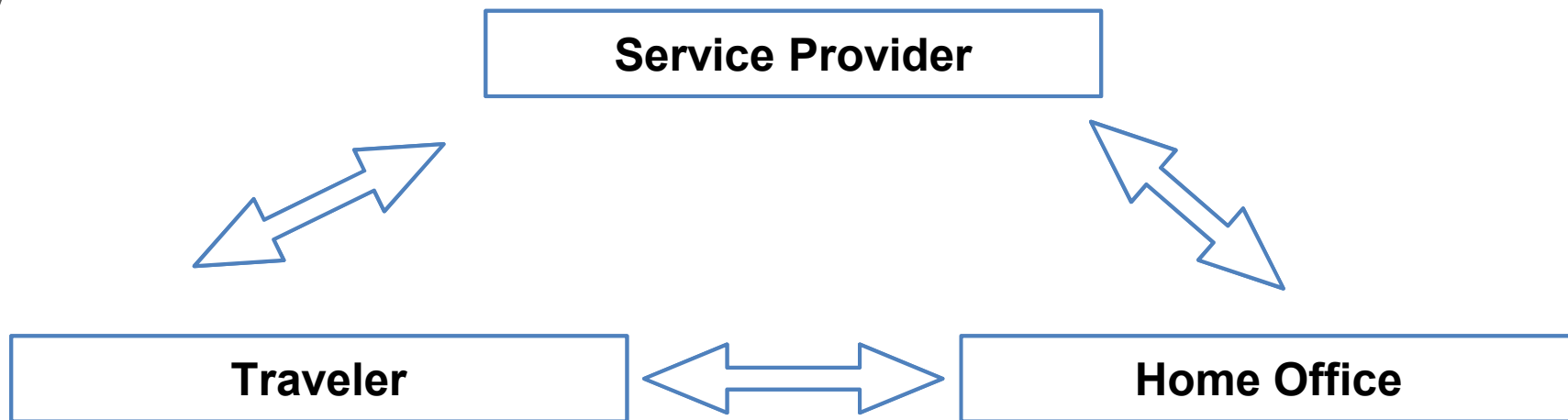
- The Traveler
- The Companions
- The Client
 - CEO
 - CFO
- The Crisis Response Service Provider
- The helicopter crew

Client Responsibilities

- Understand agreement with all service providers
- Ensure access to financial resources
- Communications
 - with crisis response service provider
 - with senior management
 - with the public
 - with the families of traveling employees, clients, customers
- Have internal emergency action plans
 - ensure all required personnel understand the plan

Communications

- Types - cellular, land line, satellite, web
- Traveler must have two-way communication
- Helicopter / boat / rescue team
- Financial institution
- Family
- Public
- Legal



Lessons Learned

- Have RELIABLE 2-way communications
- Define what concerns you and talk through with stakeholders
- Understand time / timing
- Be prepared to be stuck for a while
- You are part of a “network” - understand what it can do
- Relations and Relationships are always part of the equation

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Questions?