



State of Ohio Public/Private Partnership Conference

7 October 2014
Columbus, OH

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Corporate Mgr., Emergency Preparedness & Response

Walgreens – Who are we?



The **Walgreen Family of Companies** is the largest drug retailing chain in the United States.

- Approximately 250,000 employees.
- 9100 total locations.
- 75% of the US Population live within 5 miles of a Walgreens.
- Filled ~819 Million Prescriptions in 2013.
- 23 Distribution Centers.



State of Ohio Walgreens Locations



- Ohio
 - 276 Total Locations
 - 1 Distribution Center (Perrysburg)
 - 249 - Retail Locations (41 - 24 Hour Locations)
 - 2 – Walgreens Infusion Respiratory Site
 - 4 – Health System Pharmacy
 - 2 - On-site Pharmacies
 - 15 - Employer Health Unit
 - 3 – District Offices



Security Operations Center (SOC)



Our Mission is Protecting the **Safety** and **Security** of Walgreens' Team Members, Customers and Communities

- UL registered, 24/7 Operation



- Burglar & Fire Alarm Monitoring



- Power Outages



Security Operations Center (SOC)



Situational Awareness



Active Monitoring & Proactive Alerts



Security Operations Center (SOC)



Emergency Response

Criminal Incidents

All Hazards Approach

Site Issues



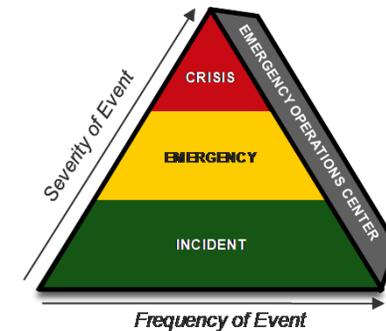
Emergency Operations Center (EOC)



- Facilitates Corporate Response to Emergency & Crisis situations



- Event response and escalation based on Business Continuity event classification pyramid



- Coordinates communication to Corporate and Public Sector Partners

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FINAL Update 5/20/13 6:20 PM CDT

- The temporary Pharmacy/Store opened today at 8:00 AM CDT in the parking lot of 9375.
- Estimated reopening of 9375 is 45 days, however efforts are being made to push that up to be ready for the 4th of July.
- Internal updates will be given on the reconstruction efforts.
- We appreciate everyone's extraordinary efforts during the response and recovery of this event.

Ninth Update 5/21/13 4:10 PM CDT

- An earlier SOC Alert had reported a WIRE employee at site 10733 had lost her home; the SOC has received an update that the team member's home is undamaged.
- FEMA has set-up a triage station in the parking lot of site 9375 to assist the community of Moore, OK.
- WAG Guards will be deployed to sites 3786 and 6109 to guard generators overnight; both sites will maintain normal business hours of 8AM - 10PM.
- All Oklahoma Walgreens locations will have the ability for customers to make a monetary donation to the American Red Cross beginning this evening.
- Coordinating efforts are underway at site 9375 for environmental clean-up and construction.
- Next phone conference at 10:00 AM CDT on Wednesday, May 22nd.



2011 Notable Events



- 13 May: Mississippi River Flooding (120 stores at risk)
- 15 May: Arizona & New Mexico Wildfires (60 stores at risk)
- 22 May: Joplin Missouri Tornado (2 stores severely damaged)
- 1 Jun: Upper Missouri River Flooding (45 stores at risk)
- 20 Aug: Hurricane Irene- Puerto Rico(111 stores at risk)
- 23 Aug: Earthquake, Chantilly Virginia (30 stores impacted)
- 27 Aug: Hurricane Irene- East Coast (2100 stores at risk, 433 impacted)
- 2 Sep: Texas Wildfires (150 stores at risk)
- 2 Sep: Tropical Storm Lee (90 stores at risk)
- 8 Sep: Tropical Storm Maria (400 stores at risk)
- 8 Sep: West Coast Power Outage (85 stores affected AZ-CA)
- 11 Oct: East Coast Snowstorm (1100 stores at risk, 83 impacted)



2012 Notable Events



- 3 Apr: Tornado, Lancaster TX (1 store damaged)
- 14 Apr: Tornado, Wichita KS (1 store damaged)
- 18-21 May: NATO Summit, Chicago IL (2 stores, minor damage)
- 28 May: TS Beryl, Gulf Region (210 stores at risk)
- 25 Jun: TS Debby, Florida (180 stores at risk, minor damage)
- 27 Jun: Waldo Canyon Wildfire, Colorado Springs CO(1 Store, 1 Depot, 2 Take Care clinics evacuated, no damage)
- 29 Jun: Severe Wx, IL - VA (133 stores without power)
- 1 Jul: Severe Wx, IL-IN(32 stores without power)
- 1 – 6 Aug: Tropical Storm Ernesto, PR (154 stores at risk)
- 4 Aug: Severe Wx, IL – NY (25 stores without power)
- 22 Aug – 1 Sep: Hurricane Isaac, LA, MS, FL, AL, GA (175 stores, 130 without power)



2012 Notable Events



- 28 Oct: Tsunami Warning Evacuation, Honolulu, HI (4 stores)
- **29 Oct – 9 Nov: Hurricane Sandy**
 - 897 sites were affected by Hurricane Sandy. (749 closed/evacuated at the same time)
 - 506 locations lost power. At the peak, we had 307 stores without power.
 - 183 stores without power for more than 48 hours. (approx. loss of product: \$7.3 M)
 - Deployed nearly 200 generators. Max hooked up at one time, 180.
 - 87 sites reported damage.
 - 10 sites with heavy damage from flooding. 8 rebuilds, 2 perm. Closures. \$30M in damages
 - Serviced over 2300 team member vehicles, dispensed over 23,000 gallons of gas. (approx. cost \$100,000)
- 7 Nov: Nor'easter, NJ, NY, CT, MA (20 stores affected)
- 25 Dec: Tornado. Mobile, AL (1 store damaged)



2013 Notable Events



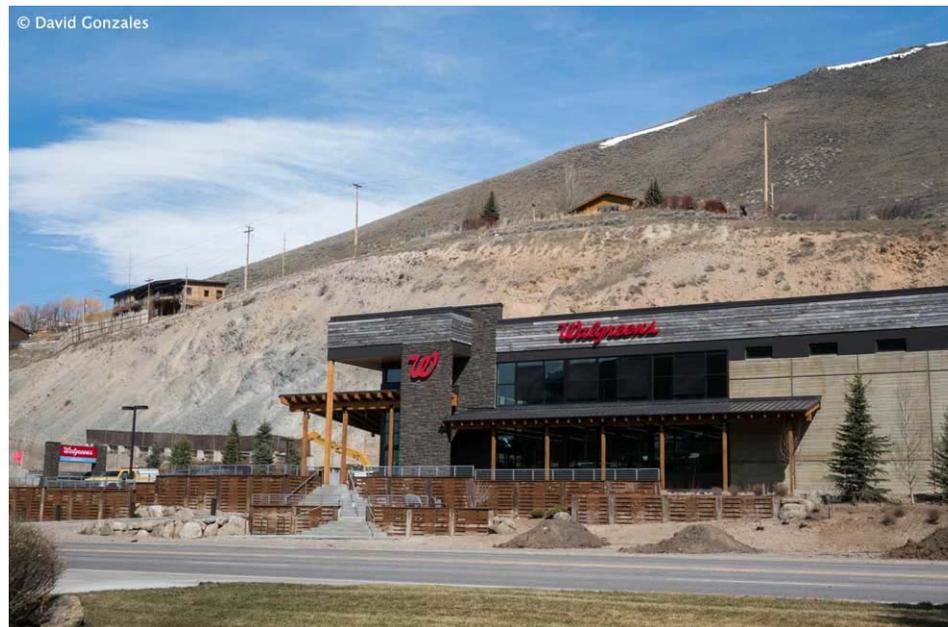
- 7 Feb: Winter Storm, NJ, NY, CT, MA (234 closed, 23 no power)
- 15 Apr: Boston City Marathon Bombing
- 19 Apr: Boston Area Lock Down (32 sites affected)
- 20 May: Tornado, Moore, OK (1 store destroyed)
- 31 May: Severe Weather, OK, MO, IL (5 Damaged, 14 no power)
- 5 Jun: Tropical Storm Andrea (~130 sites at risk)
- 24 Jun: Severe Weather (5 closed, 27 no power)
- 8 Jul: Tropical Storm Chantal, FL (800 sites at risk)
- 24 Jul: Tropical Storm Dorian, PR (184 sites at risk)
- 25 Jul: Tropical Storm Flossie, HI (14 sites at risk)
- 20 Sep: Typhoon Usagi, China (HK office & Travelers)
- 26 Sep: Fire, CT DC (237 stores affected)



2014 Notable Events



- 9 Apr: Landslide/Evacuation, Jackson, WY(1 site closed)



Strategy for Success: Building relationships BEFORE you need them



Multi Tiered Approach

National



Regional



State/County



Local



Private Sector Needs



Information



Communication



Courtesy David O. Prevat

Power



Collaboration



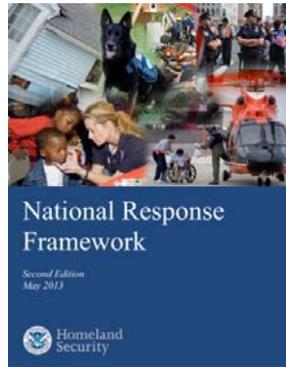
Access



Challenges & Opportunities

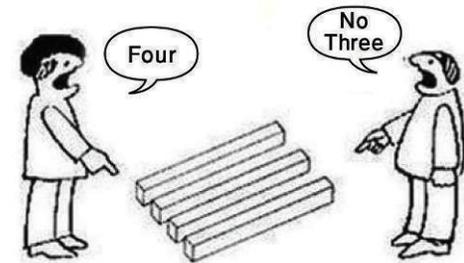


- Language

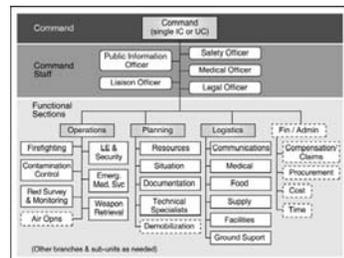


- Perception

It is really confusing!!!



- Organizational Structure



- Expectations



- Where do we fit in?

ESF	Title
1	Transportation
2	Communications
3	Public Works and Engineering
4	Firefighting
5	Emergency Management
6	Mass Care, Emergency Assistance, Housing and Human Services
7	Logistics Management and Resource Support
8	Public Health and Medical Services

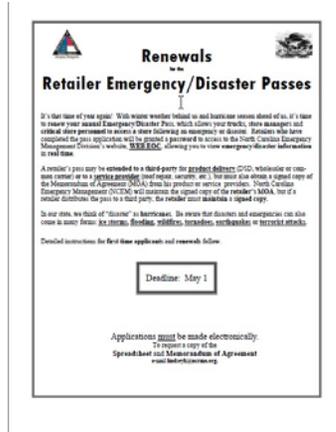
- Capabilities



Blue Sky Opportunities



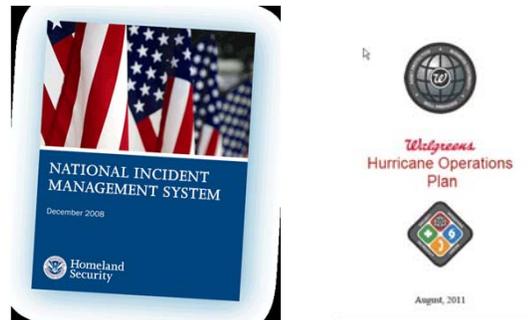
- Reentry and credentialing protocols.



- Community Events



- Training & Planning



- Messaging



Grey Sky Opportunities



- Situational Awareness & Information Sharing + SABER



11 February 2013, 7:00 AM CST Winter Storm Site Status

Market 8: 7 (All stores in MKT 8 are open, 7 on generator)
 Market 16: 3 closed, all have power.
 Community Rx: 3 closed
 Total: 13 locations affected

NOTE: There will be a 9AM CST (10AM EST) phone conference on Monday, 11 February 2013.

NOTE: Issues in CT are due to snow plowing and Team Member issues with snow plowing. Work continues to open the remaining CT stores today. There are 5 stores still in need of plowing.

The Security Operations Center and the Emergency Preparedness & Response Team will maintain reporting, monitoring and coordination activities until further notice.

Site Number	District	Market	City	State	Store/Site Status	Current Power Status	Gen. Status	Generator Deployed
4118	108	8	COHASSET	MA	OPEN - Regular Hours	Generator	Generator Running	Yes
4403	108	8	QUINCY	MA	OPEN - Regular Hours	Generator	Generator Running	Yes
7734	108	8	PLYMOUTH	MA	OPEN - Regular Hours	Generator	Generator Running	Yes
9477	108	8	MARSHFIELD	MA	OPEN - Regular Hours	Generator	Generator Running	Yes
10962	108	8	BRIDGEWATER	MA	OPEN - Regular Hours	Generator	Generator Running	Yes
8862	154	8	BRISTOL	RI	OPEN - Regular Hours	Generator	Generator Running	Yes
8850	154	8	NEW BEDFORD	MA	OPEN - Regular Hours	Generator	Generator Running	Yes
13045	125	16	NEW HAVEN	CT	CLOSED	Regular	Will not open in AM, site is a HSRX and building will be closed	
5723	283	16	BRIDGEPORT	CT	CLOSED	Regular	Did not open due to no plowing	
7522	283	16	BRIDGEPORT	CT	CLOSED	Regular	Not accessible due to road closure	
15307	326	32	BOSTON	MA	CLOSED	Regular	-	
15313	326	32	HAWTHORNE	NY	CLOSED	Regular	-	
15315	326	32	NEW YORK	NY	CLOSED	Regular	-	
Plowing List								
1455								
8191								
8071								
10647								
11905								

- Community Resilience



- Coordination





Thank you!

Contact

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