



Helping you manage crises, big and small

When your organization experiences a crisis –

a violent episode, natural disaster, cyber attack, large-scale accident or mass casualty event – the impacts can spread like shock waves through your employees, customers, stakeholders, suppliers and the media. At such critical moments, the wellbeing of these individuals, as well as your organization's reputation and viability, are all in jeopardy.

With over 30 years of experience responding to high profile crises, Black Swan Solutions stands with you, helping to manage the cascade of challenges that accompany the unthinkable.

We are the only company in the world that provides a specialized crisis call center that is rapidly available and staffed solely by masters prepared professionals with at least 5 years crisis response experience. In addition, we can deploy globally to provide immediate and ongoing support, as well as set-up and staff a family assistance center for those impacted.

Our Services

- ▶ **Crisis Call Center** – for handling the deluge of calls from those impacted following a major incident.
 - Centralized information via a dedicated, client specific phone number
 - Operational within minutes
 - Masters prepared crisis professionals can process thousands of calls per hour
- ▶ **On-site Crisis Support** – for providing professional support and consultation to those impacted.
 - On-site support via trained crisis professionals in over 140 countries worldwide
 - On-site individual and group debriefings
- ▶ **Victim and Family Assistance** – for ensuring that affected families are provided timely information, privacy and compassion.
 - Establish and coordinate services at a designated location for private information dissemination and support to affected families
 - Provide one-to-one support to affected individuals and families at their chosen location
- ▶ **Disaster Information Management System** – for managing crisis related information and providing real-time reports.
 - Accounting for people
 - Incident management
 - Team and responder management
 - Victim/family/responder database



Crisis Events Can Include:

- ▶ Information hotline
- ▶ Natural disasters
- ▶ Active shooter incidents
- ▶ Cyber attacks
- ▶ Transportation accidents
- ▶ Bombings
- ▶ Mass casualty events
- ▶ Plant explosions
- ▶ Technology failures
- ▶ Public health concerns
- ▶ Unexpected deaths
- ▶ Product recalls
- ▶ Telecom disruptions
- ▶ Threats

Why We're Different

Experience:

- ▶ We have over 30 years of experience responding to events on a daily basis
- ▶ We pair state of the art technology with masters prepared professionals in the Human Services field with at least 5 years of experience in crisis response

Advanced Technology:

- ▶ Our one of a kind call center can process thousands of calls per hour and can go live within minutes
- ▶ Our proprietary database is designed to manage information about individuals impacted by a crisis and their families, as well as those responding to the crisis

Global Network:

- ▶ Our global network is available in over 140 countries for immediate boots on the ground support
- ▶ We require that our responders receive specialized, proprietary crisis training prior to joining our network

Customized Solutions:

- ▶ Industry specific solutions
- ▶ We can augment internal crisis resources or provide full-scale support