Emergency Management Guiding Principles

Taking Care of Our Associates

Taking Care of Our Operations

Taking Care of Our Communities
# Why Preparedness Matters to Walmart

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Purpose/ROI</th>
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| Associate and Community Emergency Preparedness | **Educate customers on personal and family emergency preparedness**  
• Good Faith Effort  
• Associates and customers become more resilient to disaster  
• Strengthen Walmart’s community ties with local government and citizens |
| Public Private Partnerships                    | **Develop relationships with emergency management organizations essential during a disaster**  
• Resolve government related issues that arise during a disaster  
• Helps create a more resilient community |
| Training and Exercises                         | **Provide resources to educate associates on emergency preparedness and response procedures and tools to reduce or eliminate loss**  
• Helps develop a more resilient workforce  
• Identifies areas for improvement  
• Familiarizes local Walmart with local emergency management agencies |
Associate and Community Emergency Preparedness Campaigns

- **Resiliency Initiative**
  - Elevate preparedness in local communities
  - Provide relief to communities directly impacted by natural disasters
  - Invest in disaster response programs to ensure maximum efficiency and distribution of resources
Walmart’s Presence in North Carolina

- Total Associates: 55,832
- Facilities
  - Supercenters: 140
  - Discount Stores: 6
  - Neighborhood Markets: 43
  - Sam's Clubs: 23
  - Distribution Centers: 4
Associate Preparedness

Be Informed
Learn how to prepare for the hazards around you

Make a Plan
Create a family emergency plan

Build an Emergency Supply Kit
Consider the basics of survival: water, food, clean air, warmth
Preparedness Campaigns

- **National Campaigns**
  - Great ShakeOut
  - America’s PrepareAthon
  - National Preparedness Month

- **In-store Campaigns**
  - State Sales Tax Exemption on select disaster supply items
  - Pet Emergency Preparedness
  - Small Business Preparedness
  - Texas & Georgia Hurricane Guide Program
Training and Exercises

- **Training and Exercises**
  - Hazard Specific Training (e.g. Hurricane Training)
  - Emergency Exercises (Great ShakeOut Earthquake Drill)
  - Participate in various local, state, & Federal exercises as private sector representative
Preparedness Technologies

- **CheckOut TV**
  - Public Service Announcements

- **Smart Network TV**
  - Severe Weather Preparedness
  - Public Health: West Nile
Public Private Partnerships

• **Purpose**
  – Advocate for development of State Business Emergency Operations Centers
  – Provide guidance and sector advisement through serving on councils
  – Develop relationships with emergency management organizations essential during a disaster
  – Resolve government related issues that arise during a disaster
  – Ensure a more resilient community

• **Examples**
  – FEMA’s National Business Emergency Operations Center
  – State Emergency Management Agencies
  – National Emergency Management Association
  – American Red Cross
  – Ad Council
Preparedness Shelf on Walmart.com

Be ready for any emergency

Shop Now

In partnership with American Red Cross and America’s PrepareAthon, Walmart encourages you to be prepared for emergencies.

American Red Cross
AMERICA’S PrepareAthon!

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OPERATIONS - DURING A DISASTER
Disaster Response and Recovery

Walmart Disaster Distribution Centers

Disaster Related Merchandise Needs

Field Command Post ➔ Corporate EOC ➔ State EOC(s)
Alarm Central

- 24/7 Operation
- Monitors facility burglar, fire, and panic alarm signals 24 hours a day
- Monitors over 6,400 accounts
- Handles an average of 22.5 million alarm signals and 365,000 telephone calls per year.
The Emergency Operations Center (EOC)

• 24/7 Operation

• Central point for communication/collaboration in response and recovery efforts

• Staffing escalated based on needs and comprised of Emergency Support Functions (ESF)

• Assistance with overcoming obstacles

• Non-profit agencies
**Walmart EOC – Emergency Support Functions**

**ESF Scope Overview**

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<thead>
<tr>
<th>ESF 1</th>
<th>ESF 2</th>
<th>ESF 3</th>
<th>ESF 4</th>
<th>ESF 5</th>
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<td>• Support activities involved in helping associates who have been affected by the disaster.</td>
<td>• Supports activities involved in restoring stores to pre-disaster conditions.</td>
<td>• Supports coordination of all information and activities involved in the preparation, response and recovery efforts.</td>
<td>• Provides coordination of all activities related to rebuilding or restoring facilities; waste disposal; and the setup, maintenance, and reconstitution of energy to facilities, during all phases of a disaster.</td>
<td>• Support activities involved in ordering and shipping emergency merchandise.</td>
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<th>ESF 6</th>
<th>ESF 7</th>
<th>ESF 8</th>
<th>ESF 9</th>
<th>ESF 10</th>
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<td>• Provides coordination of all activities related to the movement of goods and merchandise. Additionally, it provides coordination for personnel traveling in support of Walmart efforts.</td>
<td>• Coordinates and provides facility, transportation, and personnel security support as well as providing compliance support during the preparation, response and recovery phases of a disaster.</td>
<td>• Provides coordination of all activities related to the development, installation, support, and maintenance of communication equipment, fixed and mobile, and internal and external to Wal-Mart Stores Inc.</td>
<td>• Supports the activities involved in communicating with the public and other stakeholders during a crisis.</td>
<td>• Supports the activities involved in associate disaster relief and in donating money or goods to areas affected by a disaster.</td>
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ESF Structure

Walmart Corporate EOC

ESF 1
Associate Support
Divisional HR Director
Regional HR Manager
Market HR Manager

ESF 2
Facility Operations
Regional General Manager
Director of Operations
Market Manager
Supply Chain Divisional VP
Supply Chain Divisional Operations Manager
Health & Wellness Divisional S/Director
Regional H&W Director
Market Health & Wellness Director

ESF 3
Emergency Management
Divisional AP Director
Regional AP Director
Market AP Manager

ESF 4
Structural Waste & Energy
Regional Compliance Manager
Divisional Compliance Director
Sr. Director Compliance
Regional General Manager
Director of Operations
Market Manager

ESF 5
Merchandise & Supply
BU Sr. Director Merchandise Execution
Divisional Merchandise Director
Regional Merchandise Manager

ESF 6
Transportation
ESF 6 Traffic Representative
Regional Transportation Manager
Regional Operations Manager
Regional Operations Centers
General Merchandise Transportation
Fleet Safety

ESF 7
Safety, Security & Compliance
Divisional AP Director
Regional AP Manager
Market AP Manager
Divisional Compliance Director
Regional Compliance Manager
Sr. Safety Manager

ESF 8
ISO
Director of Innovations

ESF 9
Corporat Affairs/External & Internal Communications
Director Public Affairs/Gov’t Relations
Sr. Manager/Director Media Relations
Regional General Manager
Market Manager

ESF 10
Donations Management & Non-Profit Organizations
Regional Manager
Market Manager

ASSOCIATES

COMMUNITY
Walmart’s Response Teams

**Local Incident Management Team**
(Tactical)
- Life Safety Concerns
- First Responders

**Emergency Operations Center**
(Tactical Support)
- Direct Incident Response
- Communications Center

**Crisis Management Team**
- Oversee Tactical Response
- Framing Strategic Options for Decision Makers

**Exec. Group**
(Strategic Response)
- Corporate Implications
- Decisions Will Shape Corporate Response

Communications

Walmart Resiliency
EM Basics
Review Disaster Plans

- Regional Level Plans
  - Crisis center and contact plans
  - Information requirements – What do I need to know?
  - Where, who and how

- Market Plans
  - Alternative Communications plans
  - How to stay in contact with Store Managers
  - How to support stores and provide information to region

- Store Plans
  - Is store prepared?
    - Shut down
    - Open back up
  - Do Associates know how to find out if store is open?
  - How to I get info to MM and ask for help?

- Associate Plan
  - Family Safe?
  - How do I get to work/paid/help?

Typically we have our managers reach out to local EOC prior to Hurricane Season

- Onslow County
- Carteret County
Our Partners
State and Federal Interaction

- Direct to DHS and FEMA through Private Sector Offices
- Direct to state emergency management agencies’ BEOCs or PPPs
- Through professional organizations like NEMA, and IAEM
- Through business organizations like U.S. Chamber of Commerce, Business Civic Leadership Council (BCLC), Business Roundtable, and Business Executives for National Security (BENS)
- Local Relationships maintained by Field associates

How we work in State & Federal EOCs

- WM Associate Physically Present
- Through Representative Organization
- Through Phone & E-Mail
Community Giving
Walmart EOC

24/7 Number: 479-277-1001

Email: emergencyoperationscenter@wal-mart.com