



**Delivering People, Process and Technology**

**managing & mitigating claims, liabilities,  
costs and recoveries arising from pollution  
events**



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We all appreciate how important this is in the ever-demanding, ESG-revolving world of oil and energy companies. By and large, these companies do an outstanding job of preparing for and responding to emergency spill response incidents. However, while regulatory requirements of response plans are robust, they do not include many of the extremely important but less operational demands of a release incident such as accounting for the costs of an incident, receiving claims or settling third party liability claims.

With GRS, it is possible to manage responses and mitigate resulting liabilities to reduce the financial and reputational threats to an organization. GRS supports clients before, during and after incidents. How? Leveraging decades of experience in this niche market, GRS prepares clients vis-à-vis best practices, and then responds on your behalf in the event of an incident with experienced personnel and state of the art, highly secure technology tools. When an incident occurs, Global Risk Solutions, Inc. ("GRS") steps in to support you.

BEFORE AN INCIDENT	WHEN AN INCIDENT OCCURS	AFTER AN INCIDENT
<ul style="list-style-type: none"> <li>Incident risk evaluation and analysis</li> <li>Planning for: <ul style="list-style-type: none"> <li>Responding to evacuation and liability claims</li> <li>Projecting costs &amp; validating invoices</li> <li>Assembling data for insurance purposes</li> </ul> </li> <li>Assessing facilities' claims exposures</li> <li>Customized training for Response Team Finance Section staff</li> <li>Drill participation</li> </ul>	<ul style="list-style-type: none"> <li>Secure, cloud-based "BRIDGE" control center for reporting and managing all required Finance responsibilities</li> <li>24/7/365 multi-channel claims &amp; inquiries intake</li> <li>Claims exposure assessment</li> <li>Evacuation claims management</li> <li>Cost tracking &amp; burn rate calculation</li> <li>Costs verification &amp; projection</li> <li>Dashboard data visualization &amp; customized management reporting</li> </ul>	<ul style="list-style-type: none"> <li>Secure "BRIDGE" database</li> <li>Structured claims settlement program management</li> <li>Invoice auditing &amp; payment recommendations</li> <li>Insurance claims organization</li> <li>Documentation management</li> <li>Litigation support</li> <li>Class Action Claims Administration</li> <li>Class Notifications</li> <li>Cash management reporting</li> <li>Customized management reporting</li> </ul>

Informative, transparent, effective and swift. That's how GRS helps clients navigate incidents. Energy companies need someone in their court — particularly in supporting their ESG goals. Multiple federal, state, and local regulations require organizations to have emergency response plans, but none of the regulations or agencies prioritize the long-term health and viability of your business. GRS does. By better understanding and more proactively addressing the environmental and social exposures of a release incident, GRS clients demonstrate better governance and long-term vision.

## Your Environmental Response Services ("ERS") Team

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# ESG in Response Incidents

Multiple federal, state, and local regulations require organizations to have emergency response plans, but none of the regulations or agencies prioritize the long-term health and viability of your business.



## GRS SUPPORTS CLIENTS ON THREE LEVELS:

**C-Suite:** Reputational risk, business continuity, shareholder, financial market and stakeholder interests

**Risk/Legal/Treasury:** Indemnification, full accounting, costs projections, class actions, litigation support, legal “hold”, secure and accessible data

**Response:** Resource tracking & costing with respect to the Incident Action Plan requirements, daily costs verification, spend projections, invoice auditing, and payment recommendations





# Emergency Response & Environmental Remedial Actions

## PREPAREDNESS PLANNING

A strategic approach to planning for claims management and cost tracking in environmental incident response designed to help ensure business continuity and manage liabilities.

## THIRD-PARTY LIABILITY CLAIMS

Environmental mishaps such as oil and chemical spills don't recognize boundaries or respect others' property. GRS has been applying its tools and knowledge to mitigate third-party liability risks for decades.

## COST CONTAINMENT & INVENTORY CONTROL

Costs from environmental incidents can quickly spiral out of control, compounding a challenging situation and forcing businesses to make difficult financial decisions. GRS helps clients keep their focus on restoration and recovery, so they can get back to business quickly.

## LITIGATION SUPPORT

Class-action lawsuits, individual litigation, mediation and arbitration all add to the uncertainties arising from environmental incidents. GRS provides expert support with thorough claims documentation and quick and fair settlement practices.

## CALL CENTER

GRS provides a 24-7 call center for timely attention to incoming claims. Our Claims Call Center procedures are OPA90 compliant and can be up and running within hours of a client's instruction.



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## Inquiry Intake

GRS provides a 24/7 call center for rapid attention to incoming claim inquiries. Our claims call center procedures are OPA 90 compliant and can be operational within hours.

You need more from a claims intake facility than just an answering service.

- Empathic interaction with impacted communities to understand their concerns.
- Customizable interaction with stakeholders, including the public, media, government officials, volunteers and others, to uncover unknown potential liabilities.
- Highly-scalable, dedicated infrastructure that can adjust rapidly to support low volumes of activity up to thousands of inquiries per day.
- Understand real-time activity with dashboard graphics 24/7/365/worldwide.

GRS Projects include small scale incidents, hurricane employee assistance lines and large scale mass evacuations over holiday weekends and all types of incidents in between.

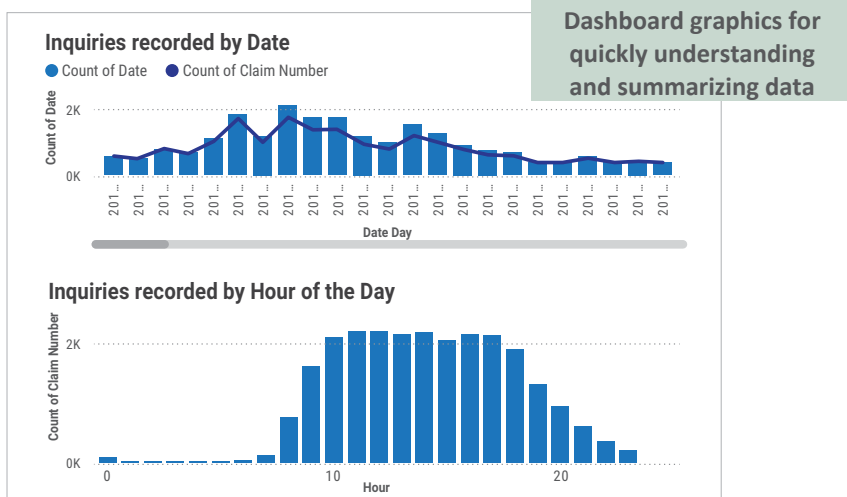
### GRS BRIDGE<sup>SM</sup> DATABASE

Manage call center intake inquiries as well as incident response, finance section costs and claims responsibilities in one, available, accessible and secure location.



Accessible 24/7/365

- Inquiry management and notification
- 24/7 call center
- Claims program administration
- Class action settlement support

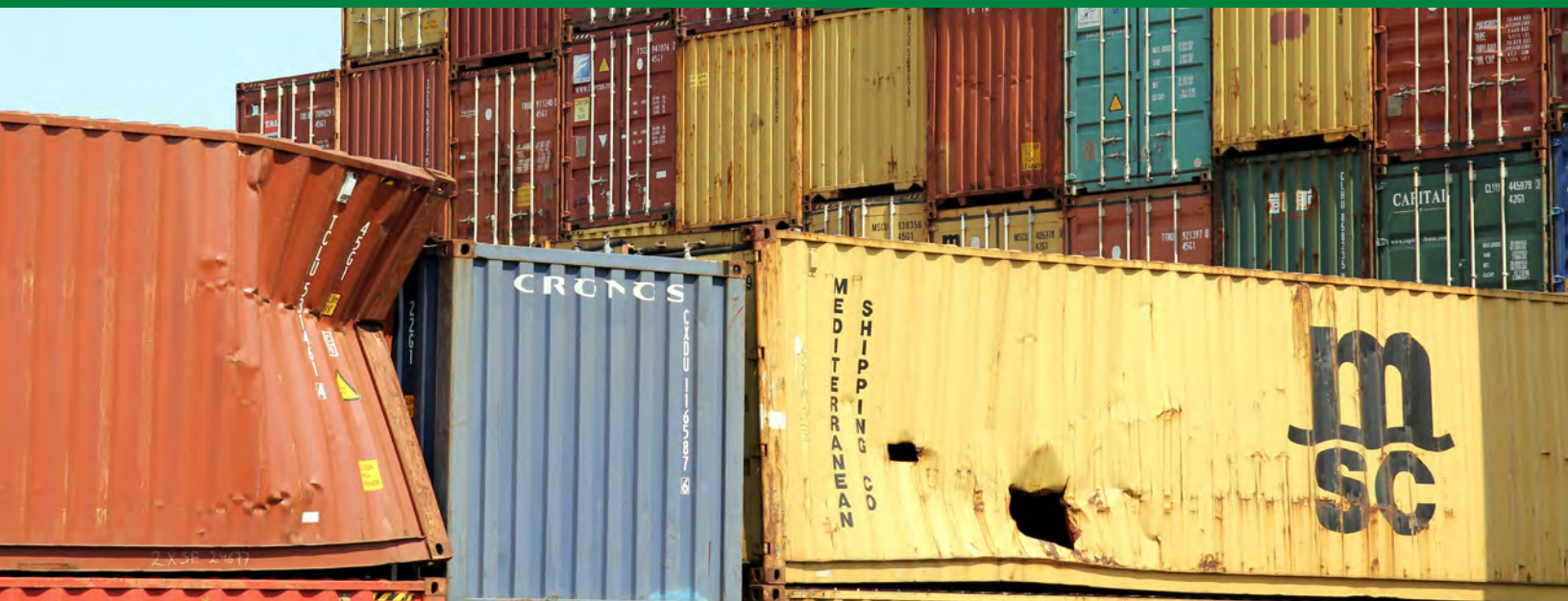


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## Third Party Claims Management

How 3rd party claims are addressed during a response can set the stage for how you will be viewed by the public — getting out in front of the process can make or break an otherwise successful response. The GRS team of professionals have assisted clients on 5 continents. We have decades of experience assessing liability exposures and planning, implementing, and managing mitigation efforts.

When risks become reality and an incident occurs, are you prepared to address the quantity and variety of liability claims that may arise from an unexpected event? With GRS, clients are better able to quickly respond to and recover from man-made or natural environmental impairment occurrences.

When communities are damaged, lives are disrupted, and business reputations are on the line, GRS delivers solutions:

**NEED:** To quickly understand the nature and magnitude of liability exposures

**SOLUTION:** Often within 48 hours GRS provides an initial damage assessment report. On a 4-year, \$350 million project the initial report was 92% accurate.

**NEED:** Ability to work effectively with a wide variety of stakeholders and interests

**SOLUTION:** GRS professionals have worked with the spectrum of regulators: government agencies, environmental interest groups, many types of attorneys, underwriters, industry associations, responsible parties, response contractors, claimants, and others. GRS professionals have facilitated > \$500 million in Natural Resource Damage projects among geographically widespread and diverse regulatory and stakeholder interest groups.

**NEED:** Customized claims settlements programs managed to reduce long-term litigation liability exposures

**SOLUTION:** GRS' experienced risk & environmental stewardship professionals act with consistency and in coordination with you and your legal counsel. One plaintiff attorney confessed to his clients, "... we won't be able to form a litigation class because so many potential plaintiffs have settled with the responsible party."

**NEED:** A litigation-ready, centralized, permanent, highly secure database of the financial records of an event, that can also provide dashboard visibility to key data for executives/management in a timely and accurate reporting format

**SOLUTION:** GRS Bridge is a unique, proprietary on-demand, cloud-based system that records and displays the strands of information vital for processing claims, strategic planning, insurance recovery opportunities and litigation support. The Bridge also provides visually informative graphic presentations of key metrics.

**NEED:** To respond quickly to cyber-attacks

**SOLUTION:** GRS professionals can respond immediately and coach clients through all aspects of a cyber-attack event, facilitating a team of experts from threat analysis, to response, to damage assessment, to claims payments, to overall loss calculations and through recovery.







## Litigation Support

GRS has proven experience in providing litigation support services. Whether a client is anticipating a lawsuit because of an incident or is facing first party and/or third-party claims in litigation, GRS delivers solutions.

For the past three decades, our team of professionals have offered services including:

- Recoveries from OSLTF and/or other responsible parties
- Class Action Claims Administration Management
- Structured Settlement Programs
- Class Notification
- Recommended Claims Settlement Valuation (Settlement Agreement)
- Disbursement Programs
- Claim Tracking and Settlement Reporting

As your trusted advisor for risk solutions, GRS works at the intersection of insurance coverages, environmental stewardship responsibilities, claim settlement needs and litigation strategy. GRS provides demonstrated and effective solutions when you most need them.

- GRS systems and processes provide clients with the claims and costs knowledge to make informed decisions and control costs — which recently saved one client, and their pollution underwriter, over \$2 million in total costs.
- GRS recently negotiated a settlement with a governmental agency that represented a 75% reduction from the amount claimed.
- GRS' experienced risk & environmental stewardship professionals act with consistency and in coordination with you and your legal counsel. In-house counsel to one very large client recently commented, *"... we used GRS on a project and the Bridge proved to be such a vital litigation defense support too that I had used it on even more projects."*



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## ERS Bridge information control center

Manage incident response finance section costs and claims responsibilities in one, available, accessible, secure location.

### SECURE

- Password protected
- Defined Roles and Permissions
- AWS hosted
- Encrypted SQL database

### RESTRICTED

- Need-only access for project personnel
- As-authorized access for client personnel, legal counsel, underwriters, etc.

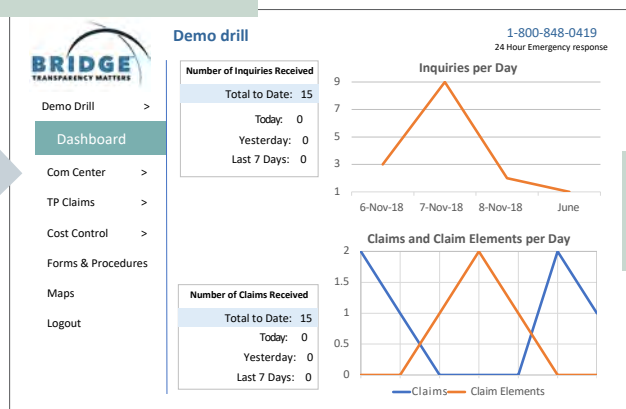
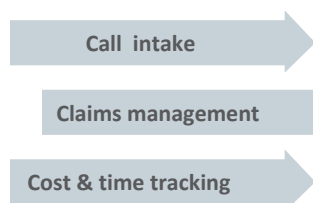
### INFORMATIVE

- Dashboard reporting
- Customized management reporting graphically and in downloadable flat files
- Summary and details for statistical analysis



- Browser-based, accessible 24/7/365
- Inquiry management and notification
- Burn rate calculation
- 24/7 call center
- Claims program administration
- Resource tracking, cost control and invoice auditing
- Litigation support
- Cost recovery support
- Class action settlement support

Includes ICS Finance Section responsibilities



Dashboard graphics for quickly understanding and summarizing data



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## Cost Containment

How much will it cost and where's all the money going? Costs from environmental pollution incidents can quickly spiral and compound challenging, often chaotic situations. Too often businesses are forced to make fast and potentially large or precedent setting financial decisions with limited accurate data.

GRS response services enable clients to better understand, manage and mitigate financial and reputational risks associated with environmental incident responses.

- Daily “burn rate” calculations and cleanup cost projections
- Field verification of resources
- Timely reconciliation of operational plans to resources employed and contractor daily work reports
- Validation of contractor rates and rate sheet terms
- Invoice auditing and payment recommendations
- Support Incident Command by providing detailed daily resource inventories including location, status and cost of resources.
- Dashboard data visualization 24/7/365
- Data contained in a secure, accessible, cloud-based database with supporting documentation
- Customized management reporting
- Costs compilation for insurance indemnification
- Litigation support

Why use GRS? Because we are experts in the business of spill response costs. Clients have peace of mind — so much so that, the Risk Manager at one global energy producer recently commented, “Hiring GRS was the best decision of my professional life.” Using GRS cost services in environmental response events is good governance.



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## Response Preparedness Plan (RPP)

When the incident happens, are you prepared to mitigate liabilities and recover costs quickly? You can be!

GRS assists clients to better prepare your organization with all the tools you need — before, during, and after an incident happens.

GRS has distilled over 100 years of collective experiences into a set of Best Practices for costs and claims management in emergency response situations. These Best Practices are effective in all Emergency Response situations no matter how large or how small. GRS refers to these Best Practices as the **Response Preparedness Plan (the “RPP”)**. Implementation of the RPP ensures that a responsible party both understands and is as prepared to effectively respond to, manage and report on the information most vital to the C-suite and the community stakeholders: the magnitude of current costs and future liabilities. As a trusted advisor, GRS’ RPP service works closely with clients to analyze response plans, potential exposure areas, objectives, functions and procedures in accordance with industry best practices:

- Annual training customized for your team and your response structure
- Customized, detailed procedures for dealing with all of the responsibilities of Finance representatives in the Incident Command System
- Participation in spill drills
- Dedicated toll free hotline with predetermined initial scripting
- Dedicated 24 / 7 / 365 access to your instance of GRS’ Bridge information control center
- No charge for Claims Assessment Exposure reports for your emergency responses - used to determine need for potential claims settlement programs
- Development of location-specific Liability Claims Response Profiles for higher risk assets
- Ad hoc consulting as needed from time to time
- Preferred pricing on emergency response rates



Awareness of the structure of insurance programs