State of Ohio
Public/Private Partnership Conference
7 October 2014
Columbus, OH
Jim Williams
Corporate Mgr., Emergency Preparedness & Response
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.
Sate 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
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

Power

Collaboration

Access
Challenges & Opportunities

• Language

• Organizational Structure

• Where do we fit in?

• Perception

• Expectations

• Capabilities

<table>
<thead>
<tr>
<th>ESF</th>
<th>Title</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Transportation</td>
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<tr>
<td>2</td>
<td>Communications</td>
</tr>
<tr>
<td>3</td>
<td>Public Works and Engineering</td>
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<td>5</td>
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<td>Mass Care, Emergency Assistance, Housing and Human Services</td>
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<td>7</td>
<td>Logistics Management and Resource Support</td>
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<tr>
<td>8</td>
<td>Public Health and Medical Services</td>
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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: 6
Closed: 7 (All stores in NHT 5 are open, 7 on generation)
Community Res: 3 closed, all have power
Total: 13 locations affected

NOTE: There will be a 5AM 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.

<table>
<thead>
<tr>
<th>Site Name</th>
<th>City</th>
<th>Market</th>
<th>Date</th>
<th>Power Status</th>
<th>Open Status</th>
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<tbody>
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<td>601</td>
<td>124</td>
<td>16</td>
<td>1/11</td>
<td>CT Closed</td>
<td>Regular</td>
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• Community Resilience

• Coordination
Thank you!

Contact

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