



Preparation and Planning for Effective Evacuations

Scott F. Hume

Associate Director, Security Operations
Global Rescue

December 4, 2015



Introduction to Global Rescue



Global Rescue's Boston Operations Center

Operations Centers located in

- Massachusetts
- New Hampshire
- Pakistan
- Thailand

Founded in 2004

U.S. based integrated provider of:

- Medical Services
- Security Services
- Field Rescue Services
- Intelligence, Information & Mobile Communication Services
- Crisis Planning & Response Services

All services are provided in-house.

Active in every major global event

Purpose of Presentation

To discuss considerations for the preparation of effective evacuation plans for employees, families and facilities during times of natural or man-made disaster using experiences from response to Nepal Earthquake 2015.

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

Case Study: 2015 Nepal 7.8 mag Earthquake

(Page 1 of 2)



SITUATION - Nepal - 25 April 2015:

- Limited infrastructure, especially outside the Katmandu region
- Mostly rural and remote, topography/weather can make travel very difficult
- Governmental challenges - little spare capacity to deal with disaster events
- Economy heavily dependent on tourism
- Avalanche wipes out Everest Base Camp, strands numerous climbers
- Loss of power all over the region, but many cell towers remain operational

Case Study: 2015 Nepal 7.8 mag Earthquake

(Page 2 of 2)



SITUATION - Nepal - 25 April 2015:

- Thousands of collapsed buildings
- Hundreds of thousands scared of returning to damaged homes
- International airport damaged, many roads in the region impassable
- Governmental entities overwhelmed, unable to coordinate many basic relief efforts
- Nationalized all rotary wing assets
- Swift international response, but had limited impact

Case Study: 2015 Nepal 7.8 mag Earthquake



SITUATION - Tourists/Adventurers April 25, 2015:

- Hundreds of adventurers there for the climbing/trekking season, April to June
- Avalanche wipes out Everest Base Camp, strands numerous climbers at Camps 1 & 2
- Difficult to account for travelers
- Many injured
- Adventurers generally clothed / equipped for the environment

Case Study: 2015 Nepal 7.8 mag Earthquake



Lessons Learned

- Limited infrastructure outside the Katmandu region
- Rescues now included a search component
- Hospitals overwhelmed
- Airport - limited landing - very limited take offs (re-ticketing, cargo vs passenger planes etc.)
- Supplies dwindled quickly: cash, food, lodging
- Communications systems - strained

Nepal Earthquake: Our Efforts



Global Rescue paramedic in Lukla, Nepal, triaging and evacuating victims after the earthquake

Pre-positioned Operations personnel provided on-the-ground rescue and support:

- Triaged more than 200 humanitarian cases at Lukla in the first 24 hours after the quake;
- Coordinated the evacuation of all Global Rescue members and others trapped at Camps I and II on Everest;
- Responded to over 125 requests for help, rescue and support.

Crisis Response Essentials



- Pre-determined crisis plan
- Communication plan (to include back-up plan)
- Shelter in place plans/supplies
- Pre-travel training
- Deployment plan/resources
- Established relationships in the area
- 24/7 Operations capability
- Home Office / Forward Office have same understanding of the plan
- Evacuation plan and post-evacuation plan
- All solutions take time - understand your timeline

Crisis Response Essentials - Communication



(Page 1 of 2)

- Consider a 1 line status report to key family / colleagues
I'm ok / here is my location / moving to hotel
- Have access to multiple smartphone social media and "Chat" apps and test before departure
- Consider using "Share my location" phone features
- Have a phone spare power source
- Keep your power cord with you

Crisis Response Essentials - Communication



(Page 2 of 2)

- Consider traveling with a satellite phone - does not rely on the cellular phone network
- Share phone numbers of your travel companions with family
- Pre-load important numbers
- Consider emergency location devices that are equipped to transmit via satellite and over social networks
- Consider bluetooth enabled satellite devices that allow cellular traffic over the satellite network

Conclusion

- No matter how detailed your plan, it will not exactly mirror the event. Don't use that as an excuse not to plan.
- Plans work better together – organizations with their crisis management service provider.

“Plans are useless, but planning is indispensable.”

Dwight D. Eisenhower