



Good for People. Great in Crisis.



Black Swan Solutions® by Empathia Aviation Emergency Response Service Overview

Black Swan Solutions®, Empathia's crisis management service division, assists organizations in preparing for, responding to and recovering from the human impact of crises. Our turnkey approach integrates the expertise of experienced crisis professionals with state-of-the-art technology to provide people with timely and accurate information, as well as the human support they need, during and after a crisis. Services to USAIG members include ERP optimization, training, information management software and access to specialized, scalable resources in the event of an emergency.

Program Offerings

This program enables policyholders to rapidly activate an extensive array of supportive services to mitigate the physical, relational and reputational impacts of a crisis. Empathia will review internal emergency response protocols in the initial subscription year to establish interoperability and refine preparedness. This offering includes ongoing access to our proprietary Disaster Information Management System (DIMS®) and Emergency Response Team training resources. In the event of a crisis, activate a scalable array of services to best meet the needs of the organization and those impacted, from an individual support counselor to a 24/7 incident response contact center and on-site support.

The program includes:

Access

Continuous access to Crisis Response and Recovery Services via a toll-free line, live answered 24/7/365.

Consultation

An experienced Black Swan Solutions® consultant will confer with the policyholder's representative(s) to identify the issue, assess the impact and strategize solutions.

Critical Incident Services

In response to critical incidents such as sudden deaths, accidents and other events that adversely affect the organization, Empathia can deliver virtual/on-site support and debriefings. Individual and group support and debriefings will be at the policyholder's request and for a duration as specified by the policyholder.

Incident Response Contact Center Activation - In response to an incident that poses risks to the policyholder's reputation, stakeholders and/or continuity of operations, the policyholder may elect to establish a call center. Incident-specific messaging is recorded on a dedicated toll-free telephone line. Within one hour of notification to Black Swan Solutions®, trained and credentialed crisis professionals will be prepared to process telephone inquiries from:

- Those who believe they may know someone affected by the crisis
- Those seeking additional information from the policyholder
- Media
- Employees
- Other callers

Contact Center Tasks

- Maintain technical capability and capacity to process calls
- Assist those seeking additional information from the policyholder
- Provide information and support to friends and family members of those believed affected
- Confer with Red Cross and other authorities to account for victims transported to local hospitals
- Offer ongoing support to survivors and friends and family members of those impacted
- Maintain ongoing communication via secure conference bridge with the policyholder

Disaster Information Management System (DIMS®)

- Maintain comprehensive victim/family member/responder data
- Provide access to a secure platform to share real-time information
- Scripting for Call Center Specialists
- Accounting for people support
- FAQ platform
- Store checklists, maps, press releases, etc.
- Real-time reporting

As Requested by the Policyholder

- Deploy experienced Crisis Management Consultants to the incident scene
- Assist in establishing and operating a Family Assistance Center for victims' families
- Coordinate travel for families to and from the Family Assistance Center and/or hospital(s)
- Deploy credentialed behavioral health professionals to provide ongoing information and support to victims and victim families in their home, at the hospital and/or Family Assistance Center
- Deploy credentialed behavioral health professionals to provide support to employees

Cost for actual emergency activation and various supporting services is outside the scope of this Performance Vector offer and will be addressed separately if activated.

For more information or to enroll, please email Paul Ratte, USAIG's Aviation Safety Programs Director at—safety@usaig.com—or call 212.859.3856