




**State of Ohio
Spring Director's Conference**
23 April 2014
Columbus, OH

Jim Williams
Corporate Mgr., Emergency Preparedness & Response

Walgreens
AT THE CORNER OF HAPPY & HEALTHY™

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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.

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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

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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



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Security Operations Center (SOC)

Situational Awareness



Active Monitoring & Proactive Alerts



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Security Operations Center (SOC)

Emergency Response

Criminal Incidents

All Hazards Approach

Site Issues



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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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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)



Blue Sky Opportunities

- Reentry and credentialing protocols.
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- Community Events
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- Training & Planning
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- Messaging
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Grey Sky Opportunities

- Situational Awareness & Information Sharing + SABER
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- Community Resilience
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- Coordination
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Thank you!

Contact

Jim Williams
jim.williams@walgreens.com
Walgreens Security Operations Center
1411 Lake Cook Rd.
Deerfield, IL 60015
847-964-8288

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