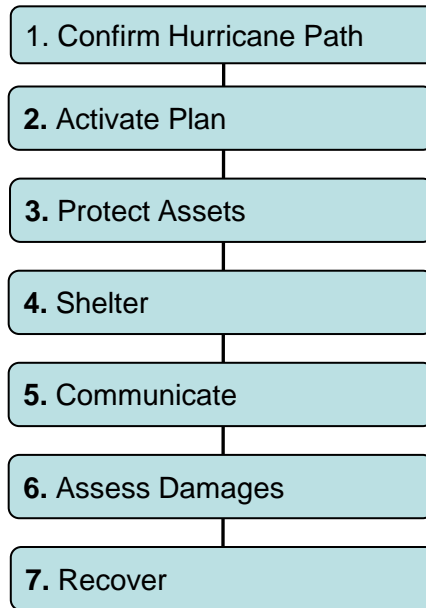


# Hurricane Response Team Flowchart



## Key HO Support Contacts:

**US Safety:** Cathy Choffin 630-404-9292  
**US Safety:** Sara Schwanke 630-623-5231  
**Supply:** Francois Blasini 813-503-6108  
**HR Relo:** Pat Papenbrok 630-212-8821  
**HR Consult:** Liz Poppe 504-756-8164  
**Development:** Joe Collins 972-998-1318  
**Corp Insurance:** Steve Laughlin 630-623-8079  
**O/O Insurance:** Jeff Gukenberger 800-452-8946  
**Clean-up:** Dan Petro 630-292-2304  
**USORT:** David Bryan 508-397-1641  
**ISP:** Chuck Kasper 630-649-4516

## Regional Preparation Actions

1. Identify local authority for storm advisories and evacuation. Use proactive method for tracking storm status/ track such as AccuWeather.
2. Establish phone, fax, e-mail, ISP communication methods for notifying key stakeholders that plan is being implemented. Secure satellite phones.
3. All restaurants have and are able to execute the hurricane response checklist/plan.
4. Identify hotels/shelters/relatives to which crew, mgmt, suppliers and families will go if evacuated. Have phone and fax numbers available for these sites. Get crew, managers and O/O cell phone numbers. Emergency kit: water, cash, gas, food, flashlight, batteries, radio & cell phone with auto/hand crank charger/extra battery.
5. Identify phone number or web-site to which evacuees can report status & call back phone #. Conduct periodic conference calls at pre-established # & times.
6. Develop method & team for assessing extent of impact to restaurants, key suppliers & regional offices & prioritize restoration efforts. Identify restaurants which can be opened the quickest and potential temporary housing plan for mgrs./crew to support prioritized openings.
7. Have list of pre-approved contractors & suppliers for services (generators/clean-up) and supplies (restaurant stock) and emergency payment method.

## Regional / HO Response Actions

1. Monitor local authority advisories and use storm tracking tools
2. Coordinator communicates to their mgmt, stores, O/Os, HO, suppliers to activate plan. Activate satellite/emergency phone. Key Contacts: Cathy Choffin 630-404-9292
3. Store secure: gas, glass, cash, electric, water, ISP & crew contact list. Offices secure: computers, databases & key documents. Take emergency contact list and phones.
4. Take emergency kit/phone. Go to pre-planned locations. Coordinator communicates with their mgt./HO when storm is over. Key Contacts: Cathy Choffin 630-404-9292
5. Crew, mgrs, region leadership and key suppliers communicate their location & status to central number. Service Center: 877-623-1955. Coordinator communicates to their mgmt & HO. Start daily conference calls @ 10AM & 4PM time zone @ region office: 800-508-7631, \*1562601\*. Region Hurricane Coordinator & Cathy Choffin.
6. Deploy assessment teams. Coordinator assesses #, location and extent of restaurants impacted. Prioritize & communicate needs to their mgmt and HO team. Notify contractors & insurance contacts. HO cross-functional team supports region. Key contacts: Corp Insur: Steve Laughlin 630-623-8079, O/O Insur: Jeff Gukenberger 800-452-8946, Supply Chain: Francois Blasini 813-503-6108, Development: Joe Collins 972-998-1318.
7. Deploy insurance, clean-up & restoration teams. Key contacts: Insurance: Steve Laughlin 630-640-8079 Supply Chain: Francois Blasini 813-503-6108, Development: Joe Collins 972-998-1318 Store Sanitization: Dan Petro 630-292-2304, USORT: David Bryan 508-397-1641. HR: Pat Papenbrok 630-212-8821. Restore power, gas, water, staffing, supplies & operations. Advertise store openings to recover business.

## Regional Hurricane Coordinators:

**Atlanta:** Vince Houston 706 495-9875  
**Boston:** Nicole Garvey: 781-690-8782  
**BWR:** Steven Hunter 317-910-2223  
**Florida:** Yolanda Davern 813-476-0919  
**Great Southern:** Tiffany Matthews 773-934-5698  
**Houston:** Randy Milner 713-410-6237  
**NYM:** Cheryl Forsatz 201-739-2549  
**Philadelphia:** Dee Carpenter 973-698-0820  
**Raleigh:** Mike Cousins 412-779-5564