

24/7 Emergency Services Agreement

Full-Scope Response Support for Your Entire Enterprise.

As a 24/7 Emergency Services Agreement client, the Fireside team becomes an extension of your organization. If an accident or incident occurs, we will work closely with you to ensure that those most affected are supported with compassion and empathy.

The Emergency Services Agreement provides:

Asset Monitoring Services: Our Emergency Operations Center (EOC) monitoring specialists focus on identifying irregular operations that might indicate an emergency. If an emergency is detected, our specialists immediately communicate with your team to ensure awareness of the details, and provide support and guidance throughout your response.

Emergency Response Services: In the event of an accident, professional, resourced, and empathetic Humanitarian Emergency Liaison Personnel (HELP Team) respond immediately to the emergency location. Together, we transform your compassionate side into visible action and meaningful outcomes. These resources are available across your entire enterprise.

- **Emergency Contact Services**
HELP Team employees assist you with delivering information to emergency contacts of those affected.
- **Advance Team Launch**
Advance Team members are swiftly deployed to accident site to provide in-person support.
- **Family Assistance Services**
Experienced HELP team members offer support, provide information, comfort, and direct resources to the families of accident victims.
- **Crisis Public Relations Support and Consultation/ Media Monitoring**
Communication specialists will work closely with your public relations and legal team to assist in the creation of statements to the media. Providing continual monitoring and reporting of incident related media broadcasts.
- **Media Management Support**
Access to toll-free media hotlines and assistance with triage and response to inquiries.
- **On-site Investigative Consultation**
Technical specialists help you participate effectively in an investigation.
- **Coordination of Services**
EOC specialists coordinate with Federal agencies and industry contacts to assist you in demonstrating your commitment to supporting victims and families, and publicly representing your brand.
- **Personal Effects Recovery and Return**
Respectful and confidential handling of personal effects, including, collection, restoration, cataloging and return.
- **Post Event Emotional Response Support**
Debriefing and counseling services are available to all employees involved in the accident.

If your needs arise from aviation, rail, specialty marine, workplace emergencies or any other hazard, you can rest assured that Fireside Partners will help you protect your most important asset - your people.

We are the family that helps you take care of yours.