



# Catastrophe Plan

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During a major event, we activate our CAT Teams which are available 24 /7. Based both in the office and out in the field, we believe our main point of difference in handling a major event is our capability to instantly change the roles and responsibilities of our team with minimal disruption to our operational processes. Armed and prepared to handle any major event that may occur, our CAT Team will contact our clients within one hour of receiving Instructions from insurers or loss adjusters to determine the level of damage and assist to ensure all is safe and secure.

In an event, our Customer Service Officers have been cross-trained to act as part of the CAT response team and will disengage from their BAU responsibilities and focus solely on make-safes and urgent claims. This allows us to allocate a direct team to be in control of the initial impact of an event and the high volume of make-safes that will be expected. This implementation means we are able to manage expectations by handling communications with clients, policy holders and our teams on the ground to ensure all teams work together in an efficient and effective manner with one point of control. The ultimate result is a faster, cleaner and more reliable event service for all involved.

- Emergency Contact team available 24/7.
- Catastrophe Managers directly relocated to affected areas.
- One of the largest restoration equipment providers which enables us to service a higher volume of work.
- Our live online job management system enables us to gather information from site to office instantaneously which allows us to get reports back to the client within 24 hours guaranteed. This system allows tracking of each job from beginning to completion without loss of any information and time.
- Access to a large network of trades nationally which enables us to deploy teams to live and work remotely in affected Cat event areas.