

Storm Services



LOGISTICAL
SERVICES

STORM
RESTORATION

PRE-STORM
ASSESSMENT

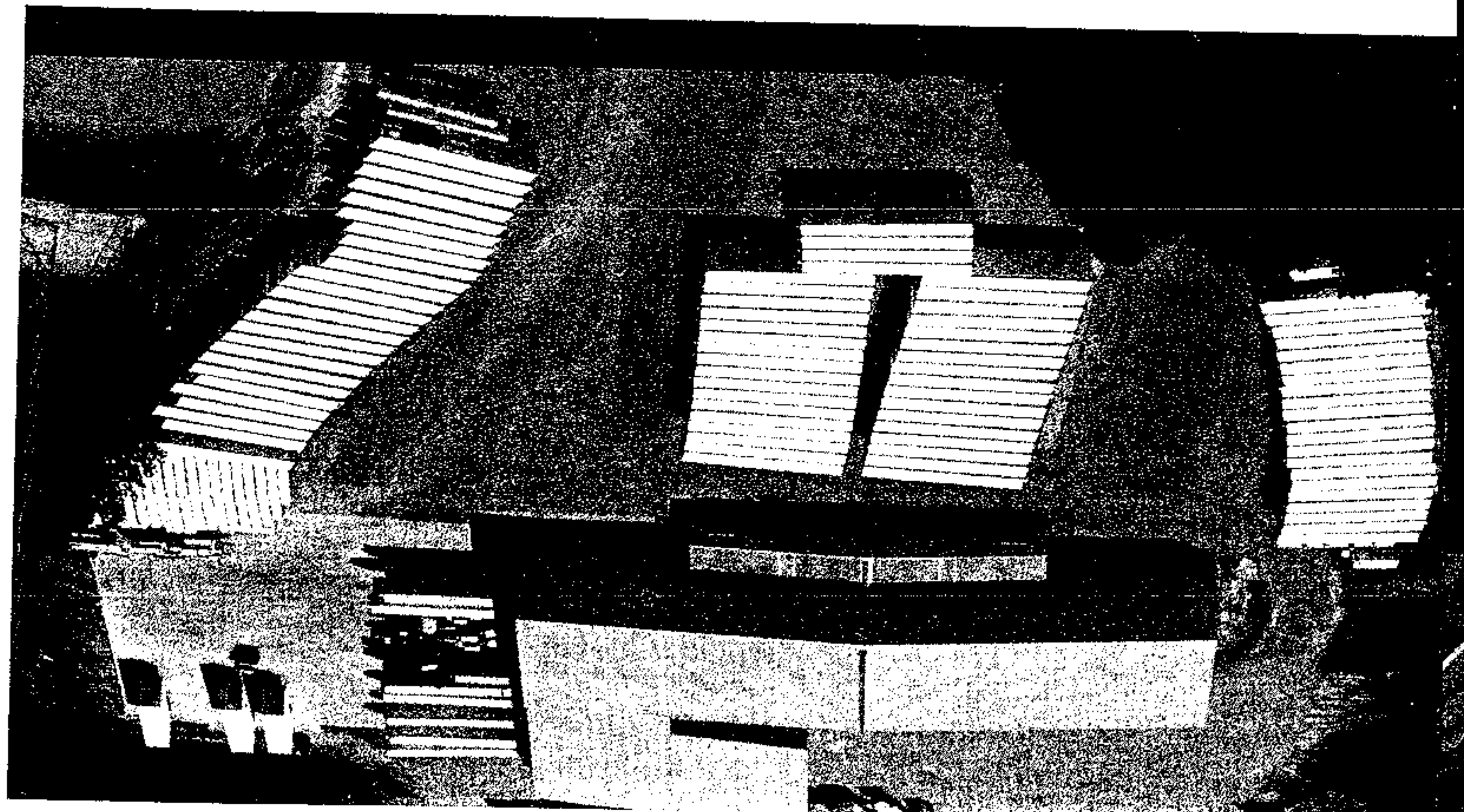
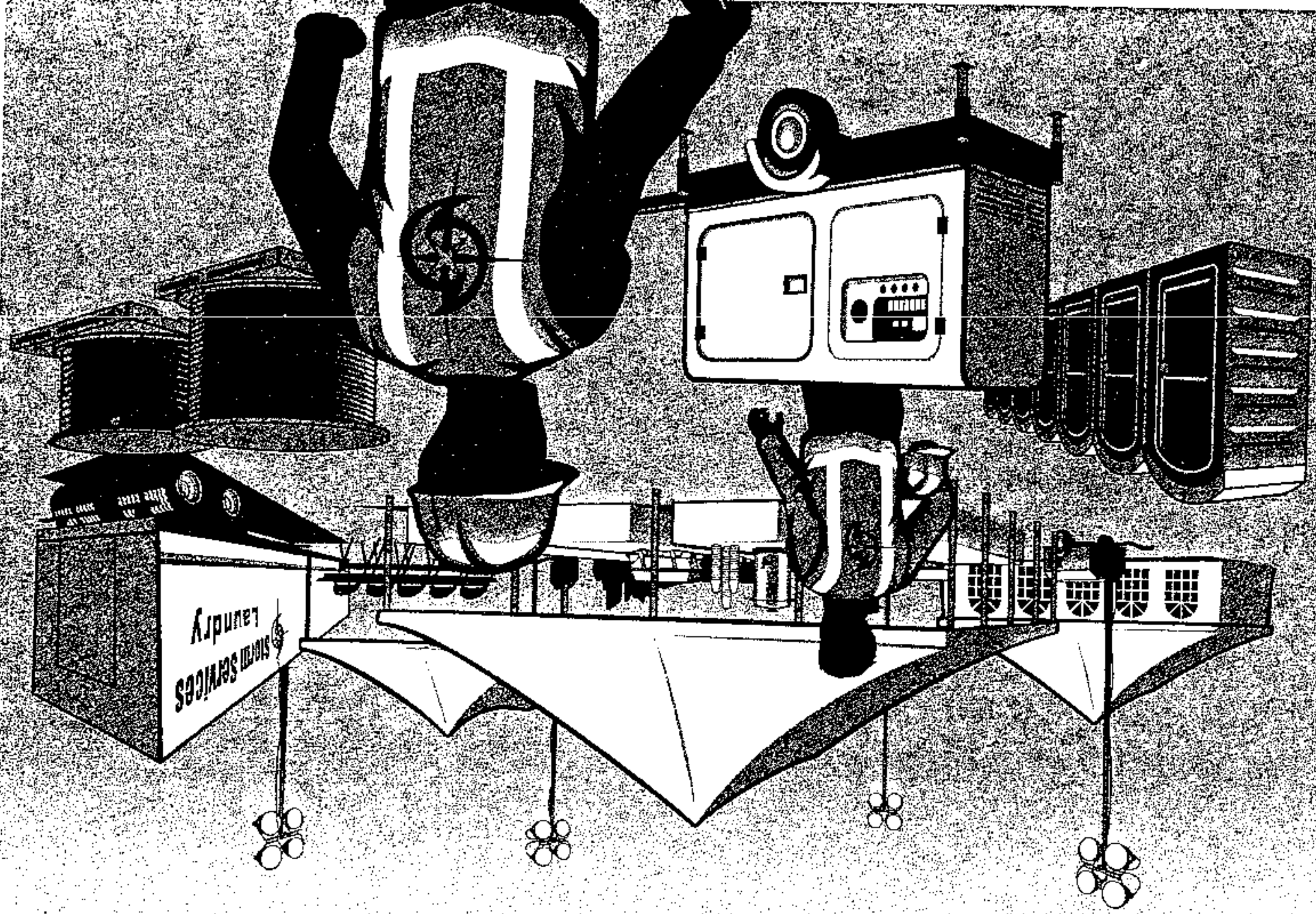
TECHNICAL
SERVICES

COMMUNICATION
IN CRISIS TRAINING

800-331-0619

www.STORMSL.com

facebook.com/stormservices



Storm Services is committed to safety, customer satisfaction, and customer performance for the task. Our company continues to search for and develop avenues that provide the best value for our clients.

3 LOCATIONS

Permanent storm center headquarters
in three states assure that Storm Services
is in full capacity regardless of where
the storm or emergency strikes.

ALABAMA
100 Industrial Drive
York, AL 36925

GEORGIA
272 Oak Hill Road
Cairo, GA 39828

MISSISSIPPI
10420 Highway 495
Meridian, MS 39305

Storm Services



Majority Female Owned

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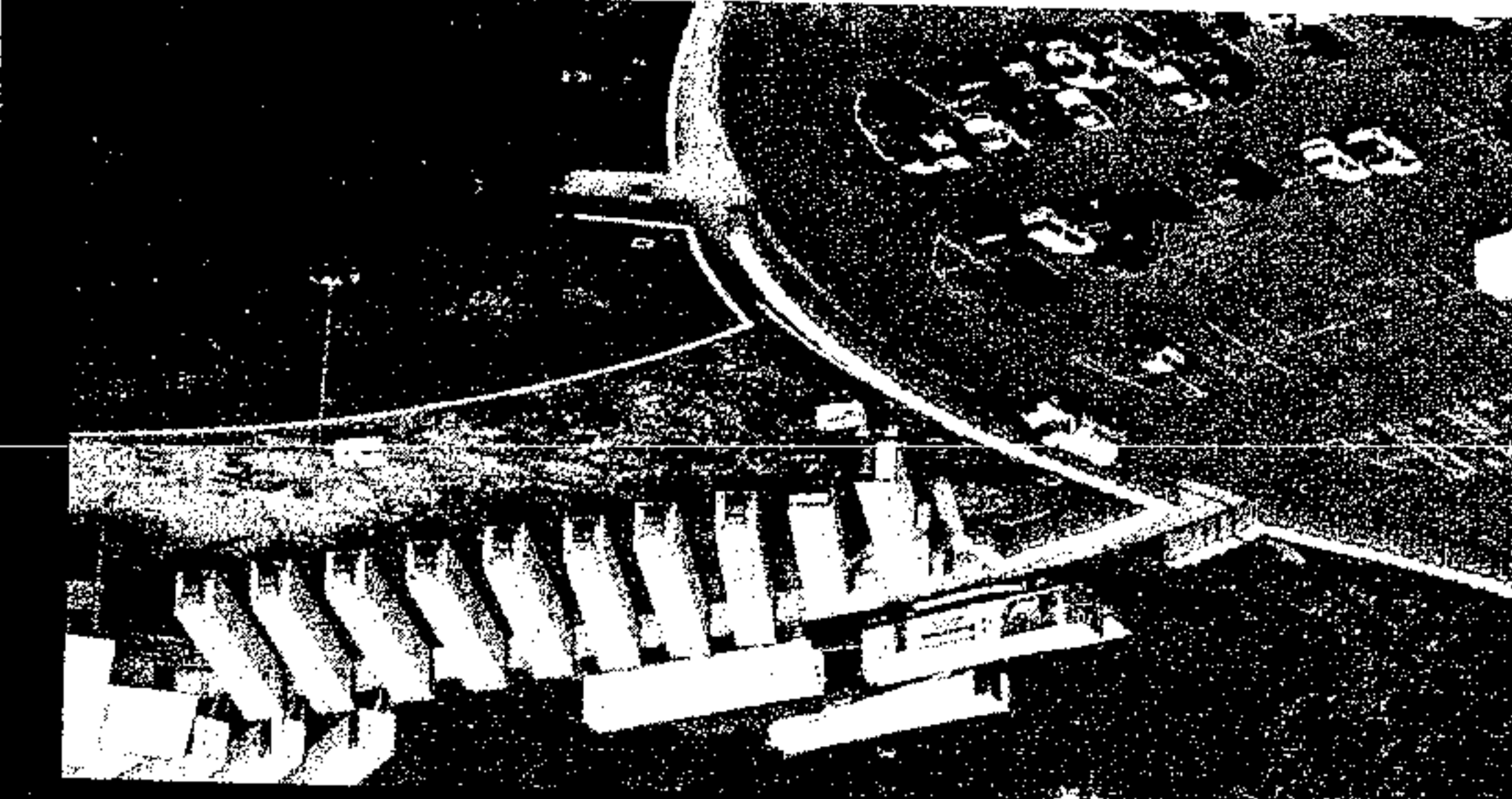
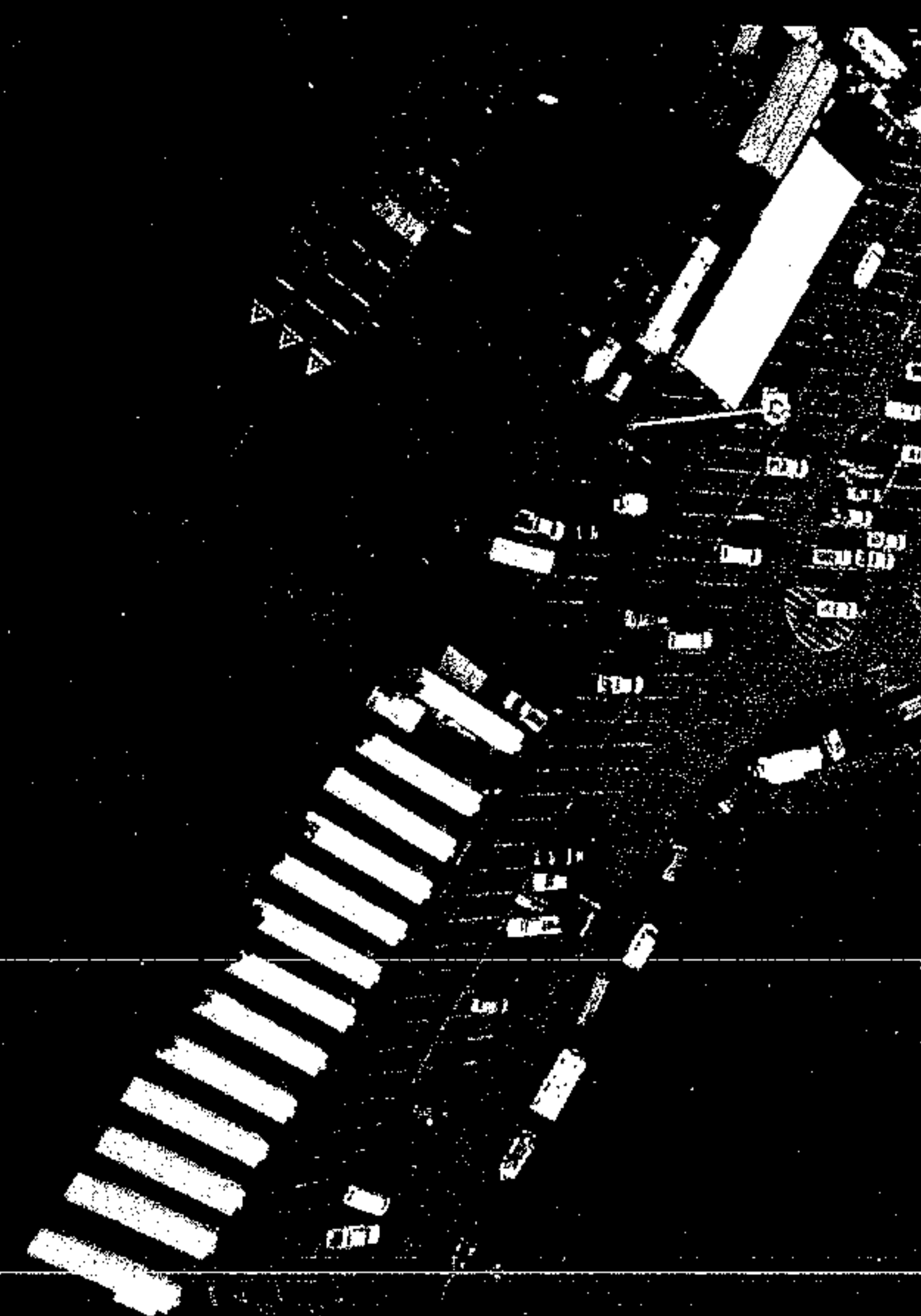
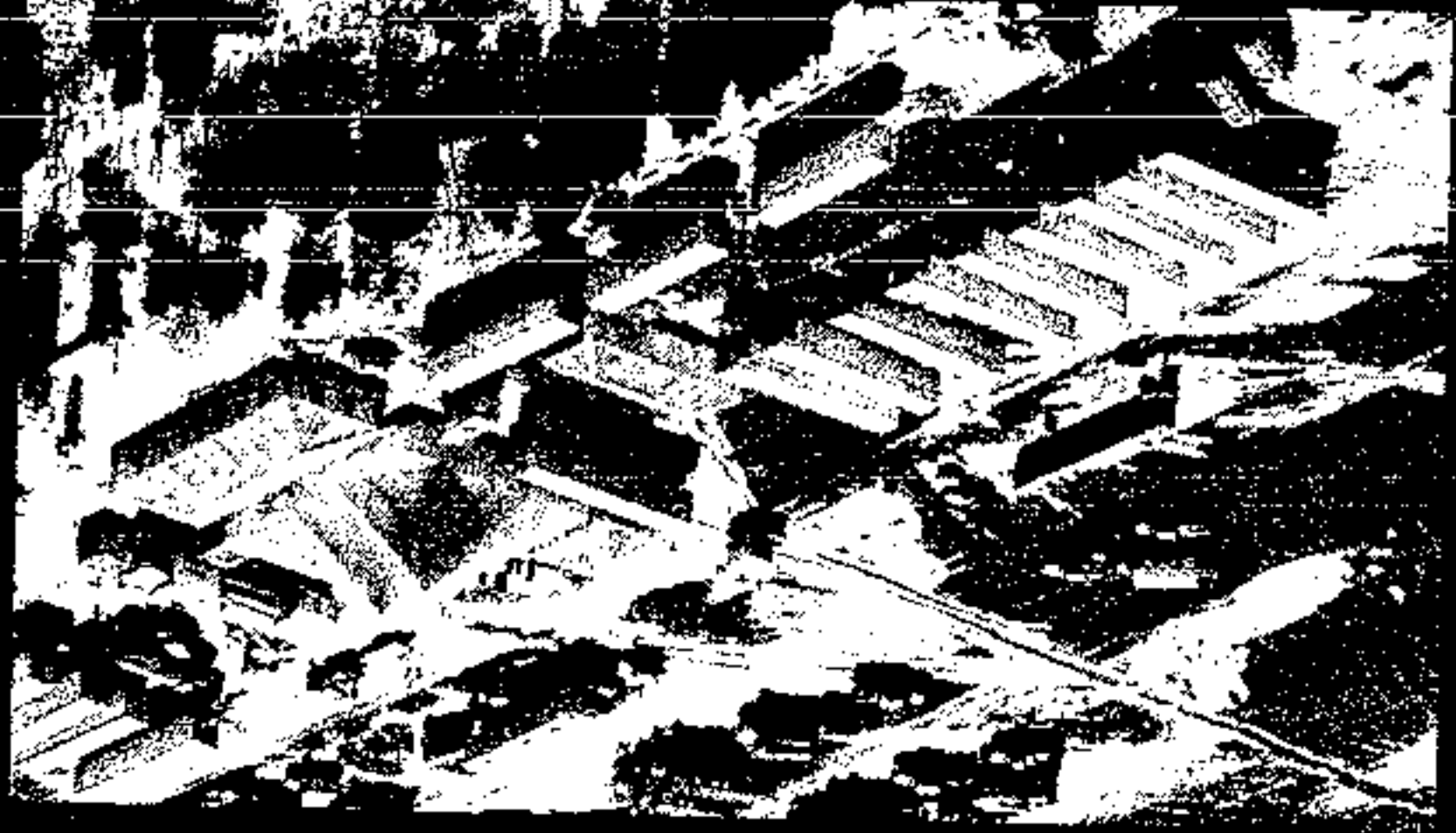
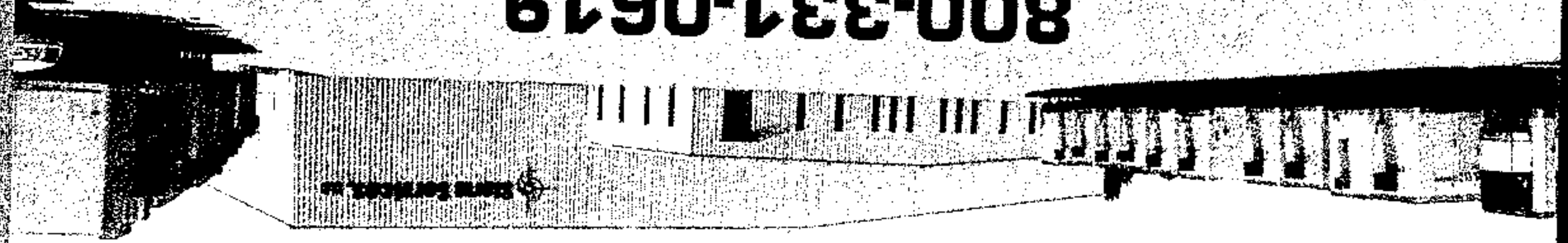
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STORM RESTORATION

DAMAGE ASSESSORS/EVALUATORS
Highly qualified personnel provide pre-restoration assessment. Two-man teams with sub-restoration experience operate under management. Post storm services are pre-evaluated assessors, many with experience in (including switching) and experience in major utilities.

LINE CREWS

Experienced safety-oriented line crews that ensure safety and regulation compliance. Safety specialists conducting periodic safety checks and regulation compliance. Efficiency plans provide prompt reporting and activities.

TREE TRIMMING CREWS

Tree trimming crews with restoration experience operate under the direction of qualified including line clearing supervision.

STOREROOM AND SUPPLY CHAIN

Certified storehouse personnel assist with burden of stocking and delivering materials for restoration.

RECOVERY OF TRANSMISSION/DISTRIBUTION

Storm Services provides cleanup and safety of debris left behind from damaged poles, conductors, and transformers. Distinguishing between electric utility debris, CATV/telephone debris.

ENVIRONMENTAL & HAZARDOUS

Storm Services provides planned environmental remediation, emergency spill response, cleaning, waste management and civil services through a strategic alliance with environmental and civil contractors.

PRE-STORM ASSESSMENT

Storm Services personnel have been involved in pre-storm assessment efforts. This includes updating restoration plans for utility and establishing of logistical staging and development and site layout, determining needs and the establishment of the use material sites.

TECHNICAL SERVICES

Technical design and assessment expertise in the following areas:
- DOT, Road Widening Projects - Utility Distribution Design
- Pole Loading Analysis - Pole Replacement Studies - Coordination Studies - FURD Design - Make-Ready Use Application Studies - Make-Ready Use Application Studies - RUS Work Order Inspection
- ASSET MANAGEMENT & SAFETY ASSESSMENT

COMMUNICATION IN CRISIS

This training program is designed to provide personnel with the necessary skills to effectively communicate during a crisis.

LOGISTICAL SERVICES

- Mobile Sleeper Units
- Sleep Trailers
- Bedding - Pillows, Sheets, Blankets
- Shower Trailers
- Water Trucks
- Water Distribution
- Gray Water Removal

LAUNDRY TRAILERS & SERVICE

- Dining Tents
- Food Preparation Tents
- Tables & Chairs
- Flooring
- Catering
- Boxed Lunches
- Drinks & Snacks
- Kitchen Equipment & Staffing
- Dry Van Storage
- Freezer/Refrigerated Trailers

ICE & FOOD STORAGE

- Freezer & Refrigerated Trailers
- Soap, Paper Towels
- Generators/Power Distribution

LIGHTING

- Light Towers/Area Lighting
- Gasoline and Diesel

OTHER EQUIPMENT

- Fire Extinguishers
- Doctors/Nurses
- First Aid Stations
- Trash Receptacles & Disposal
- Forklifts
- Air Conditioning & Heating Units
- Support/Truck Trailers
- Dry Van Storage
- Freezer/Refrigerated Trailers

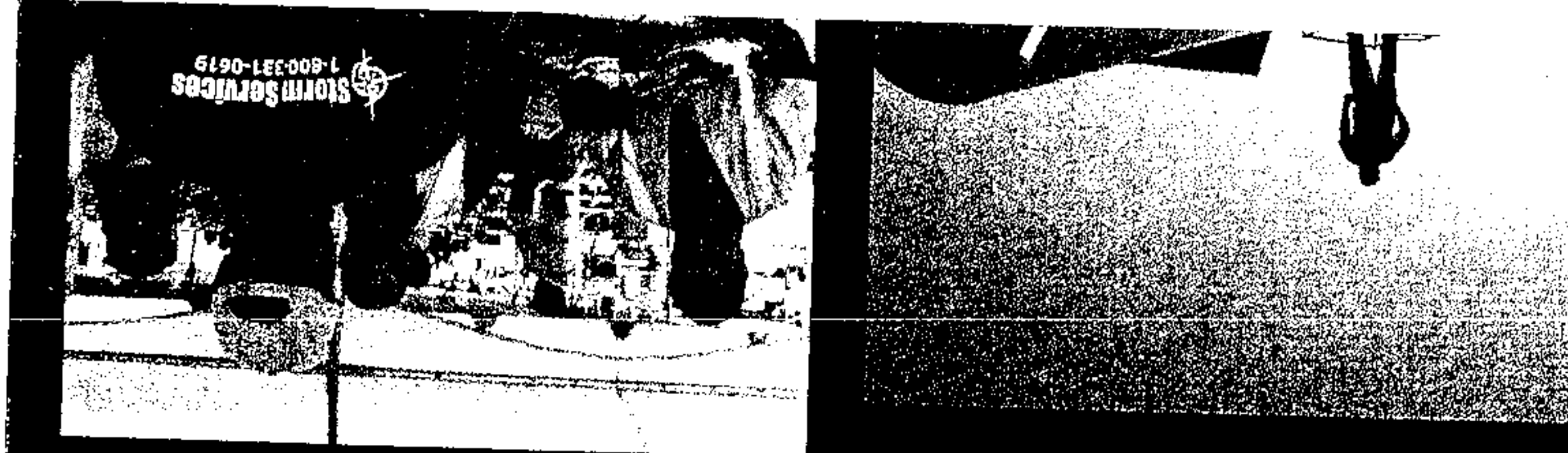
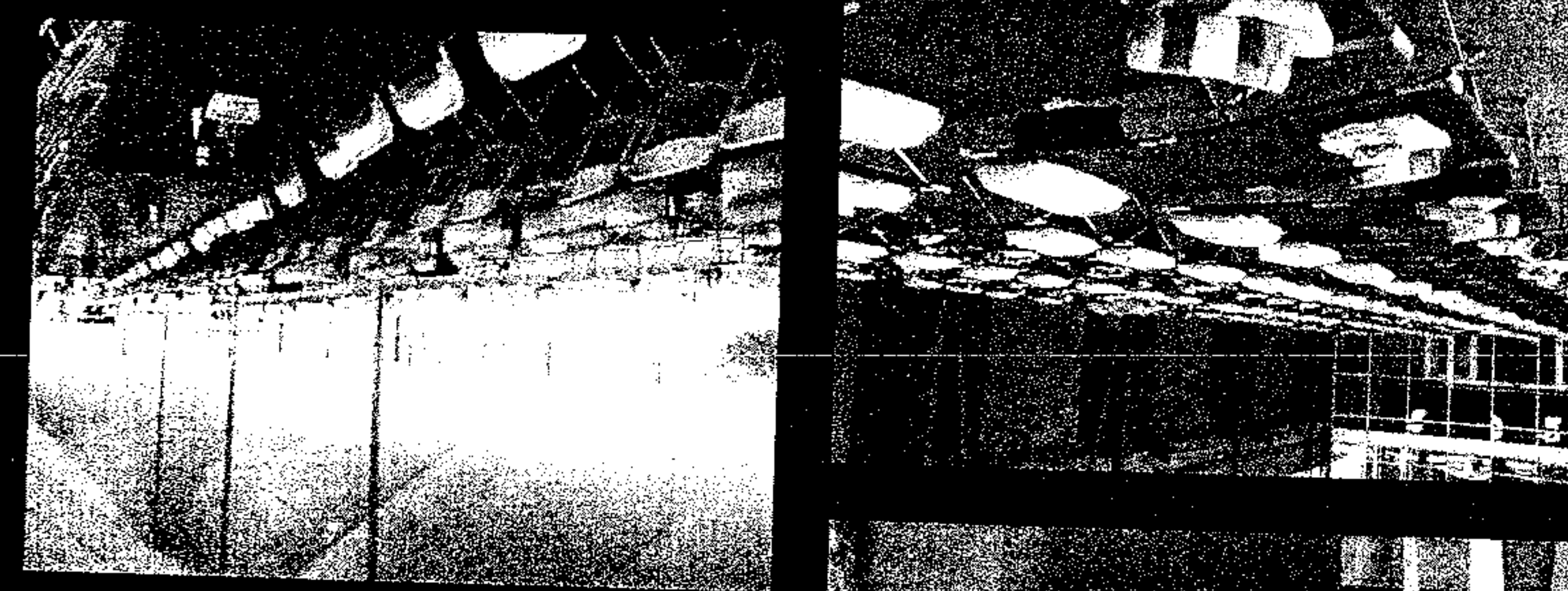
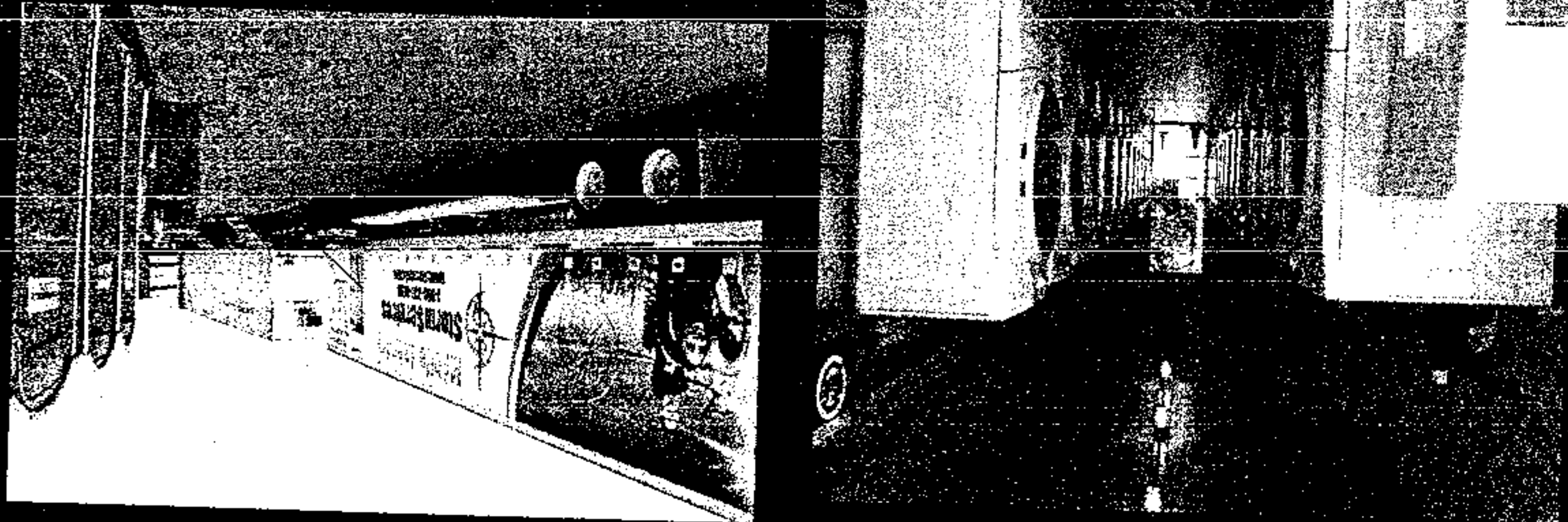
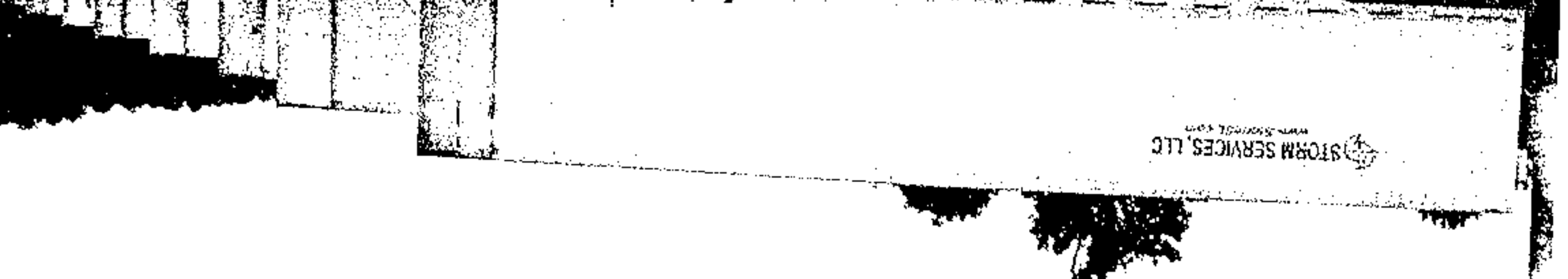
TRANSPORTATION

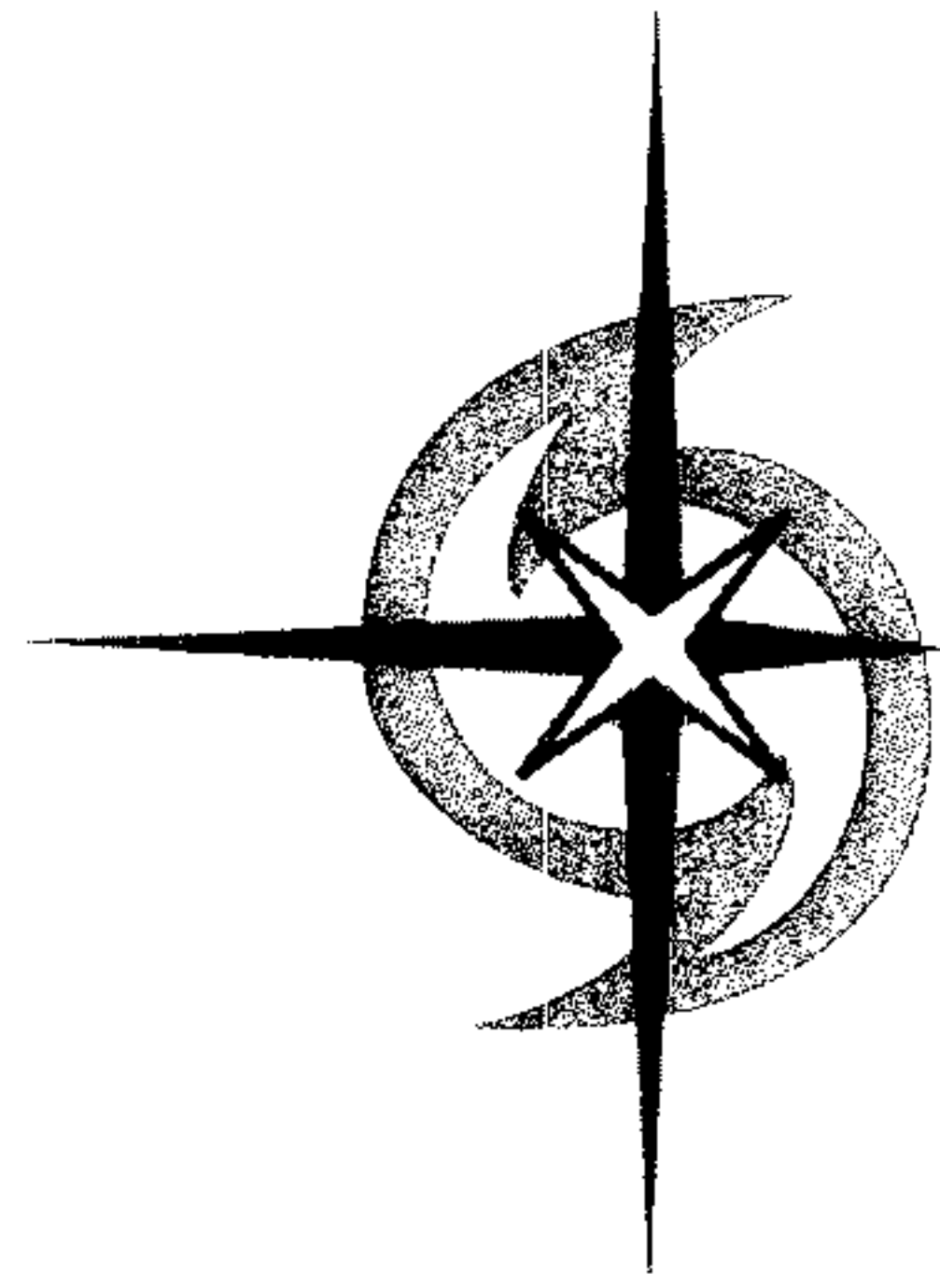
- Personnel Transportation/Bus
- Support Vehicles

COMMUNICATION

- Mobile Offices/Command Centers
- Telephones
- Distribution Panels for Internet
- Wi-Fi

SUPPORT SERVICES





Storm Services, LLC

Coaching and Training By Nanette Hitchcock

The objectives and focus of this training will be to work with **organizations** to build greater strength and foster cohesiveness among your team. Nanette Hitchcock, will work in conjunction with the mission of **your organization** to promote people development and a healthy working environment. The foundation of each training is to tap into the strengths and passions of those individuals on your team. Working from the inside-out, coupled with knowledge and application, equips them to realize their influence and encourages them to impact others lives at work, at home, and in their communities.

I have listed below 5 Training Seminars that I feel would benefit your group in “blue-sky” days. These are the days without crisis where it important to have growth and knowledge that will equip us if a challenging situation arises- big or small.

One Team Strong
Communication that Connects
Safety Strong
Strategies for dealing with Conflict
Excellence in Customer Service

I have also outlined the “**Communication In Crisis**” Seminar which is a training that is focused specifically on how to handle a disaster situation.

The following training seminars can be conducted in a half day (4 hour) or full day (8 hour) timeframe.

Storm Service, LLC *Preparedness Training*

ONE TEAM STRONG!

- Changing The “I” to “WE”
- What is your S.T.O.R.Y.
- A Different Mindset
- Identifying the strengths of the team members
- Develop and Learn Application Strategies that will allow individuals to operate in their strengths
- Realigning the team for greater synergy
 - Relevance of your work
 - Dysfunctions of a team

COMMUNICATION THAT CONNECTS

- Interpersonal skills
- Channels of communication and using them effectively
 - Habitudes for communicators
- Whiteboard innovative session
 - Communication “Lab”

SAFETY STRONG

- Developing a Culture of Safety from a point of Leadership/Influence
 - Identifying behaviors associated with safety choices
 - Intrinsic motivation to make safety a priority
 - Healthy attitudes
 - “Buying In” to the vision of your company
 - Responsibility and accountability

STRATEGIES FOR DEALING WITH CONFLICT

- How to address problems not chase symptoms
 - Principals of managing internal conflict
 - The importance of attitude
- Becoming a multiplier rather than a divider
 - Becoming a solution oriented person
 - Moving obstacles to vision
 - Creating a culture of accountability

EXCELLENCE IN CUSTOMER SERVICE

- Intentional influence
- The concept of creating a thematic goal
 - Excellence in customer service
- Mapping the customer service experience
 - Dealing with difficult customers
 - Creating “Guest” experiences
 - Customer service catalyst

“Communication In Crisis”

Step 1: Pre-Storm Training

This training specifically identifies scenarios that the team will face in a disaster and asks the question, "What would you do?" This training helps the team to prepare before a disaster and clarifies roles/responsibilities, chain of command, and preparation for the numerous challenges that they will experience as a team during a disaster.

- Build strong, interactive teams in high stress environments
- Strengthen communication in critical moments
- Develop a strong foundation of clear communication processes
- Preventative conflict management strategies based on real life scenarios
- Plan for specific responses prior to specific situations
- Understand team roles and how they impact team effectiveness
- Clarify mission and performance standards
- How to lead well

Step 2: Post-Storm Coaching:

- Feedback
- Goals and Best Practices

Pre-Storm Training is conducted in “blue-sky” days and is a 4-hour or a Full Day (8 hour) workshop. We will work with you on days/hours that are best for your group. We recommend keeping the group size at 25 maximum.

Post-Storm is recommended for those companies who have already completed Step 1. Post-Storm coaching is customized to fit the needs of each organization. Following a major disaster we coach individuals and teams who participated in the disaster and conduct brainstorming sessions and one-to-one sessions where we process feedback, develop strategies to strengthen the team, and cast vision resulting in goals and best practices to prepare for future disaster situations