Response to Hurricane Katrina and Pandemic Influenza Corporate Planning Activities

SAIC's Katrina Experience

- SAIC had approximately 700 employees in the area hit by Katrina with thousands more potentially in harms way along the coastline from Houston to Key West.
- The company also has over twenty thousand employees along the eastern seaboard from Florida to New England.
- Around 350 staff lived and worked in the New Orleans area.

- Before Katrina's landfall, SAIC's Emergency Operations Management began addressing basic survival and recovery needs for affected employees (*food, water, medicine, fuel and cash*).
- To determine the effect the storm would have on employees and business operations, home and work addresses were entered into an SAIC's CATS application (*Consequences Assessment Tool Set*) to map anticipated damage and inundation areas.

- The CATS tool models proved effective in giving managers insight into how many staff might be affected. Copies of the anticipated damage assessment models were distributed to potentially affected staff to aid them in deciding whether or not to evacuate or shelter in place.
- In the affected region, SAIC's staff worked with customers to ensure that critical power and communications infrastructures were protected, maintained and/or quickly redeployed after temporary shutdowns.

As Katrina roared ashore, SAIC Special Forces trainers from Fort Bragg, North Carolina headed for Mississippi and Louisiana loaded with supplies, vaccines, emergency access credentials, GPS units and a prioritized list of addresses mapped to geographic coordinates and the means with which to protect themselves and the resources they were transporting.
- SAIC assets on the ground and with public infrastructure customers both received and provided data to NCS and FEMA as part of overall response coordination efforts.

- With immediate area communications almost non-existent, local management relied initially on basic employee-to-employee status verification for those known to have stayed in the area to ride out the storm.
- SAIC staff worked with customers such as Entergy and the National Data Buoy Center to maintain and reinstate operational capabilities within hours after the storm had passed.
- SAIC also leveraged customer capabilities such as Entergy's 800 MHz communications system to gather information for SAIC's Emergency Operations Center (EOC).

- The corporate EOC was opened and began coordinating the employee accountability process developing a list of immediate employee needs for those checking in by phone and over the web.
- Human Resources and Real Estate staff began the process of locating temporary housing and business units with commercial and governmental relationships worked to redeploy resources to several areas from where employees were able to check in and identify their most immediate needs.

- Within a day or so after receiving requests, RV's arrived from Illinois, Bobcats and backhoes from Tennessee and the SAIC Special Forces trainers from North Carolina used their mapping capabilities to locate employees who had lost communications connectivity, delivering survival supplies and accounting for their status.
- Within 10 days all SAIC employees affected and redistributed by the hurricane were accounted for and provided immediate recovery assistance when requested.

EOWG Organization / Communications Structure

SAIC

From Science to Solutions

SAIC is a leading provider of scientific, engineering, systems integration and technical services and solutions to all branches of the U.S. military, agencies of the Department of Defense, the intelligence community, the U.S. Department of Homeland Security and other U.S. Government civil agencies, as well as to customers in selected commercial markets. With more than 44,000 employees in over 150 cities worldwide, SAIC engineers and scientists solve complex technical challenges requiring innovative solutions for customers' mission-critical functions. SAIC had annual revenues of $7.8 billion for its fiscal year ended January 31, 2006.

SAIC: FROM SCIENCE TO SOLUTIONS™

SAIC's Katrina Emergency Response Award

CESA
California Emergency Services Association

CESA Gold Private Sector Award-SAIC
18 October 2006

2006 CESA Award presented to SAIC for its corporate emergency management and response during, and after, hurricane Katrina, Rita, and Wilma, thereby enabling SAIC to provide valuable assistance to over 700 employees affected by these hurricanes.

- In appreciation for SAIC's dedication and actions in support of both affected staff and customers Entergy cancelled its upcoming outsourced services re-compete awarding SAIC a contract extension and the National Data Buoy Center also renewed their commitment to SAIC as key services provider at the Stennis Space Center.

- In response to the disaster, the company and its employees distributed $2.72M in relief assistance to SAIC hurricane victims in addition to the immediate survival assistance provided by the corporation.
- Management of the effort was coordinated by the Corporate EOC Team while the company responded as a whole bringing very disparate groups of people much closer together.

SAIC's Pandemic Influenza Preparation

- Formed Corporate Working Group Fall 2005
- Tied Planning, Decision-Making & Preventive Action Triggers to WHO Phases
- Initial Awareness & Preventive Measures Focus on Operations in "Affected Areas"
- Developed Employee Travel Tracking & Itinerary Deviation Monitoring procedures
- Developed voluntary/involuntary Return to CONUS home confinement period policies and procedures

SAIC's PI Working Group Structure

- Comprised of Emergency Operations Working Group (EOWG) Reps and Subject Matter Experts (SME) within the Company
  - Planning / Emergency Operations SMEs
  - Business Unit Management Reps
  - NIH Medical, Scientific & Epidemiological SMEs
  - DoD Counter Proliferation Support SMEs

Preparation Activities view PI as an increasing probability symptom within overall business resilience planning & preparation programs

SAIC's PI Working Group Focus

- Monitor Worldwide PI Threat Status
- Monitor and Advocate current best-practices for maintaining effective labor resources
- Open Discussion of Challenging Issues
- Provide Direction for Corporate Support and Business Units to adopt Business Resilience Process Modifications and Integration
- Create Task Groups to resolve specific issues
- Develop Training / Capability exercises:
  Remote Access, Pandemic Response, etc.

Challenging PI Issues:

- Travel Monitoring, Restrictions & Home Confinement
- Identifying Single Points of Failure / Essential Personnel
- Promoting Personal / Family Preparedness
- Extending Benefits during Pandemic Period
- Children in the workplace policies / limitations
- Reallocation of Resources / Customer Support
- Remote / Telework options & Shift Strategies
- Staff tied exclusively to Customer work locations
- Customer and service partner preparations / expectations

SAIC's Business Unit PI Planning Focus

- Develop Staff Communications Programs
  - Announcements at WHO Phase Changes
  - Phase 4 and 5 Preventive Education Materials
  - Personal Hygiene & Preparedness Reminders
  - Policies on leave & benefits during pandemic
- Develop methods for rapidly assessing:
  - Current contract obligations / expectations
  - Current staff capabilities / near term needs
  - Single Point of Failure (SPoF) vulnerabilities
  - SPoF Mitigation Options / Cross Training