


# 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







## One Home Depot


## Preparedness and Partnering

- Man-made disasters
  - Terrorism
  - Industrial accidents
  - Infrastructure failures
- Natural disasters
  - Fires
  - Floods
  - Tornadoes
  - Hurricanes
  - Earthquakes
  - Volcanic Activity
  - Hail
  - Snow / Ice






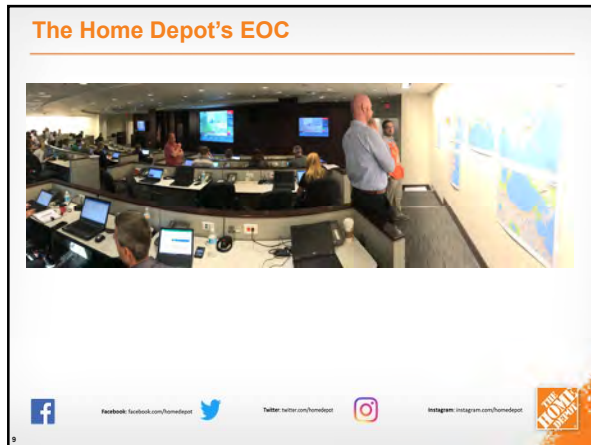
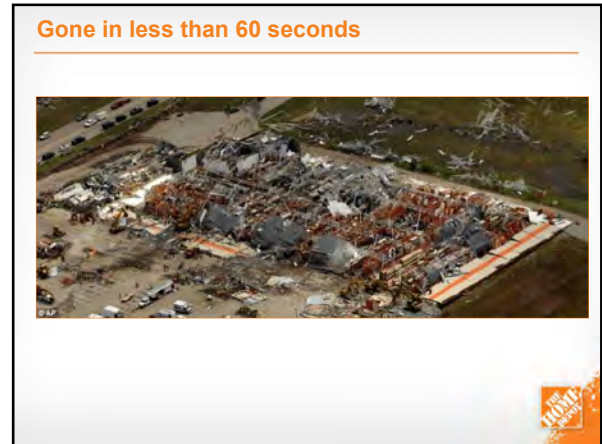
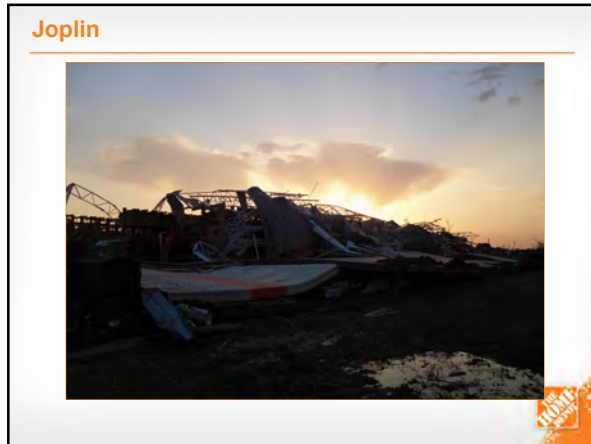



## 2018 Disaster Activity



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



### Decision Making

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

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### 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.

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### Key Non-Profit Partnerships

<h4>Veteran Housing</h4> <p><i>(Homeless / Aging in Place / Catastrophically Wounded)</i></p>	<h4>Disaster Response</h4>
<h4>Skilled Trades Training</h4>	

### Community Responsibility and Response



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### 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.

- Hurricane Florence (Landfall 9/10) – Cat 4
- Hurricane Olivia (Landfall 9/11) – Cat 1
- Hurricane Michael (Landfall 10/10) – Cat 4

**\$4.0M** ...committed by The Home Depot Foundation to support communities impacted by natural disasters  
**\$1.0M** ...in disaster relief grants awarded by The Homer Fund, impacting 300+ associates

**9** ...Team Depot projects completed between January and October  
**650+** ...THD associates who volunteered their time  
**2,000+** ...students impacted by our project work

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



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### 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
  - Both 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**

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### 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)

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### What does all this really mean?

**We are prepared**  
**or**  
**we are not**

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### Questions?

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