

Hurricane preparedness helps industry's Gustav, Ike recovery

In industry, careful steps are taken to ensure that preparedness procedures are in place for nearly every situation a plant might encounter. And so too with the businesses that serve those sites; they must be at the ready when they are needed. When the energy supply for the United States is at stake, the risks are higher. This was certainly the case with the recent hurricanes — Gustav and Ike — that struck the Gulf Coast. But industry and the companies that serve it well proved to be ready in both preparedness and recovery.

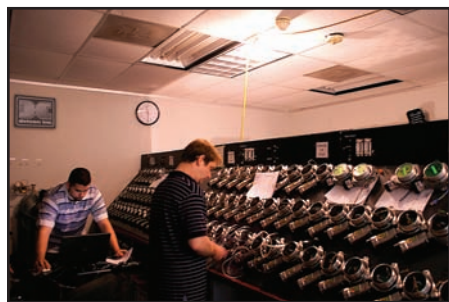
Just as they do with other severe weather situations, as Hurricanes Gustav and Ike approached, plant facilities located in the possible projected path began to put their emergency preparedness procedures in motion. In this case, sites across the Louisiana and Texas coasts braced themselves and their employees for a potential emergency weather situation. Offshore, platforms were evacuated well in advance of the storms, while onshore orderly shut-down was taking place at plants that might be affected. Refiners took measures to ensure that fuel stations along expected evacuation routes remained open and supplied as long as possible.

BIC partners in action

BIC partners anticipated the needs of industry and were there when needed before and after Hurricanes Gustav and Ike. Some are still continuing that work.

Prior to Hurricanes Gustav and Ike, **Hertz Equipment Rental Co. (HERC)** moved from Dallas/Fort Worth, Texas, and Louisiana generators into the Houston area to help customers in need of power due to outages. In addition, HERC worked with a local contractor, providing generators to get call towers, and thus cell phone service back in service. HERC also supplied forklifts and lite towers to emergency response centers from Louisiana to Texas.

Jefferson Parish Economic Development Commission (JEDCO) opened a temporary emergency center following Hurricane Gustav (their office was closed due to power outage) to assist



Taylor Jackson, left, and Clay Wilson worked in the Cal-Test (calibration testing) lab at Detcon just days after Hurricane Ike stormed through The Woodlands, Texas. A lighting system was set up in the lab and throughout Detcon so that workers could resume production almost immediately following the storm.

businesses with their regular services, providing up-to-date business information, road closures and shelter sites. JEDCO also initiated services to specifically aid businesses as they recover, serving to coordinate a variety of business assistance programs.

In addition, JEDCO and the Louisiana Small Business Development Center Greater New Orleans Region teamed up to assist businesses of Jefferson Parish and surrounding communities. Some of the services offered include Small Business Administration Disaster Loan information, FEMA assistance information, IRS updates for impacted businesses and information on recovery assistance from the State of Louisiana. Free high-quality and confidential consultations with a team of experienced business professionals in a wide variety of disciplines and industries were also offered in the areas of accounting, marketing, sales, management, human resources, Web sites/e-commerce, international trade and more.

The Thursday before Hurricane Ike hit the Texas Gulf Coast, **The Turnaround Management Company**, based in Houston, was implementing a step-by-step emergency plan to successfully continue operations during the storm.

The Turnaround Management Company developed a formal "Emergency Plan" with a focus on safe, secure operations. It guides information technology, operations, sales and other areas in critical activities and checkpoints, and it builds a path to get things back to normal once people are safe and explain their situation.

Once an emergency is declared, a core team moves critical operations to a secure location in Dallas and prepares the local office for potential damage. They continue coordinating with customers and employees, making sure people know how to reach key contacts. They also provide information about what to expect before, during and after the event. It's a thorough and straightforward project approach to an emergency situation.

"We're a planning company," said David Frinsco, vice president of Business Development. "We know the value of preparation and execution according to plan. That's why we were able to stay operational throughout Hurricane Ike."

Anticipating Hurricane Ike's arrival and possible destruction to offshore drilling and industry along the Gulf Coast, **Detcon** employees wasted no time preparing for the storm in order to quickly resume production afterward.

"We knew the demand for product would increase after the storm because a large portion of our customer base is in the Gulf of Mexico. It was important to us that we be able to come to the aid of our customers as quickly as possible," said Vice

President of Engineering Pat Dalberg.

"We did manage to maintain communication with some of our customers during the storm as well as with our engineers on development projects via sporadic cell phone service," said Dalberg, explaining that battery back-ups were put in place to secure long-term engineering experiments and sensor testing.

Detcon manufactures and designs a wide range of industrial grade gas detection sensors. These sensors, which are installed on everything from offshore drilling rigs and platforms to industrial plants and water treatment facilities, not only help ensure the safety and health of employees but prevent production from being interrupted.

Carlton Industries — a provider of safety signage for the oil and gas industry — has so many customers in Hurricane Ike's zone that the company pre-manufactured products for them based on their past orders, just to be sure that they could take care of their needs immediately post-storm.

"It's solely a courtesy but having been through hurricanes before, we know what it can be like and wanted to be ready," said Rick Carlton, product manager for La Grange, Texas, based Carlton Industries.

Interstate Truck Rental's involvement with the hurricanes has been two fold. First, they provided rental trucks to "Joe Average" who needed to move property (trailers with household goods, boats, campers, or livestock) out of the storm path. Second, they provided trucks to emergency response teams, cleanup crews and industrial facilities. Many of the response teams like FEMA, EPA, U.S. Coast Guard and more use Interstate Truck Rental to bulk up their fleets in time of crisis.

"As a company Interstate took a proactive approach," Donnie Jones, general manager of Interstate Truck Rental, said. "We sent several truck loads down to Houston and San Antonio so whatever path the storm track took we would be prepared to help however we could."

Marathon Oil Co.'s Indian Basin Gas Plant in Carlsbad, N.M., had ready-to-eat meals on-hand in case of a plant emergency. But once they learned that Hurricane Ike had hit the Texas Gulf Coast, they loaded **AltairStrickland** trucks with more than 5,000 pounds of meals for distribution to hurricane victims via churches and other organizations. (AltairStrickland had just completed a turnaround at the Marathon facility.)

Repon Inc. also contributed to the relief effort by loading 18-wheelers with food, water, diapers, mattresses, generators and diesel fuel and brought them to the Houston area for distribution. All of the ReponStrickland companies pitched in to help with the relief efforts. Many



Members of Pasadena's Fire & Rescue Unit accept ready-to-eat meals from AltairStrickland for distribution to Hurricane Ike victims in the Pasadena, Texas, area. Marathon Oil in Carlsbad, N.M., supplied more than 5,000 pounds of the meals and gave them to AltairStrickland for distribution.



Repon Inc. trucked in generators, diesel fuel, mattresses, diapers, water and food for distribution to those hardest hit by Hurricane Ike.

employees worked tirelessly to assist in every way they could. ReponStrickland has also set up a fund for their own employees who lost the most during Ike.

When a natural disaster occurs, both government and private organizations rely on **Aerotek**, a leading provider of technical, professional and industrial staffing services, to provide resources and personnel to support cleanup and rebuilding efforts. Aerotek is continuously preparing for the onset of environmental emergencies by having dedicated response teams available to establish staffing operations within 48 hours of re-entry into an affected area.

In the days following Hurricane Gustav, Aerotek's Baton Rouge, La., location supported the recovery efforts of many of its customers. Aerotek is helping to rebuild the hurricane-affected regions of Louisiana by providing a range of skill sets for the necessary relief positions. To ensure the government is not overcharged for work in the Baton Rouge area, Aerotek is providing monitoring support to help audit debris hauling companies.

Following Hurricane Ike, Aerotek's Houston locations are providing placement assistance throughout the southeast region of Texas in the areas of debris cleanup, debris monitoring, remediation and cleaning, air monitoring and soil sampling.

The **Texas Engineering Extension Service (TEEX)**, located in College Station, Texas, has a number of connec-

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tions to hurricane preparation, response and recovery. Some areas where TEEX helped during Hurricane Ike included business recovery and safety training as well as:

- Hurricane exercises: At the request of the Governor's Division of Emergency Management, TEEX planned and conducted hurricane exercises for the state of Texas during off-seasons.

- Texas Task Force 1 (TX-TF1): The state's elite urban search and rescue team performed heroics prior to and immediately after Hurricane Ike struck the Texas coast. TX-TF1 and TEEX coordinated the state's entire search and rescue (SAR) mission, utilizing many other state SAR assets, such as those of the Texas Parks & Wildlife Department, General Land Office, Texas Military Forces, etc.

- Training/exercising: TEEX trained

senior and elected officials in how to manage large-scale natural or man-made disasters.

- Infrastructure: TEEX developed and managed the state's newest asset in terms of disaster recovery. The Public Works Response Team made its debut during the 2008 hurricane season and has effectively coordinated the people and equipment belonging to many Texas municipalities — all in an effort to restore critical infrastructure as quickly as possible.

With one of the largest inventories of containment, pumping, filtration and shoring rental equipment, BakerCorp was able to quickly respond to emergency equipment needs during Hurricane Ike. As Hurricane Ike approached the gulf south region Baker activated its hurricane readiness teams to assist customers and the community with rental equipment for

preparation and recovery efforts.

Prior to the storm, Baker mobilized pumps, suction hoses and discharge hoses from its gulf south branches to refineries, chemical plants and wastewater facilities to guard against potential flooding. Steel tanks, poly tanks, pumps, filtration equipment and tank trailers were on standby for recovery efforts and additional equipment was immediately deployed from Baker's nationwide network of branches to the gulf south. Post-hurricane activities focused on clean up and refinery start up efforts. Fixed axle tanks and poly tanks were used for oily water clean up and temporary water and wastewater storage; roll off boxes supplied storage for trash and debris clean up; filtration equipment provided filtration of process water during refinery start up processes; and tank trailers were rented by customers for temporary diesel fuel storage.

Following Hurricane Ike, the A Box 4 U rapid response service crews went into immediate action in the Texas Gulf Coast area. Knowing it was imperative that A Box 4 U's customers in the Golden Triangle have their Blast Resistant Modules up and running as quickly as possible, the service teams reached the devastated areas within hours after the hurricane passed.

Rick Ciemny, A Box 4 U sales manager said, "We tracked Hurricane Ike very closely and knew it would cause widespread damage. We had our service crews on standby, ready to assist our customers as soon as the storm left the area."

Efforts pay off

Though hit by massive power outages due to Hurricanes Gustav and Ike, damage to petroleum and chemical facilities onshore in the affected areas was light. There were some reports of moderate wind damage to cooling towers and other structures and minor flooding damage to buildings. Mostly, extensive damage to power lines and infrastructure hampered efforts to restore power to production facilities. Additionally, raw materials remained scarce for an extended time for a significant number of manufacturers, creating disruptions in shipments.

The absence of major destruction to facilities in the Houston area was welcomed news for energy consumers across the country since it struck the home to the nation's largest complex of refineries and petrochemical plants. There was the risk that 10-15 percent of U.S. refining capacity could have been shut out for a month or more, but in reality, it was only a fraction of that.

In the days and weeks following the hurricanes, industry worked together with one another and their communities on restoration efforts and continues to do so today. Companies like Chevron, Hess, BP, ExxonMobil and ConocoPhillips, to name a few, donated millions to the relief efforts.

If you are in need of services or would like assistance planning for your next emergency, please refer to the "BIC Member Listings" located in this and every issue of BIC. Whatever your need may be, you will find multiple companies there who can answer your call. □



These pumps represent two of the 22 pumps from BakerCorp that a refinery staged around its plant in the event of high water during the hurricane season. The pumps went on rent on June 1 and will stay at the plant until Nov. 30.



A Box 4 U service crews were assisting their customers in the Golden Triangle as soon as possible after Hurricane Ike passed through.

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