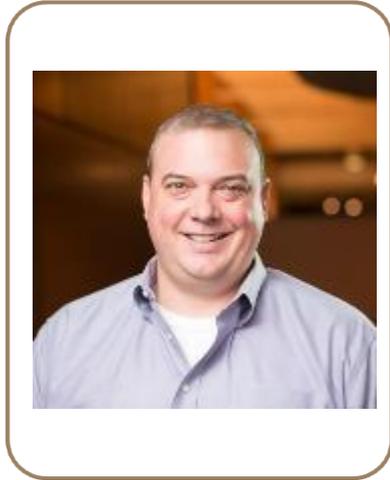


CHRIS HARTINGER



Chris Hartinger
Manager, Business Continuity,
Emergency Management
Starbucks Coffee Company



Responsibilities:

- Starbucks global emergency management program
- Starbucks global crisis response program
- Starbucks partner resiliency program

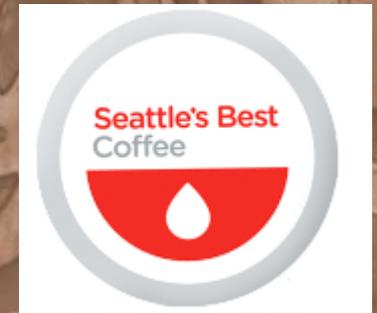
Experience

- 15 years leading organizations in:
 - Business continuity
 - Crisis management
 - Emergency response
 - Disaster education
 - Personal preparedness
- 2006- present Starbucks Coffee Company
- 2001-2006 American Red Cross
- 97-2000 Peace Corps, Nicaragua

CORPORATE CHALLENGES POST-DISASTER



THE BRAND STARBUCKS



MULTIPLE MANUFACTURING FACILITIES



STARBUCKS AS A PRODUCT



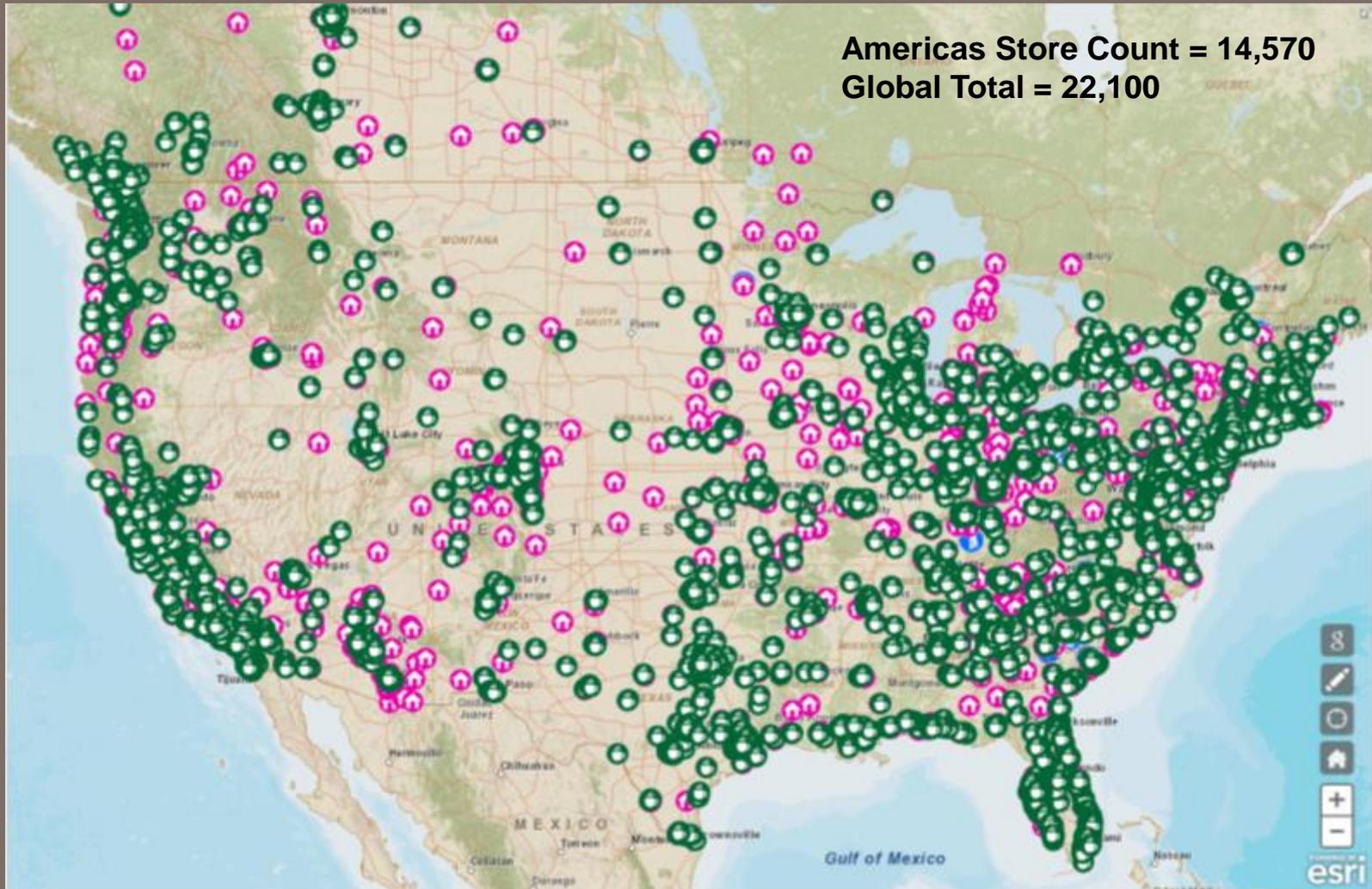
STARBUCKS AS THE THIRD PLACE



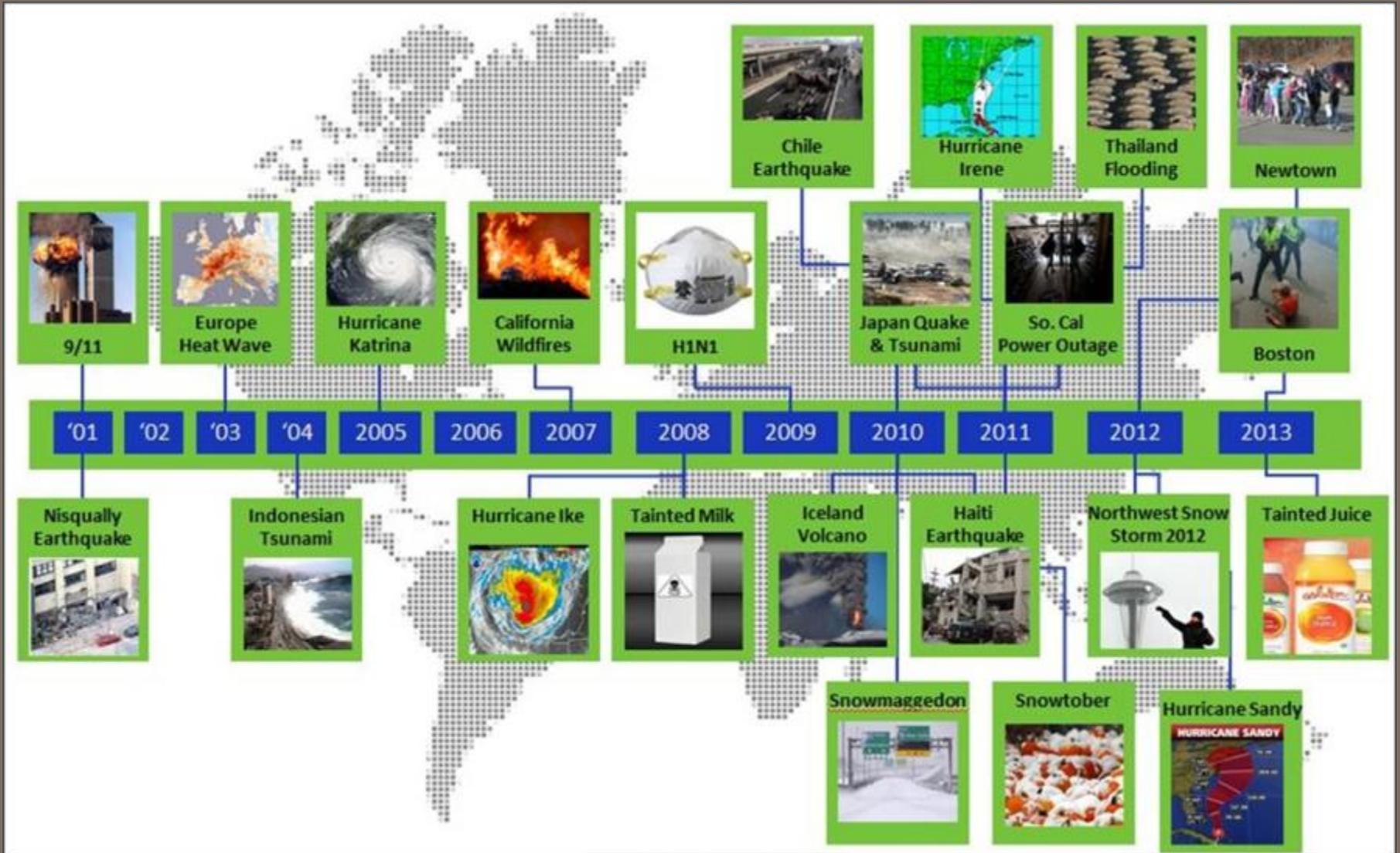
STARBUCKS AS A TARGET



RETAIL STARBUCKS NORTH AMERICA



GLOBAL EVENTS OVER THE YEARS



IMMEDIATE CONSIDERATIONS FOR RECOVERY

Four P's

Partner Safety

- Are all Partners accounted for?

Pay

- How many partners have live checks

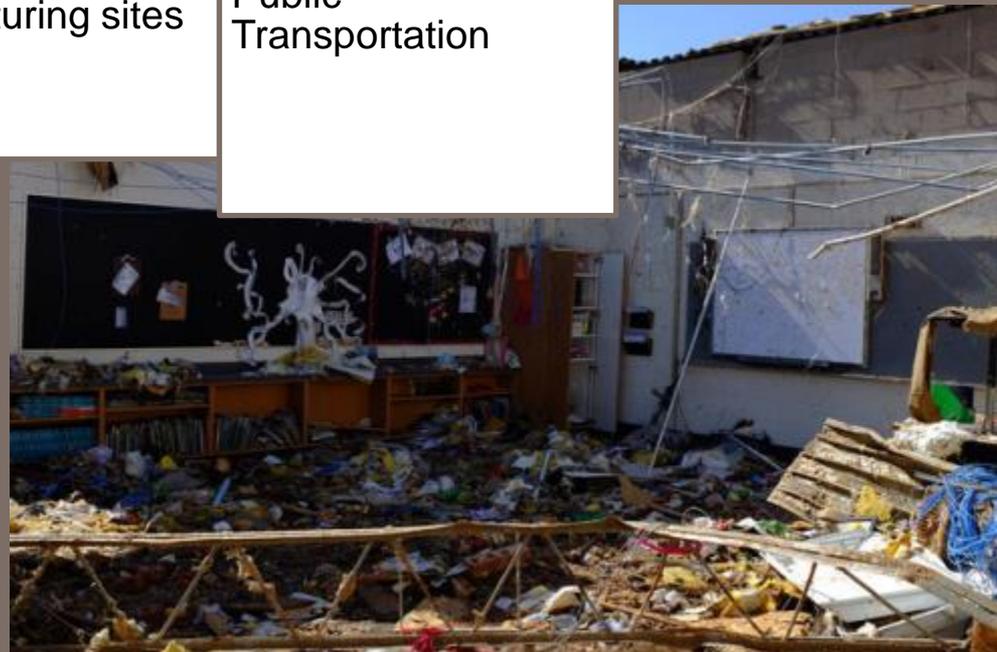
Property

- Damage

Product

- Can we produce and can we deliver?

SHORT TERM RECOVERY NEEDS



LONG-TERM RECOVERY CHALLENGES

Infrastructure

Bridge & Road Repairs/closures
Congestion
Boil Water Orders

Community

Partner Integration
Partner's Impacted
Migration of population

Reconstruction

Low inventory of building supplies
High demand of local talent
Zoning changes & Permitting



STARBUCKS HEADQUARTERS DAMAGE









THE TRUTH:

