

CASE STUDY: Policies, Procedures & Planning – Hurricane Relief Effort

OVERVIEW

After a major hurricane in Puerto Rico, ROWAN was contracted to provide security for a large port facility, while liaising with local and federal governing bodies, and FEMA alongside managing relations with the media.

CHALLENGES & SOLUTIONS

This situation proved incredibly challenging due to the ever changing circumstances surrounding the disaster response. The ROWAN team were required to be extremely flexible due to the fast-changing circumstances, and therefore needed to develop an integrated and scalable security solution that could flexibly adapt with the changing requirements.

ROWAN oversaw the safety and security of the hurricane relief effort at the port by designing and implementing a robust security solution. In addition to the hurricane relief effort, our team played an integral role in the ongoing security of the port facility by designing and developing a series of in-depth security protocols to secure the facility for ongoing use, developing a training plan for a staff of 210, and developed a Declaration of Security (DOR) and oversaw the implementation of said DOR.

This project was particularly challenging due to the volatile nature of the natural disaster and the quick changing circumstances. Due to the decades of experience held by the ROWAN team in similar situations as well as U.S government and Special Forces experience, our team were ideally qualified to manage a project of this magnitude, successfully implementing policies and procedures that ensured the ongoing safety and security of the port facility and it's staff. ROWAN ensured that a sense of calm and security was delivered at a time of heightened stress and uncertainty.

AT A GLANCE

- TVRA
- Policy, Procedure & Planning
- Security Protocol
- Disaster Response



“Risk is not just a factor to be mitigated but a reality to be understood. At ROWAN, our approach integrates operational planning, robust policy frameworks, and adaptable procedures to ensure our clients remain resilient in the face of evolving threats.”

Josh Kiluk

Managing Director,
Operations, ROWAN