



Waste Management Disaster Plan
L.A. International Earthquake
Conference
Nov. 14, 2008
Rory Wirtjes



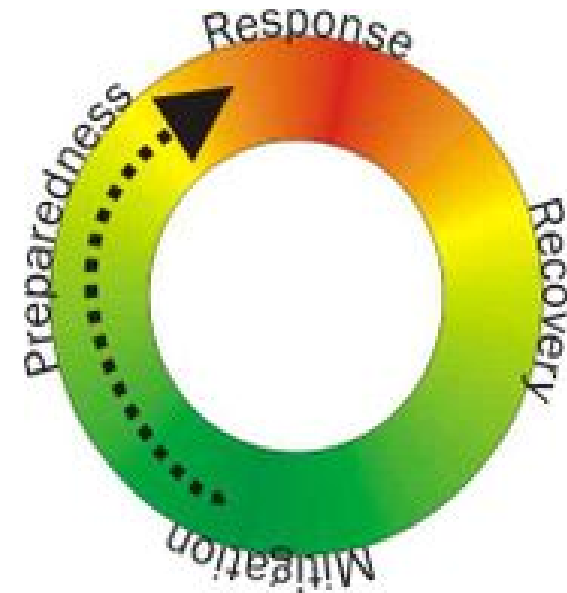
Disaster Management Plan Priorities



- 1) Employee safety
- 2) Site and asset safety and security
- 3) Existing customers
- 4) Returning to normal business operations
- 5) Assisting community and new customers

Disaster Management Cycle

- **Mitigation** – attempt to prevent hazards from developing altogether, or to reduce the effects of the disaster when it occurs
- **Preparedness**- developing plans and maintaining contact lists to support response and recovery efforts
- **Response** – mobilization of necessary emergency services, rescue efforts, and business decisions related to employee safety and damage to assets
- **Recovery** – restoration of affected operations to their pre-event state



Disaster Risk



	Earthquake	Flood/Flash Flood	Tsunami	Wildfire	Landslide	Hurricane	Extreme Heat	Winter Storm	Volcano	Lahar	Terrorism	Biological	Riot	Fuel Shortage
Los Angeles	Red	Red	Red	Red	Red	Yellow	Yellow	Green	Green	Green	Red	Red	Red	Yellow
Ventura	Red	Red	Red	Red	Red	Yellow	Green	Green	Green	Green	Green	Red	Green	Yellow
Hawaii	Red	Yellow	Red	Green	Green	Red	Green	Green	Red	Green	Green	Green	Green	Yellow
California Bay	Red	Yellow	Red	Red	Yellow	Green	Green	Green	Green	Green	Red	Red	Red	Yellow
Pacific Northwest	Red	Red	Yellow	Yellow	Yellow	Green	Green	Red	Red	Red	Red	Red	Green	Yellow
San Diego/Orange County	Red	Red	Red	Red	Yellow	Yellow	Yellow	Green	Green	Green	Red	Yellow	Green	Yellow
Sacramento	Yellow	Red	Green	Red	Green	Green	Green	Green	Green	Green	Green	Red	Yellow	Yellow
Nevada	Yellow	Green	Green	Red	Yellow	Green	Yellow	Yellow	Green	Green	Red	Yellow	Green	Yellow
Arizona	Green	Yellow	Green	Red	Green	Yellow	Red	Yellow	Green	Green	Yellow	Yellow	Green	Yellow
New Mexico	Green	Yellow	Green	Red	Green	Green	Red	Yellow	Green	Green	Yellow	Yellow	Green	Yellow
Colorado	Green	Yellow	Green	Red	Green	Green	Yellow	Green	Green	Green	Green	Yellow	Green	Yellow
Utah	Red	Yellow	Green	Red	Green	Green	Yellow	Yellow	Green	Green	Green	Yellow	Green	Yellow



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Teams and Responsibilities

- **Disaster Plan Preparation Team**
 - Streamline process for contact list completion and updates
 - Review Mitigation Checklist
 - Assist with maintenance of MA-specific information on SharePoint site
- **Disaster Plan Response Team**
 - Be familiar with all components of disaster plan and specific roles
 - Consider contingency plans
 - Execute plan in the event of a disaster and return MA to normal operations
- **Group Support Team**
 - Maintain disaster plan and train teams
 - Coordinate drill events with MAGMs
 - Serve as a resource and assist teams with preparation and execution of plans as needed



Executive Summary Document



- Addresses basic components of plan
 - Where to find information
 - What needs to be maintained
 - Special considerations
- Each Market Area has modified this document to meet the needs of their employees and customers



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Messaging to Employees

- Ensuring the safety and the ability to meet primary needs for our employees is our top priority.
- We have created a disaster plan that, in the event of a disaster, will help us make responsible decisions for the safety of our employees and our communities.
- We do not intend to provide services when it is unsafe for our employees to do so.



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Messaging to Customers/Communities



- Waste Management intends to provide its same, excellent service to its customers and communities as soon as possible following a disaster.
- Waste Management is a community partner, and intends to assist a community with necessary debris hauling or other appropriate services, providing that it is safe to do so.
- Under certain circumstances, Waste Management may need to prioritize service temporarily in order to meet the community's most critical needs following a disastrous event. Should this occur, we will work to restore normal business operations as quickly as possible.
- In the event that conditions are deemed unsafe for our employees to work, or unsafe for our fleet to travel through your community, we will make responsible decisions about our ability to operate until conditions resume to an operable level of safety.



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SharePoint - <http://wss/sites/West/DisasterPlan>



The screenshot shows a Microsoft Internet Explorer browser window displaying a SharePoint site titled 'Disaster Plan'. The browser's address bar shows the URL <http://wss/sites/West/DisasterPlan/default.aspx>. The site header includes the Waste Management logo and the text 'Disaster Plan'. A navigation bar contains 'Home' and 'Disaster Plan' links. The main content area is divided into several sections:

- Documents:** A table listing documents. The primary document is 'West Group Disaster Plan - All Sections', modified by 'Bobbitt, Jaime'. There is an 'Add new document' link below.
- Disaster Plan Documents:** A table listing folders for different stages: 1 Mitigation, Communication, 4 Recovery, 3 Response, 2 Preparation, Definitions, and Crisis Plan Appendix. All are modified by 'Bobbitt, Jaime'. There is an 'Add new document' link below.
- West Group Market Area Folders:** A table listing folders for various regions: New Mexico MA, Utah MA, Pacific Northwest MA, Ventura MA, Sacramento MA, Western Canada MA, Nevada MA, San Diego, Orange County MA, California Bay MA, Los Angeles MA, Colorado MA, and Arizona MA. All are modified by 'Bobbitt, Jaime'. There is an 'Add new document' link below.
- Calendar:** A single entry for '12/18/2007 8:30 AM Disaster Plan Presentation to MAGMs' with a description: 'Presentation to include brief description of disaster plan, team member designation process, SharePoint site and upcoming training details.'
- Links:** A list of external links: FEMA Web Site, American Red Cross, and Canadian Red Cross. There is an 'Add new link' link below.
- Announcements:** An announcement titled 'MA Disaster Prep Team Designation' by 'Bobbitt, Jaime', dated '12/5/2007 1:39 PM'. The text reads: 'MAGMS - Now is the time to assign your Disaster Preparation Team Members. This team includes the following roles: - Market Area Manager/Operations Lead - Safety - Communications Lead - Designated District Manager(s) - Finance/Budget Coordinator ...'. There is an 'Add new announcement' link below.

The left sidebar contains navigation options: 'View All Site Content', 'Documents' (with sub-links for Disaster Plan and Documents), 'Lists' (with sub-links for Calendar and Tasks), 'Discussions' (with sub-link for Team Discussion), 'Sites', 'People and Groups', and 'Recycle Bin'. The top right corner shows 'Welcome Bobbitt, Jaime' and a search box. The bottom status bar indicates 'Done' and 'Local intranet'.

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Considerations



- Disasters are extremely stressful to communities, including our employees and customers who live and work in them.
 - Employees
 - Assets
 - Business Operations

Step up and provide assistance when available

- Communication is key.
 - Training
- Disaster preparedness is a continuous process.
 - While we may never be ready for what lies ahead, all we can do is prepare based on what we know and what we can anticipate.

It is important that this plan becomes intuitive.



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