

# EMERGENCY RESPONSE SERVICES

Getting thrust into an emergency situation is challenging enough even when you do have a plan in place for mitigating it. Not having a plan will make it even more difficult to navigate. Staying organized and communicating clearly are essential to making it through an emergency. When disaster strikes, Ambassador Services follows this strategy in assisting our customers.

## ESTABLISHING A DISASTER PLAN

As part of our standard services, we'll create a disaster plan for your facility before an emergency arises, to enable you to maintain business continuity for as long as possible. This plan includes:

- › A Memorandum of Understanding (MOU) outlining how we will operate in a disaster and detailing what processes and supplies are required to do the job right
- › A command center for central communication
- › An established hierarchy of priorities and actions
- › Clearly identified cross-functional teams
- › Inventory and resource lists readily available for distribution to teams
- › Sensible, thorough plans that lead to quick actions and efficient results

## PRIORITIZING DISASTER LEVELS

Designating specific disaster levels by priority allows us to plan for the appropriate level of service. Different types and scales of emergency situations require different amounts of labor and specific skill sets, so it's important to understand the severity of the disaster and its type.

**Low-priority disaster** – common issues such as a broken pipe or flooded facility

**Medium-priority disaster** – occasional problems such as construction mishaps, hazmat spills, bloodborne pathogens or disease outbreak, and fire/smoke/electrical issues

**High-priority disaster** – rare and more severe, such as natural disasters like hurricanes, floods, and ice storms/severe freezes



**Ambassador**  
Services

## STAYING IN CONTROL

Disasters can quickly derail all but the most carefully prepared organizations. As your service provider, we ensure that our response is as controlled as possible and our communication is centralized so we can act in the most effective, efficient way should an emergency arise. Equally important is our proven track record of decades spent addressing a wide range of challenging circumstances. Our teams' expertise in carrying out swift, effective application of emergency protocols is vital in the road to recovering your place of business and restoring your peace of mind.

Ambassador Services follows a hierarchical system similar to the Incident Command System used by FEMA. This allows us to provide timely responses to any level of emergency at our customers' facilities no matter where they are located. We use a team structure, and our comprehensive resources provide the dedicated level of service each contract requires and deserves.

Our emergency response services include tasks pre and post an inclement weather or unexpected event:

### **Preparation prior to event:**

- › Furniture removal
- › Landscape protection – nylon coverings
- › Window board up
- › Sand bags deployment

### **Event recovery:**

- › Water extraction
- › Mold removal
- › Upholstery cleaning
- › Pressure washing
- › Window cleaning
- › Landscaping maintenance



## QUESTIONS? GIVE US A CALL

To learn more about how we can assist you in emergency response planning and services, speak directly to a representative today at **(281) 727-0117**, email us at **[sales@ambassadorusa.com](mailto:sales@ambassadorusa.com)** or visit us online at **[www.ambassadorusa.com](http://www.ambassadorusa.com)**.

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