



COMPASS INDIA SUPPORT SERVICES

**RESILIENCE IN  
CYCLONE MICHAUNG  
CRISIS**

Chennai faced severe challenges with Cyclone Michaung (3<sup>rd</sup> to 6<sup>th</sup> December 2023), causing heavy rains, power outages, and suspended air traffic. Amid this crisis, Compass India Support Services demonstrated remarkable preparedness and proactive response at a client site, **a leading US-headquartered IT services and consulting company.**

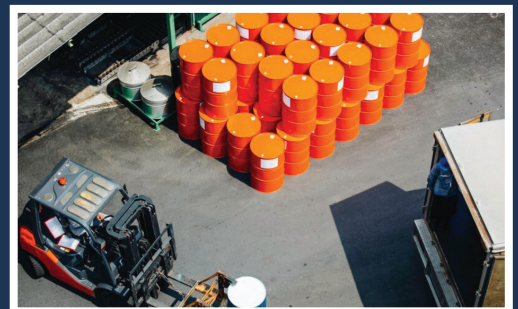
This case study highlights how Compass India played a pivotal role in ensuring business continuity and the well-being of every individual stuck at the sites and nearby facilities.

## BUSINESS CONTINUITY PREPAREDNESS



**Diesel Stock:** 66Kl available for 5 days, ensuring uninterrupted power supply.

**Backup Plan:** Diesel supply backup ready, from a client approved vendor.



**Storm Drains:** Inspected and cleared stormwater drains to prevent blockages.



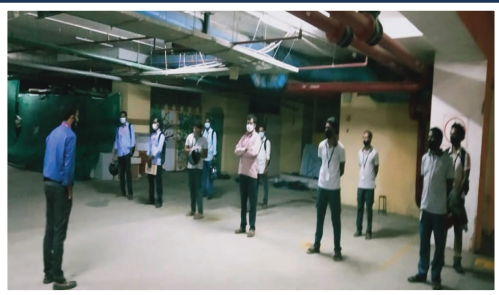
**Emergency Equipment:** Verified working condition of drain pumps, spare pumps, and emergency lights.





**Loose Material Clearance:** Cleared loose materials from terrace to prevent flying objects during heavy winds.

**Leak Containment:** Mobilized tarpaulins for leak containment and emergency support.



**Communication Units:** Ensured all communication units were fully charged for continuous connectivity.

## RESOURCE AND SUPPLIES PREPAREDNESS



01

**Raw Water and Drinking Water:** Stocked for 10 and 8 days, respectively.



02

**Wet & Dry Vacuum Machines:** 11 machines kept ready for immediate use.



03

**Food Provisions:** Stocked for 7 days, including dry provisions and perishable items.



04

**Sandbags:** 170 sandbags distributed across buildings and substations.



05

**Emergency Tools:** Prepared with a battery-operated wood-cutting saw machine.

# PEOPLE-CENTRIC INITIATIVES



**Critical Staff Instruction:** Critical staff instructed to stay at the site or report for the next crucial two days.

**Food and Kitchen Operations:** Organized staple food items, operational food vendors and kitchen, and tuck shops at the cafeteria.



**Sleeping Arrangements:** Made sleeping arrangements in the cafeteria for all staying-back staff.

**Transportation Support:** Adequate cabs and shuttles provided inside the campus.



## SITE TEAM READINESS

01

**Briefings and Inspections:** Periodic EHS and cyclone readiness briefings and aerial inspections for water stagnation.

02

**Sanitized Sleeping Bags:** Prepared sanitized sleeping bags and ensured dormitory readiness.

03

**Ground Team Deployment:** Deployed a ground team for peripheral area water clearing activities.

# HEALTH AND EMERGENCY SERVICES



**Round-the-Clock Availability:** Site teams available 24/7, including pharmacies and doctor services (9 am to 6 pm).

**Ambulance and Paramedics:** Ambulance service, paramedic staff, wheelchairs, and stretchers prepared for emergencies.

**Consultation Rooms:** Ready consultation rooms and male/female wards for any health-related issues.



## F&B CYCLONE PREPAREDNESS

**Food Preparation:** Prepared 800 meals for each session per day.

**Extended Food Support:** Extended food support to other facilities, verticals, and associate families.

**Monitoring Food Preparation:** F&B team closely monitored food taste, quality, quantity, and dispatch for each session.

**Kitchen Audit:** Completed a kitchen audit with EHS and FNB team for BCP (business continuity plan activity).

In the face of Cyclone Michaung, Compass India Support Services showcased resilience and unwavering commitment to safety and well-being. The meticulous preparation and proactive response not only ensured business continuity but also prioritized the needs of every individual at the client site. This case study exemplifies Compass's dedication to its people and its ability to stand strong in the most challenging circumstances.

