



MACY'S CORPORATE SERVICES  
BUSINESS RESILIENCY GROUP

## **Pandemic Planning – Department Store Style!**

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★  
macy's inc

bloomingdale's



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# WHO ARE WE?

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macy's Inc

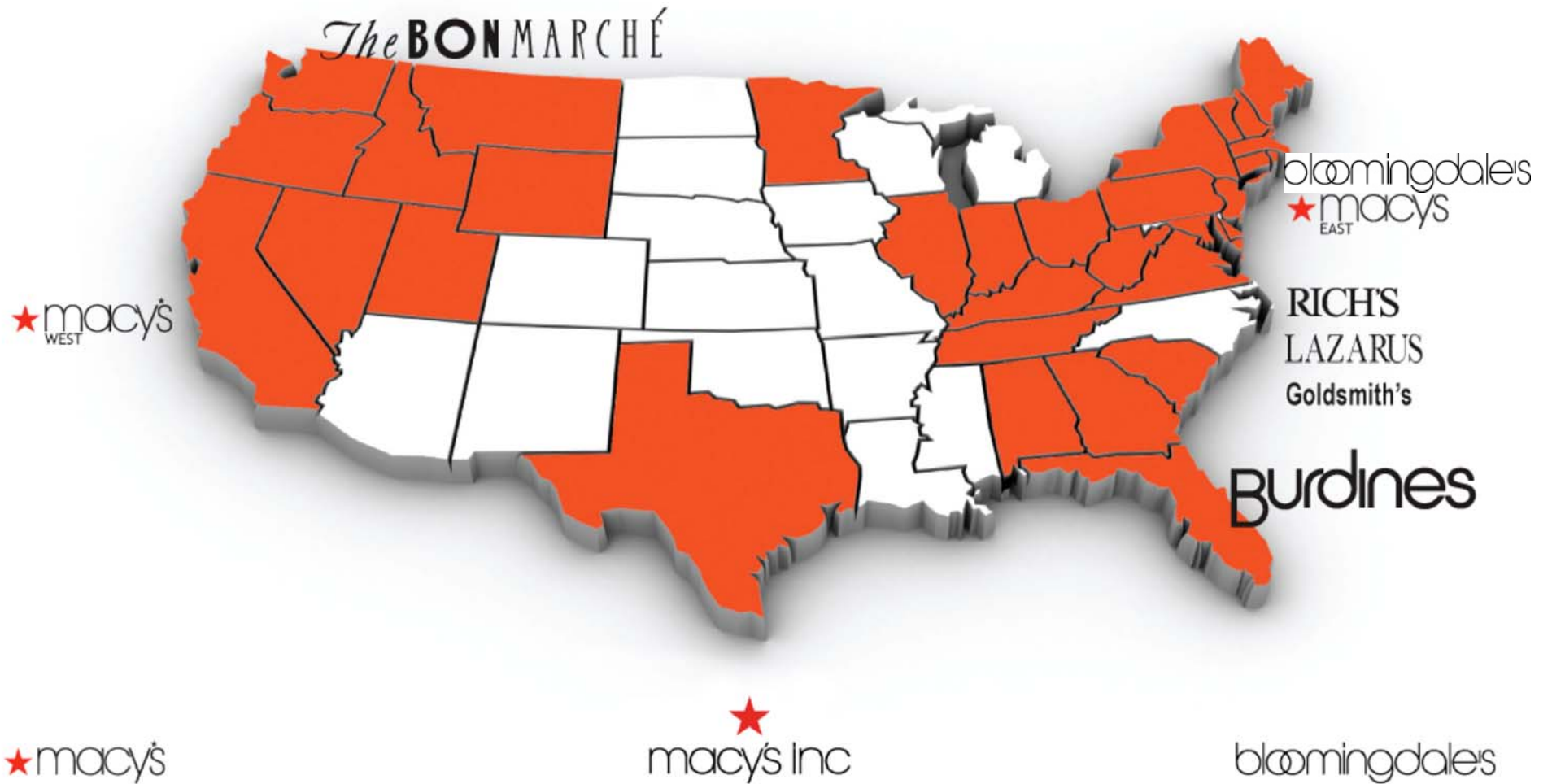
bloomingdales



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# 2004 Federated Department Stores, Inc

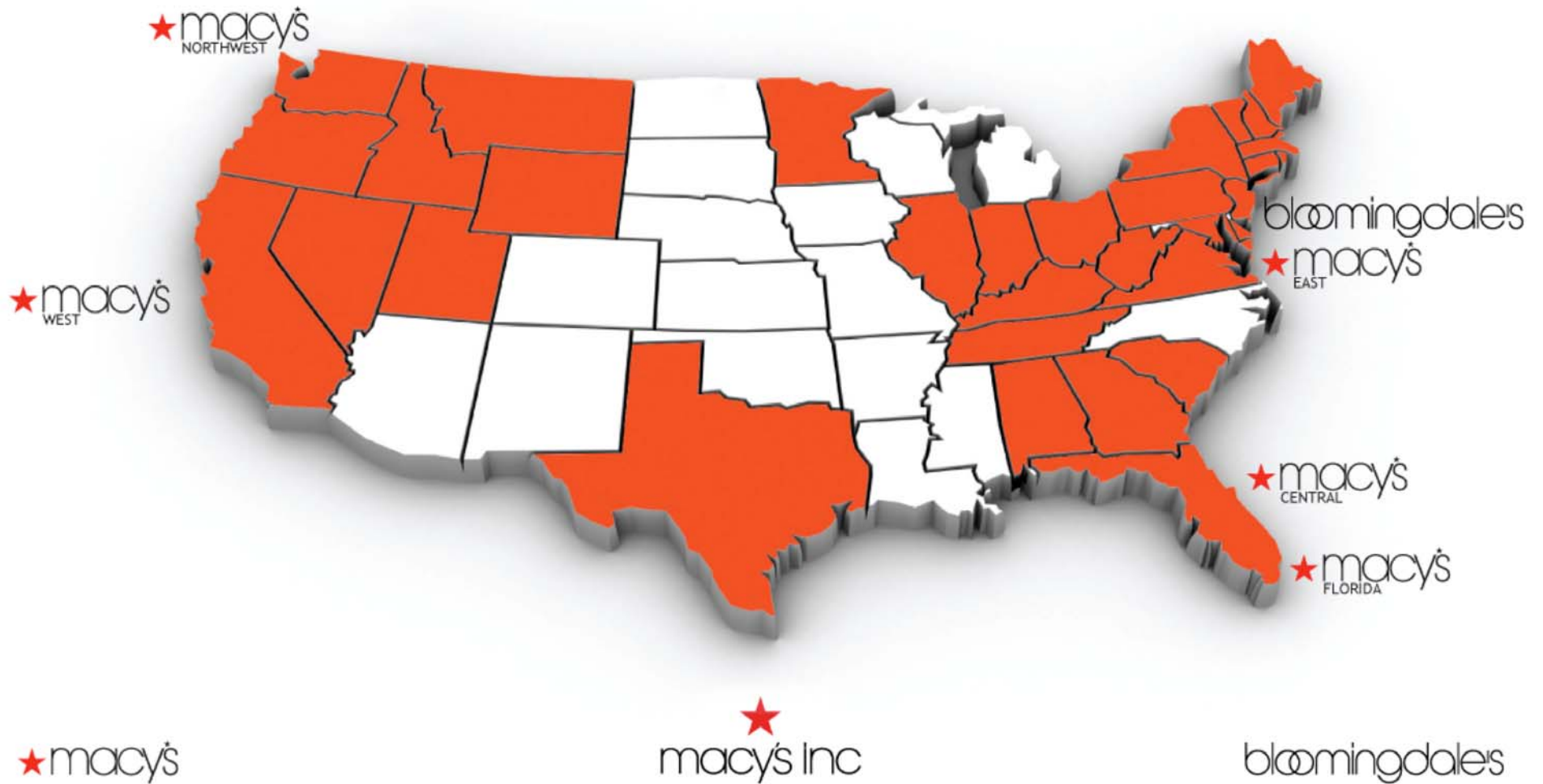




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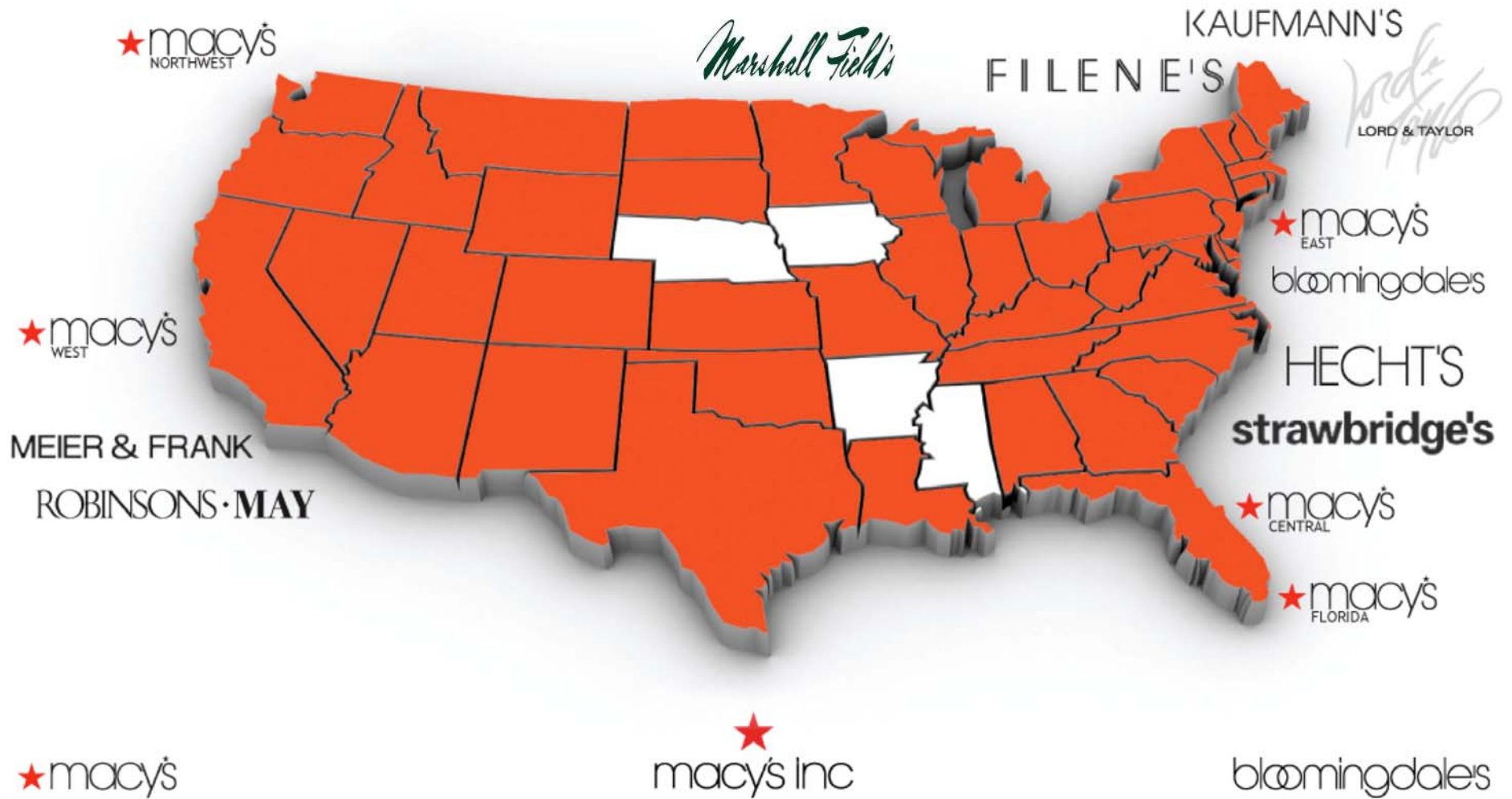
# 2005 Federated Department Stores, Inc





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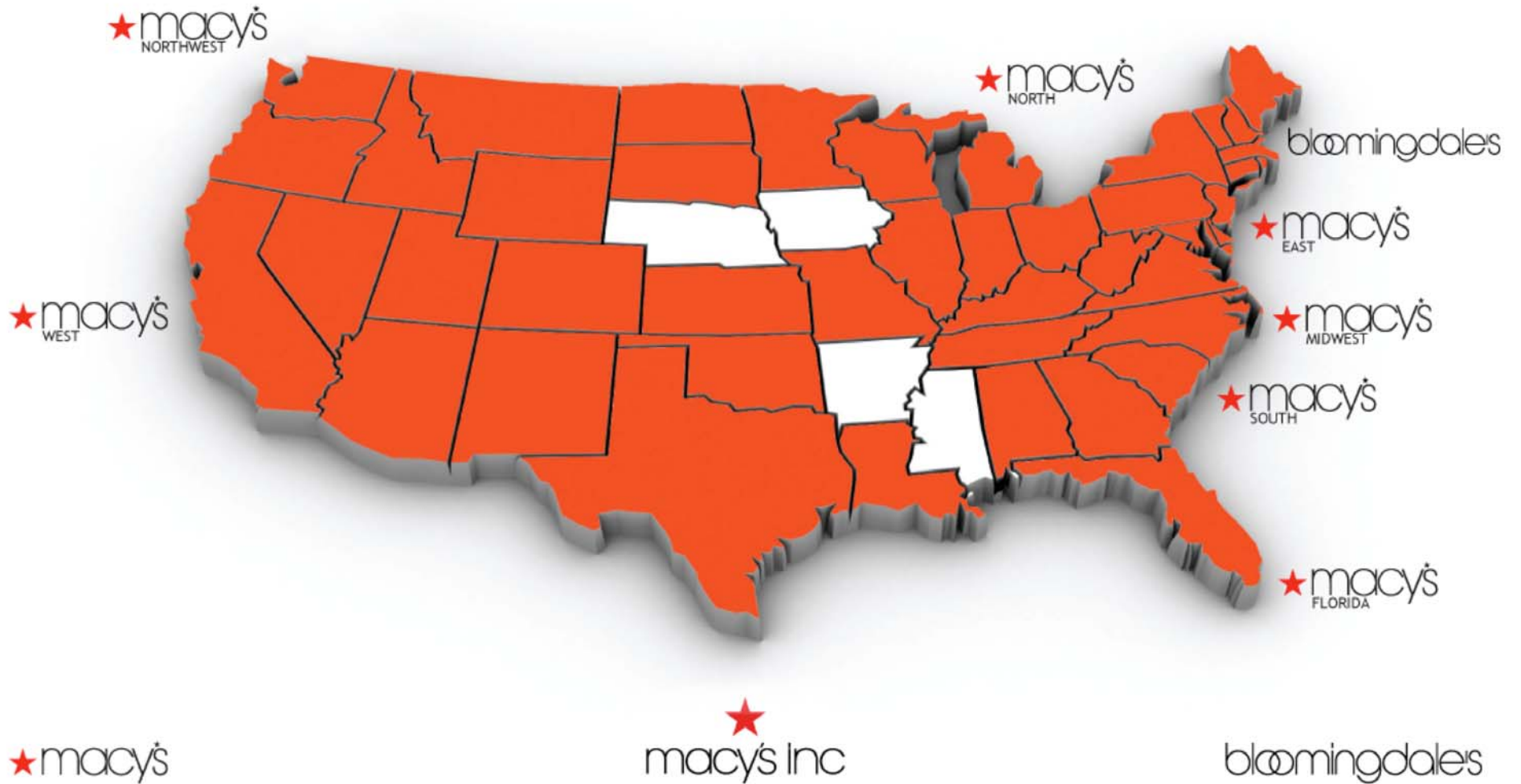




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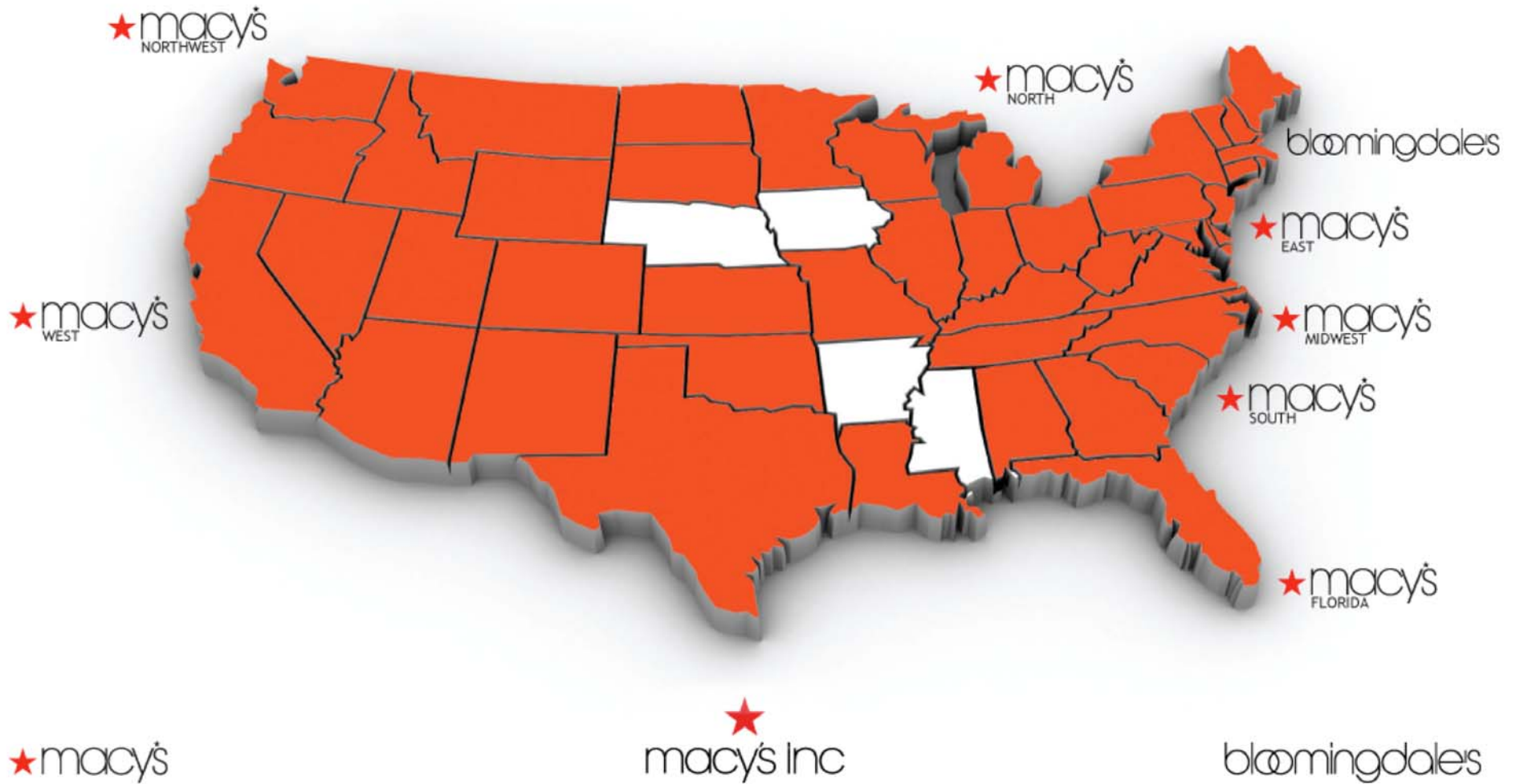
# 2006 Federated Department Stores, Inc.





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2007 Macy's, Inc.





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## Overseas Operations

Europe/Middle  
East: 12%

East Asia: 65%

South Asia: 23%



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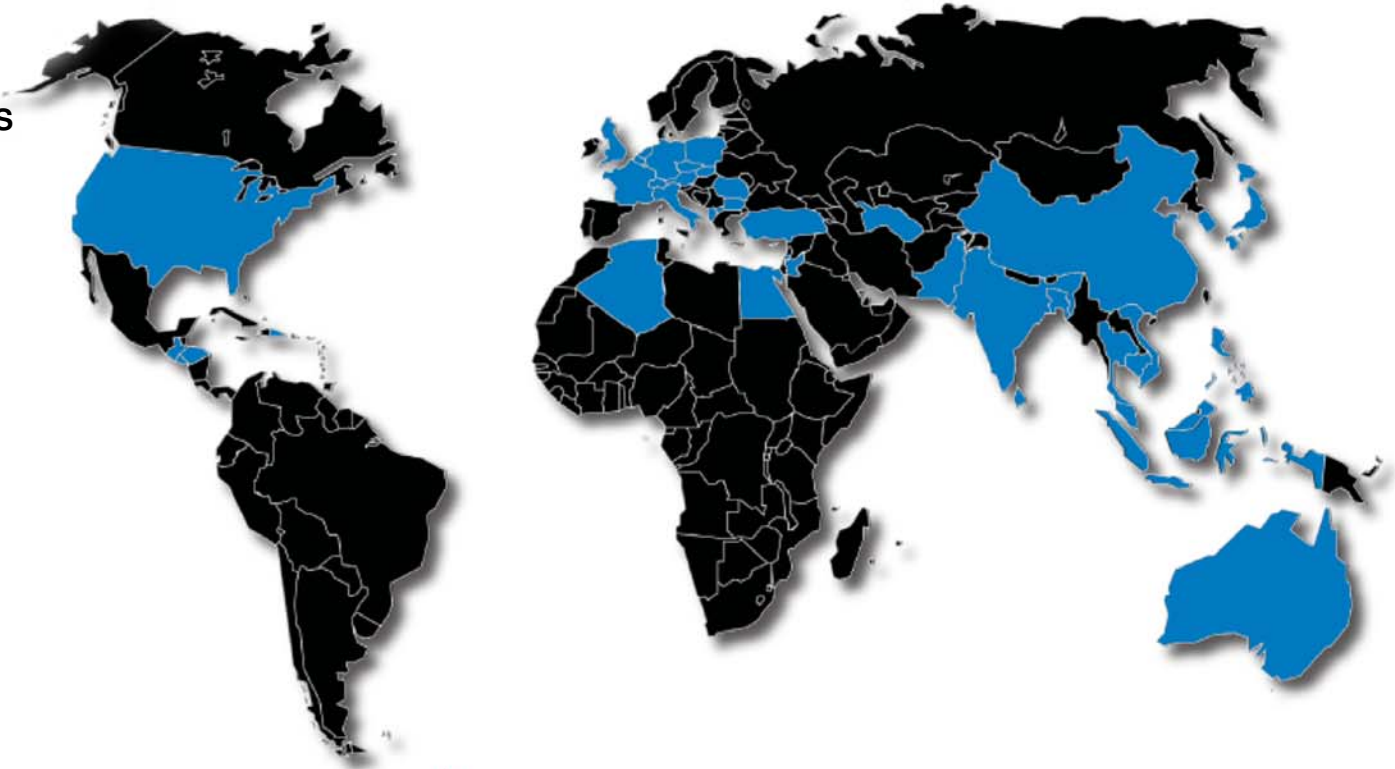


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# Overseas Operations

- ALGERIA
- ALBANIA
- CAMBODIA
- FRANCE
- INDONESIA
- MACAU
- POLAND
- SPAIN
- TURKEY
- AUSTRALIA
- CHINA
- GERMANY
- ISRAEL
- MALAYSIA
- PORTUGAL
- SRI LANKA
- TURKMENISTAN
- BANGLADESH
- CZECH REPUBLIC
- GUATEMALA
- ITALY
- NETHERLANDS
- ROMANIA
- SWEDEN
- UNITED KINGDOM
- BELGIUM
- DOMINICAN REPUBLIC
- HONG KONG
- JAPAN
- NICARAGUA
- SINGAPORE
- SWITZERLAND
- UNITED STATES
- BRUNEI
- EGYPT
- HUNGARY
- JORDAN
- PAKISTAN
- SLOVAKIA
- TAIWAN
- VIETNAM
- BULGARIA
- EL SALVADOR
- INDIA
- LITHUANIA
- PHILIPPINES
- SOUTH KOREA
- THAILAND

 Countries Currently Manufacturing MMG Product



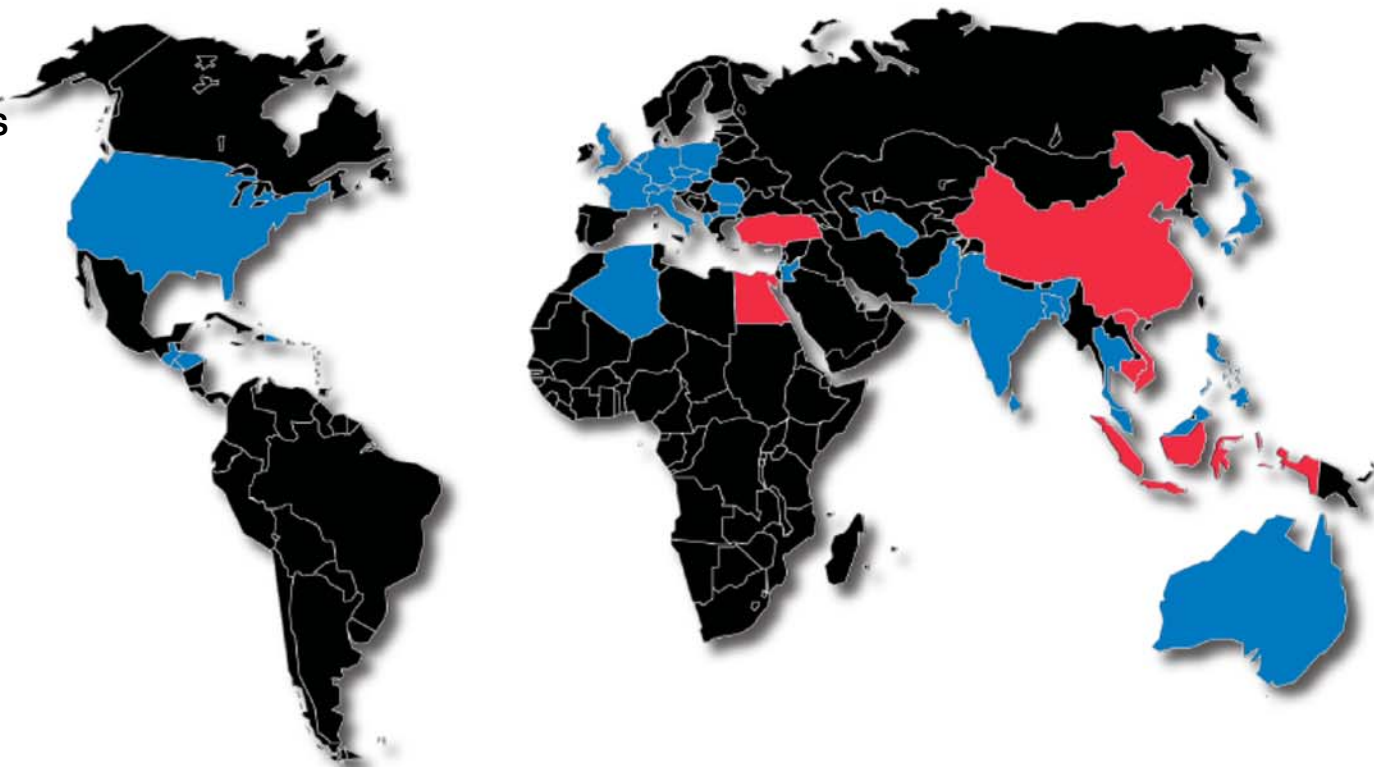


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- THAILAND

 Countries Currently Manufacturing MMG Product & Confirmed Human Cases of H5N1





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## Pandemic Planning Kick-Off



# The "Deep Dive"

Sept. '06

64 attendees, 14 divisions &  
9 Corporate Departments

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## Pandemic Planning Kick-Off

### Some Challenges Unique to Retail:

- How long do we stay open?
- For what reasons would we close?
- Do we limit access to persons showing flu symptoms?
- What if someone becomes ill while shopping?
- How do we clean to store?
- How do we maintain close proximity operations?
- Do we take returns?
- Will we have enough merchandise to sell?



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Macy's corporate Ma  
Macy's Midwe  
Corporate Risk Manag  
Macy's Florida  
Macy's South  
Macy's South  
MST (Systems & Telecomm  
Corporate Business Continuity  
Macy's Credit & Customer Ser  
Bloomindale's  
Macy's  
Macy's Logistics & Operations  
Corporate Let  
Corporate Communica  
Corporate Human Resource  
Macy's North  
Corporate Employee Re  
Macy's North  
Corporate Loss Prev  
Corporate Environment  
Macy's  
Macy's Merchandising  
Macy's



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248 Deliverables

## Support Team

- Bloomingdale's Direct
- Macy's Merchandising Group
- MST (Systems & Telecommunications)
- Macy's Credit & Customer Service
- Macy's Logistics & Operations
- Macy's Corporate Marketing
- Macy's Home

## Corporate Team

- Corporate Legal
- Corporate Employee Relations
- Corporate Environmental/ IH
- Corporate Risk Management
- Corporate Communications
- Corporate Loss Prevention
- Corporate Human Resources

## Retail Team

- Bloomingdale's
- Macy's East
- Macy's Florida
- Macy's Midwest
- Macy's North
- Macy's Northwest
- Macy's South
- Macy's West
- Macys.com
- Corporate Business Continuity



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## Deep Dive Process and Personal Journey

- “We want to do it all on our own!”
  - Not in their subject matter area (core focus)
  - Aha moment - we can't do that!
- “Everyone has to take their own personal journey to understand this issue”
  - Everyone needs to come to terms with it in their own way and only then can you be a productive member of the team



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Pandemic Planning Kick-Off

## Deep Dive – Cincinnati, OH

### SUCSESSES:

- Organizational Development 101
- Cross silo relationship building
- HR leadership and ownership

### NEEDS:

- Industrial Hygiene Consultant
- Regular touch base meetings to maintain momentum – *4<sup>th</sup> quarter*
- Local Senior Management support





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Plan Development

## Post Deep Dive

- Maintain momentum - each team met weekly via teleconference
- Coordinate Team efforts
- Direct Division Home Team activities
- Consult primary housecleaning company
- Engage a certified Industrial Hygienist to help us understand the science of the virus



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# URS

## Approach

- Site Visits (Tampa)
  - Store
  - Distribution Center
  - Call Center

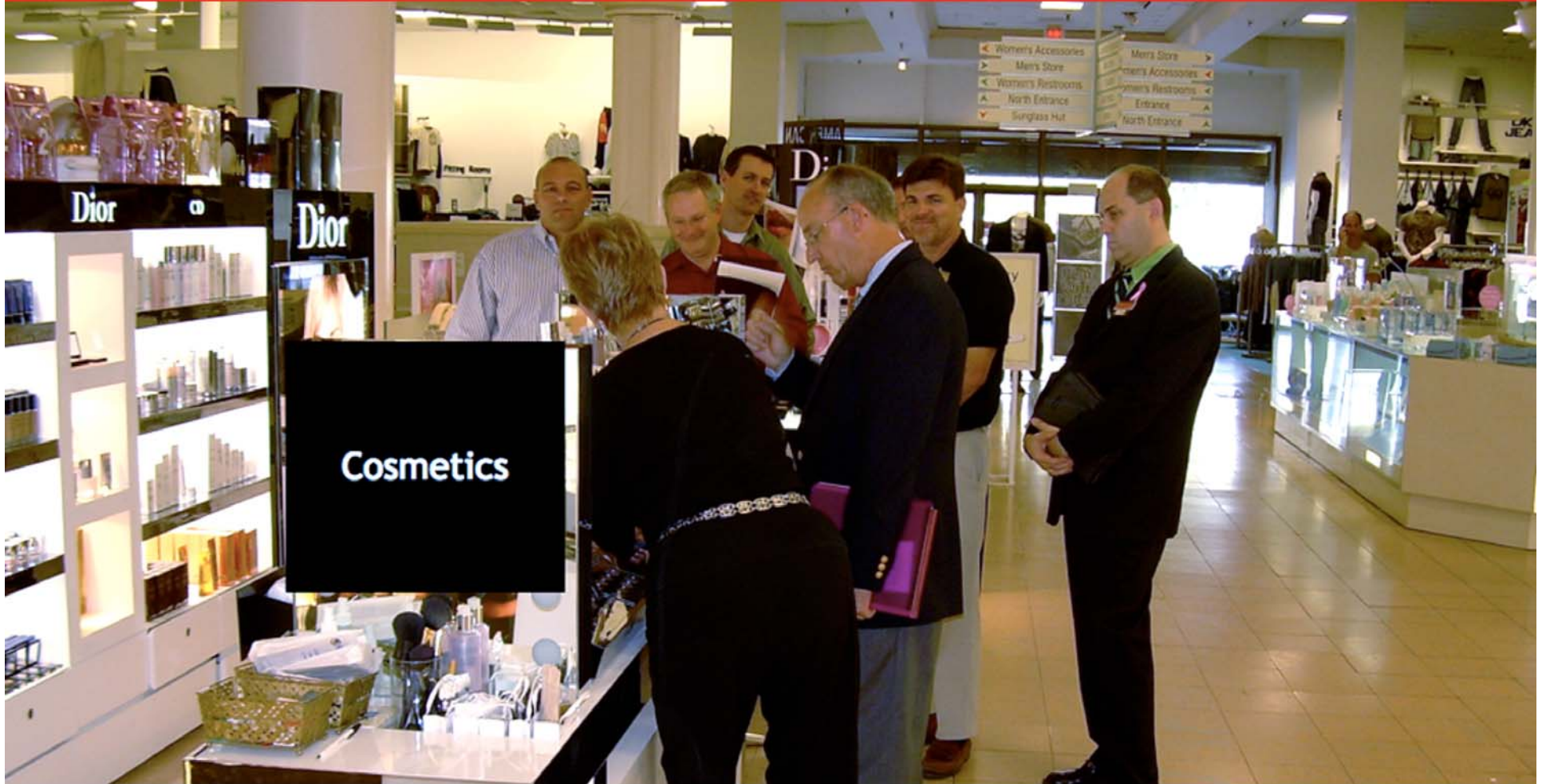
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HK MCH 9448809 / 12475

HK MCH 9448809 / 1390



Los Angeles  
Made In China

HK MCH 9448809 / 1212



Los Angeles  
Made In China

HK MCH 9448809 / 14070



Los Angeles  
Made In China



Los Angeles

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MMG  
D.0682

LOS ANGELES

MADE IN INDONESIA

SG MCH 9412919 / 415

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REPORT FINDINGS

# URS

## Virus Characteristics and Survival

- Hot vs. Cold
- Hard vs. Porous Surfaces
- Large Droplet vs. Aerosol Transmission
- How long does the virus live?



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REPORT FINDINGS

# URS

## Infection Control Measures

- Personal hygiene
  - Hand washing, hand washing, hand washing
- Cleaning actions with appropriate products
  - Acidic conditions
  - Oxidizing agents
  - Certain disinfectants



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# URS

## Cleaning Agents- *LIGHT vs. HEAVY TRAFFIC, AREAS:*

- 90 products intended for use against avian influenza (but not specifically against H5N1) are registered by the EPA
- Disinfection and Decontamination
  - Sterilization is not an option





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*Surfactants, Detergents, Desiccants,  
Biocide Decontamination Solutions,  
Residual Biocide Decontamination  
Solutions, oh my.....*

**YOU REALLY NEED PROFESSIONAL  
HELP.....**



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## 16 Key Areas of Focus in Exposure Assessment & Recommendations

1. Alternations
2. Building Entrances
3. Cash Office
4. Cash Wrap
5. Cosmetics
6. Elevator & Escalators
7. Executive Office
8. Fitting Rooms
9. Food
10. Gift Wrap
11. HVAC
12. Loading Dock
13. Loss Prevention
14. Lounges
15. Merchandise Areas
16. Restrooms



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# URS

- Specific recommendations by WHO/ MPRL level
- Give and take to determine appropriate solutions in a retail environment
- Retail Team met in **Miami** with representatives from URS and our primary housecleaning company to process the overwhelming number of recommendations



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## PANDEMIC MILESTONE MEETING

(same attendees as Deep Dive)

February 2007

- Presentation of draft pandemic planning activity list and policies/ procedures
- Continuation of cross silo relationship building
- Connecting the dots....
- Tabletop – WHO 3 to 4



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# Where are we now??

1. Gearing up for seasonal flu
2. Finalizing policies and procedures
3. Increasing BC awareness
4. Submitting individual funding requests



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# THANK YOU!

---

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