



CAT UPDATE

Texas Storms

Everyone following coverage of the Texas storms this past spring understands the challenging nature of the situation Property and Casualty carriers face in the wake of weather catastrophes. Torrential rainfall battered the Lone Star State, wreaking havoc on major urban centers like Dallas, San Antonio and Houston. Handling any CAT event is a challenging task, but effectively managing three of them simultaneously is a near-Herculean undertaking. Power outages, road closures and dangerous conditions were just some of the obstacles the IAA CAT Team faced, but with effective communication and coordination, they were able to take control of recovery efforts throughout the area on behalf of IAA's partners. **Our CAT philosophy is built on a three-tier approach: pre-CAT planning, on-scene response and effective post-CAT management.**



Pre-CAT Planning



On-Scene Response



Effective Post-CAT Management



PRE-CAT PLANNING

Successfully managing a CAT situation has as much to do with pre-disaster planning as on-scene response efforts. In the case of the Texas storms, the benefits of IAA's year-round focus on strategic CAT-response planning were seen immediately.

- The IAA real estate team has spent years developing relationships with landowners across Texas, which allows us to scale storage capacity as needed. We currently manage more than 115 acres of additional space, dedicated solely to CAT recovery efforts.
- This relationship building doesn't stop with landowners, as our contacts with local and regional vendors have allowed us to expand our capabilities in a strategic and tailored manner.
- To ensure the internal CAT Team has the resources it needs, the mobile CAT Command Center was developed as a state-of-the-art vehicle that's capable of meeting and directing our teams wherever they're needed throughout North America.



IAA'S RESPONSE IN TEXAS

Vehicle recovery is arguably the most important aspect of any CAT situation, but it's only the beginning. We looked at every angle of the situation to ensure our team had the tools necessary for effective on-scene response:

- Our facilities in the affected areas deployed nearly 130 tow trucks to the field. Additional trucks were on standby to handle any changes to the situation.
- Our Texas branches received a host of supplemental IT equipment to ensure they had the bandwidth – literally and figuratively – to handle increased IT usage.
- On the operational side, we deployed portable office buildings, generators, water tanks, loaders, dumpsters and mold packs.
- From our auction facilities to our Release Call Center, we had more than 65 team members dedicated to our Texas recovery efforts. We also secured additional cleaning enhancement and security vendors at our Dallas, Houston and San Antonio branches.





OUTCOME

We tackled tens of thousands of assignments as a result of the Texas storms. Our Buyer Marketing team has been working to get these vehicles in front of the right customers with targeted materials and special sales. We're steadily working through the volume with the help of our live and live-online auction model, which taps into a global buyer base that spurs competition for CAT vehicles.

A natural disaster is the last thing anyone at IAA wants to encounter. The toll such an event can take on business operations is trivial when compared to the devastating impact these events can have on the safety and well-being of individuals in the affected areas. But as we all know, natural disasters are an unfortunate part of life, and all of us at IAA will do whatever it takes to ensure we're ready and able to respond in times of crisis. The efforts of our CAT Team – and every one of our more than 2,700 team members – illustrate this dedication.

2,700+ TEAM MEMBERS

IAA-Auctions.com