The Home Depot National Tornado Summit

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Discussion Topics
- Preparedness and partnering
- The Home Depot’s EOC
- Decision making
- Private/Public Sector relationships
- Efforts between Private Sector entities
- Taking care of people, places, and other assets
- Community responsibility and response

Preparedness and Partnering

Man-made disasters
- Terrorism
- Industrial accidents
- Infrastructure failures

Natural disasters
- Fires
- Floods
- Tornadoes
- Hurricanes
- Earthquakes
- Volcanic Activity
- Hail
- Snow / Ice

One Home Depot

2018 Disaster Activity

U.S. 2018 Billion-Dollar Weather and Climate Disasters
January–September 2018

Central and Eastern Atlantic Hurricane Season

Southwest and Plains

Central and Western

Northeast and Midwest

Great Lakes

Sunbelt

Great Lakes
Joplin

Gone in less than 60 seconds

The Home Depot's EOC

Decision Making

- Be prepared
- Be there
- Be open
- Handle Pay / Benefits issues
- Provide credible information
- Help with recovery assistance
- Set the example

Consistent communication

- Joint conference calls including all levels of field leadership and corporate command centers
- Ensure that questions, issues or requests are communicated to the regional staff and subsequently to the appropriate corporate resource for efficiency
- Ensure clear points of contact for field partners to reduce redundancy
- Regularly established updates from functional groups
  - Reduce potential for efforts to be redundant or compete for limited resources
  - Two minute drill updates in command center rooms to ensure each group is aware of others' activity

Key Non-Profit Partnerships

- Veteran Housing
  - Homeless / Aging in Place / Catastrophically Wounded
- Disaster Response
- Skilled Trades Training
Community Responsibility and Response

Natural Disaster Response

While 2018 was a much milder disaster season than the year prior, The Home Depot Foundation, Team Depot and The Homer Fund were all still very active in making an impact, committing over $5M to assist our communities and associates.

**Events and Affiliations**
- Hurricane Florence (Landfall 9/10) – Cat 4
- Hurricane Olivia (Landfall 9/11) – Cat 1
- Hurricane Michael (Landfall 10/10) – Cat 4
- Carr / Mendocino Wildfires, California (Jul - Sep)
- Camp / Woolsey Wildfires, California (Nov)

$4.0M... $1.0M...

...spearheaded long-term disaster relief in Puerto Rico across the communities that were ravaged by Hurricane Maria.

Team Depot projects completed between January and October
650+
2,000+

THD associates who volunteered their time

650+
2,000+

Students impacted by our project work

The Keys To The Kingdom

- When faced with a question or issue, ask yourself the following:
  - How does this issue affect?
    - The Brand
    - The Inventory
    - The P&L
  - As all issues affect one or more of the above, if you can answer how the issue affects one or more of the above, you can **solve** for a logical solution

- Manage emotion:
  - Sift for yourself and others
  - Lead by example
  - If you need help, ask

- Communicate with partners and other organizations as decisions by one may affect others.
- Avoid competing for finite resources

- Be right or be wrong, but never be indecisive

Summary

- **Be ready**
  (Update your plans and command center volunteer list now)
- **Be there**
  (Staff your area when requested)
- **Be responsive**
  (React quickly to store, associate, and community needs)
- **Be accountable**
  (Own the issue through completion)
- **Manage emotion**
  (Act responsibly and make decisions based on credible facts)

What does all this really mean?

We are prepared
or
we are not

Questions?

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