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## **Rapidly Deployed Recovery Strategy Gets World Headquarters Operational Following Terrorist Attack**

### How A Small Team Of Leaders & Experts Guided 5,000 Employees To Re-Establish Business Operations At Ground Zero

#### ***The Situation:***

- The most devastating terrorist attack on American soil
- Business continuity plans overwhelmed by the magnitude of the destruction
- Economic recovery dependent on rapidly re-establishing operations
- Political and security needs to demonstrate recovery and resilience

#### ***The Challenge:***

- Ensure the physical & psychological safety of employees in temporary locations
- Determine how to safely and productively move employees back into the headquarters within the Ground Zero perimeter
- Precisely time the reoccupation to match the rebuilding of IT, Operations, HR, Administrative Systems, and Facility Services
- Equip managers with the skills to lead and support employees
- Be prepared for emerging new threats and circumstances

#### ***The Solution:***

- Collaborate with leading experts on response to terrorism and disaster
- Build a team of corporate leaders from all essential services (e.g. EAP, Facilities Engineering & Environmental Services, HR, IT, Medical, Public Relations, Security, & Transportation)
- Establish a process rapidly and calmly moving employees back into the global headquarters building
  - Orienting them to working in the post-attack environment
  - Training them in stress response and intervention
  - Supporting them with 24 X 7 community based and on-site EAP and medical services
- Recruit a network of professionals in Environmental, EAP, Medical, & Security Services

#### ***The Results:***

- Reoccupation of headquarters 8 months ahead of initial forecast
- Stable and effective business operations
- Investor and client confidence
- No significant incidence of employee health or safety being at risk