

## **Emergency Response**

## Communication





SCAN ME

(Optional)

Scan the QR
Code for a copy
of our project on
your device

# Who Are We?



Faith Colbert

Management Intern

HEB 759

Sarah Walters

Management Intern

HEB 614

## Our Purpose

We are aiming to suggest

better tools to streamline

emergency response

communication between

leaders and partners.



## **Projects in Motion**



#### HFD Emergency Operation Center (EOC)

Eric Mayo and his team have streamlined store status updates and communication between store leaders and subject matter experts (SME).

#### Workforce Manager

Ashley Trimble and her team are working on a new bidding system for partners at different stores.







#### H-E-B Ready Page

Sonya Georgeff and her team are working on advancements to the H-E-B Ready page on PartnerNet.



# Our Division of Ideas

#### **Recovery Teams**

Teams that are sent out of the city to help weather/disaster impacted stores or regions.

#### **Store Situations**

When help is needed at certain stores in the same region. (E.g. Ice Storm)

#### Education

Using H-E-B Counts on Me & IDevelop to educate partners on tools, resources, and processes.



Why do we need change?

Currently, there is no standardization of teams. This is including what the team is made up of, what they agree to, and how leaders update their teams throughout the year.

## What Makes Up A Recovery Team?

### Required Recovery Teams

#### One Mixed Recovery

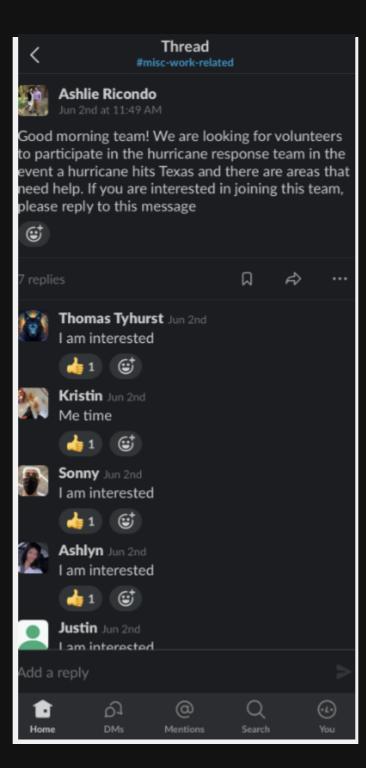
- 1 Leader/Department Manager
- Receiver \* (Optional)
- Cashier/Bookkeeper
- Stocker
- Market/Meat Cutter
- Maintenance

#### One Service Team

- 1 Leader/Department Manager
- 4 Cashiers

- Team lists sent January 1st (preperation starts 1 week before disaster strikes)
- Must cross train as necessary
- Optional for stores to have an extra back up team for additional support

# Recruiting Recovery Teams Through Slack



Partners can self nominate, but department managers and leaders will have the final say on who will be on each team.

## Recovery Team Spreadsheet

Northeast +

"Date Modified"

Leaders sent a
link each period to
the spreadsheet to
update teams and
date modified
column

												Most Recent Date	моапеа
	Team	Partner's		Salary/Hour	Partner's						Special		
Team Number	Captain	PeopleSoft#	Partner's Name	ly	Job Title	Pay Loc	Dept Code	Cell#	Emergency Contact	Special Skills	Skills 2		
												Date Modified:	
	544	4465085	Jaron Gentry	Salary	Drug/Gm MGR	04 Drug	04 Drug	979-218-9033	Crystal Shivers 979-218-2018	Drug/GM MGR	Stocker		
		6223023	Cameron Jones	Salary	Drug/GM MGR	07 Grocery	07 Grocery	512-299-8910	Shelby Gordon 512-988-1402	Grocery Mgr	Stocker		
		3177942	James Mitchell	Salary	Produce Mgr A	09 Produc	09 Produc	979-203-0136	Karri Mitchell 979-203-0132	Produce Mngr	Stocker		
Team 1		1182916	Jeremy Ashley	Salary	Bakery Mgr A	03 Bakery	03 Bakery	409-795-9304	Paola Ashley 832-425-3270	Bakery Mgr	Stocker		16-May
			, , ,			41			,				
		7490601	Kyeana Jack	Hourly	Cosmetic Mgr	Cosmeto	41 Cosmetc	979-219-5908	Shira Bennett 979-574-2625	Cosmetic Mngr	Stocker		
		5271462	Charles Dykes	Salary	Service Manager A	08 C Ckout	08 C Ckout	979-599-3005	Marquise Jefferson 979-599-3360	CCOM	Checker		
												Date Modified:	
	544	6500417	Jacob Calhoun	Salary	Manager In Charge	80 Direct	80 Direct	281-435-8916	Katie Eriksen 830-837-6129	Stocker	Checker		
		7597253	Matt Curry	Hourly	Assist Service Manager CM	08 C Ckout	08 C Ckout	361-788-3938	Jana Curry 361-676-8836	Checker	Stocker		
T		7540261	Juan Tomas	Hourly	Assist Service Manager CM	08 C Ckout	08 C Ckout	979-204-8783	Faith Sicinski 979-224-8040	Checker	Stocker		
Team 2		7598059	Cliffton Bennett	Hourly	Assist Service Manager CM	08 C Ckout	08 C Ckout	979-599-4795	Murray Bennett 979-255-1972	Checker	Stocker		23-Jun
		7716580	Grace Sicinski	Hourly	Assist Service Manager CM			979-324-3857	Anthony Sicinski 979-324-0052	Stocker	Checker		
		7716515	Faith Sicinski	Hourly	Assist Service Manager CM			979-224-8040	Juan Tomas 979-204-8783	Checker	Stocker		
			, dist sidilian	, so usey	The state of the s	00 0 0111001	00 0 011001			S. I. S. S. I. S.	O I O O II O I	Date Modified:	
										Drug Store			
	595	4006692	Kelly Stacy	Salary	Drug Store Manager B	04 Drug	04 Drug	713-724-4310	Debbie S. 281-723-1893	Mngr			
										Grocery			
		1189767	David Garcia	Hourly	Customer Service Rep	07 Grocery	07 Grocery	254-203-3103	Magda C. 903-390-3986	Stocker			
Team 1		7793098	Zach Greenhouse	Hourly	Perishables Rep	02 Market		936-537-1450	Sonia G. 936-727-0593	Stocker			13-May
				,									
		1700537	Alex Canchola	Hourly	Receiving Specialist	18 Recying	18 Recving	956-662-9261	Sonia G. 956-605-9018	Receiver	Stocker		
		7384937	Derek Stirling	Hourly	Perishables Rep	09 Produc		936-263-0949	Samantha C. 936-499-0367	Produce	0.00		
		1895160	Craig Hancock	Hourly	Perishables Rep	09 Produc		936-668-2850	Malissa B. 954-612-8393	Produce			
		1000100	orang riameson	T TO STRY	· criticione i top	00110000	00110000	000 000 2000	manage proprieta and	1100000		Date Modified:	
	746	4194841	Ryder Roberts	Sal	MIC	01 MIC	01 MIC	9795751758	Jill 520-234-855				
	- 10	5689776	MC Wise	Hourly	GM ADM	04 drug		979-676-4679	Clell 979-402-2026				
		0000770		, roung	0.11.7 (0.11.)	0.00	o r o r o g	010 010 1010	0.00.010.100.000				
		7998849	Kelly Kaufman	Hourly	Wine Steward	72 Beer&W	72 Beer&W	409-988-5985	Betsy 409-779-2305				
Team 1			,	,						119-2303			
		7951607	Kathryn Kunz	Hourly	Receiving Specialist	18 Recying	18 Recying	830-992-5117	Tammie 830-997-5503				21-Jun
		1062003	Brae Breedlove	Hourly	Customer Service Rep			361-658-7147	Sarah 361-947-0148				
		6292365	Vincent Bazy	Hourly	Customer Service Spec			979-224-4627	Yvette 979-219-7210				
		0202003				3. Daily						Date Modified:	
	746	4474250	Omar Quiroga	Hourly	Hourly Department Mgr	08 C Ckout	08 C Ckout	9792185912					
		7460753	Ryan Schlueter	Hourly	Asst Service Mgr			361-442-7666	Alissa 830-609-7194				
		1204067	Jordan Amyx	Hourly	Asst Service Mgr			281-904-5911	Angle 932-721-1553				
Team 2		5967729	Dusty Parlow	Hourly	Asst Service Mgr			979-595-4305	Tom 979-255-4064				
		5747405	Luis Preciado	Hourly	Cashier		08 C Ckout	956-740-1576	Dolores 956-285-9180				26-May
		1156773	Dylan Bates		Cashier			512-560-7332	Sarah 512-970-2246				20 1110)

#### RECOVERY TEAMS TIMELINE

#### January 1st

Stores email their emergency response teams to Chris





#### **Cross Train**

Stores cross train positions as necessary







Shift "Start Time"

One established day of departure, all

teams that will be sent out must meet

at stores at a certain time. A "shift"

being added to their schedule with

#### Each Period

Leaders sent a link to update information in spreadsheet

#### "Waiver"

All team members must see a statement of responsibility/potential situations

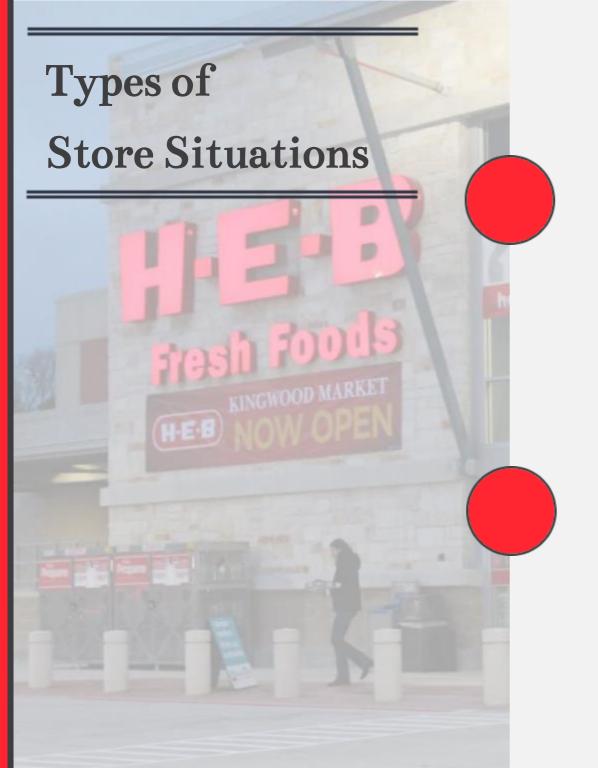
#### Depart

Once sent location
through slack or text,
teams depart or call back
up team as necessary.



Why do we need change?

Whether it is one store that needs help or multiple, there is no clear reporting system for partners communicating with their leaders.

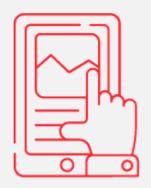


One store in the region needs help

Multiple stores in one region need help

## General Partner Guideline

- Managers having updated partner information is vital.
- All partners will be sent a reminder each period/monthly to make sure their contact information is accurate.



Phone Number

Address

**Emergency Contact** 

**Emergency Contact's Phone Number** 

• There can also be a link on the Emergency Response page that takes you directly to that section on PartnerNet.

#### Partner Safety Survey

Departments can have a pre-made excel survey ready to be sent to partners after the result of a disaster in their area.

Curbside	4
Partner, please use this survey to let us know your safety status.	
Hi Sarah, when you submit this form, the owner will be able to see your name and email address.	
* Required	5 w
1. Name: *	y
Enter your answer	
2. Phone Number: *	Į
Enter your answer	6
3. Are you safe? *	Н
○ Yes	ı
O No	7

4. Do you require assistan	ce? *
○ Yes	
O No	
5. Do you plan on working when is your earliest avail yes if you are safe and in allows you to work. *	ability? Only say
Enter your answer	
6. Would you like us to cal	I you? *
O No	
7. Anything else we should	I know?

#### Curbside



Your response was submitted.

Submit another response

All results are automatically sent to one excel spreadsheet that multiple people can have access to through webmail.



#### Shift Needs Survey

EOC can send a link to this survey through their Microsoft Teams page. That way the EOC has all store information as well as shift needs in one place.

## **Shift Needs** Leaders, communicate with your team and use this form to send us your shift needs so we can update them on workforce manager. E.g. 2-8pm cashier, 12am-8pm overnight stocker Hi Sarah, when you submit this form, the owner will be able to see your name and email address. \* Required 1. Store number: \* Enter your answer 2. Service: Enter your answer

3. Curbside:

4. Center store: Enter your answer 5. Fresh: Enter your answer 6. Overnight: Enter your answer 7. Any additional needs: Enter your answer



shift.

#### One Store Needs Help

Departments first see if they can fill needs internally.

If not, EOC works with leaders from surrounding stores to recruit partners.

A shift is then generated on their schedule for tracking purposes.

#### Multiple Stores Need Help

Store submits their distribution distributio

"Emergency Access" granted to partners to see shifts posted for different stores. They can help in the safest distance from themselves.

Shift information such as store location, department(s), & who to report to once arriving.

Leaders evaluate needs and provide a cut-off period for posting shifts to outside partners.

## Utilizing Slack



- Department managers should be educated on the usage and H-E-B's collaboration with slack. All department communication should be moved to Slack.
- Partners have access to the slack through PartnerNet as well as the Slack app.
- During disasters, links to Partner Safety Surveys and updates on shift needs/postings/store statuses can be made there.



Why do we need change?

Currently there is no H-E-B Counts on Me or IDevelop training for reporting systems during crisis'.



#### H-E-B Counts on Me

Video training for all partners
on new processes set in place on
emergency teams and
communication. Video(s)
organized by the Competency
Model.

#### Heart for People

Priority of Safety
Updating information
Recovery Teams & helping the community

#### **Head for Business**

How to bid on emergency shifts

How to support store operations

"First to open, last to close"

#### **Passion for Results**

Be agile and rebound quickly from change
Embrace the challenge

"Prepare for the worst, hope for the best"

LA CONTRACTOR









Workers at the H-E-B Mobile Kitchen prepare hot meals in Rockport on August 29 for people impacted by Hurricane Harvey.







