

BUSINESS CONTINUITY PLAN - WAREHOUSE QHP804

1. INTRODUCTION.....	3
2. PURPOSE.....	3
3. SCOPE	3
4. KEY OBLIGATIONS	4
5. ROLES AND RESPONSIBILITIES	5
6. AUTHORITY TO ACTIVATE WAREHOUSE BACKUP PLAN	5
7. CRITERIA FOR ACTIVATING BACKUP PLAN	6
8. PRIMARY AND BACKUP LOCATIONS.....	7
8.1. Warehouse - Primary Location	7
8.2. Warehouse - Backup Location.....	7
9. THIRD PARTIES	8
10. IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES	9
11. RECOVERY RESOURCES.....	10
12. PRIORITISED OBJECTIVES	11
13. WAREHOUSE BACKUP PLAN	11
14. DOCUMENT CONFIGURATIONS CONTROL DATE.....	13

1. INTRODUCTION

National Ambulance's business continuity strategy provides an overarching framework for the development and implementation of business continuity plans, specific to an area of risk or operations identified through the business continuity risk assessment. The individual business continuity plans are developed according to requirements of the NCEMA 7000:2015 standard.

2. PURPOSE

The aim of this plan is to address the risks identified in National Ambulance's (NA's) business continuity risk assessment relating to Warehouse operations, specifically:

- Loss of Warehouse capability

3. SCOPE

This plan is limited to aspects of the Warehouse operations that impact on delivery of prioritised NA activities, as per the business impact analysis. It does not address activities carried out within or utilizing the Warehouse that are ancillary to these prioritised functions, such as Clinical Education.

It includes the main steps required to trigger, implement and recover after Warehouse-related business critical interruptions.

The following references relate to this plan:

- PUP302 Warehouse Management Policy
- PUP303 Warehouse QHSE Policy and Procedure
- QHP209 Fire Safety Management Policy and Procedure
- QHF222-AUH107 Emergency Evacuation Plan - Warehouse
- OPP110 Crisis Communication & Media Liaison Policy
- HAAD - Standards for Major Incident and Disaster Preparedness in Healthcare HAAD/HHPS/SD/1.0
- NCEMA - AE/SCNS/NCEMA 7000:2015 Business Continuity Management Standard (Specifications).

4. KEY OBLIGATIONS

Key obligations achieved by operation of the Warehouse activities in context of business continuity, and the corresponding backup method, can be summarised as follows:

Key Obligations	Backup Strategy
Storage of consumables (for emergency medical treatment)	<ol style="list-style-type: none"> Relocate to Backup site – Etihad Towers, Level 6 & 7 <ul style="list-style-type: none"> Level 6 – Education classrooms and currently disused offices used for storage; Level 7 – Meeting rooms (x 2) used for storage(Boardroom, Tamayaz meeting room); Medical gases logistics deliveries - collect and dispatch direct from supplier base to substations; Narcotics direct resupply from Pharmacy on Level 6; Distributed network in NE – increase stock levels at stations/substations to decrease stock level in Backup site Utilise space in at a third-party site (if required, pending recovery of primary Warehouse facility): <ul style="list-style-type: none"> Hospital warehouse; Warehouse/ logistics services provider
Storage of assets (for emergency medical equipment)	
Dispatch of consumables	
Receiving of consumables & narcotics	

5. ROLES AND RESPONSIBILITIES

The following staff have key responsibilities under this plan:

Chief Administration Officer

- Ensure the Warehouse BC Plan is current;
- Allocate resources to ensure implementation of the plan when required;

Executives (CEO, CAO, CFO, CMO)

- Authorise initiation of the Warehouse Backup Plan;

Directors (All)

- Act jointly with another Director or the Warehouse Manager to authorise initiation of the Warehouse Backup Plan;

Director Supply Chain

- Mobilise to implement the Warehouse Backup Plan immediately when required, and continue until return to normal operations;
- Develop agreements with third-parties as required to support Warehouse Backup Plan;
- Review the Warehouse BC plan, in cooperation with the Warehouse Manager, Warehouse Supervisor, and QHSE & BC team;
- Ensure resources required for successful implementation of Warehouse BC Plan are communicated to Executive

Warehouse Manager

- Mobilise to implement the Warehouse Backup Plan immediately when required, and continue until return to normal operations;
- Key role in development and review of the Warehouse BC Plan;
- Identify resources required for successful implementation of Warehouse BC Plan

6. AUTHORITY TO ACTIVATE WAREHOUSE BACKUP PLAN

- Any individual NA Executive may activate the Warehouse Backup Plan (acting alone);
- Two or more individuals with the position of Director or Warehouse Manager may also activate the Warehouse Backup Plan, should an Executive not be contactable at the time of a business critical incident.

Position	Responsibility	Contact
– NA Executives	– Authorise initiation of Warehouse Backup Plan, acting alone	TBC
– Directors, – Warehouse Manager	– Act cooperatively with another individual at this responsibility band to authorise initiation of the Backup Plan; – Mobilise Recovery Team once Plan has been triggered; – Inform Executive that Warehouse Backup Plan has been initiated	TBC
– QHSE Manager – Warehouse Manager	– Mobilising Recovery Team on receipt of a Warehouse loss alert or fire; – Coordination of resource and communications.	TBC
– Warehouse Manager – Warehouse Supervisor – Executive Coordinator (comprises the “Warehouse Recovery Team”)	– Implementing Warehouse Backup Plan and initiate recovery.	TBC

7. CRITERIA FOR ACTIVATING BACKUP PLAN

The Warehouse Backup Plan should be activated due to:

- Loss of Warehouse capability.

The criteria for assessing the above is when any of the following conditions are met (or is confidently anticipated):

1. **Loss of Warehouse building (internal or external)** – for example, fire, extensive water damage from fire suppression sprinklers.
2. **Loss of Warehouse access** – for example, Warehouse access blocked due to local road closures or evacuations, beyond 1 week (or confidently anticipated beyond 1 week).
3. **Extended loss of critical services to Warehouse** – electrical supply, beyond 1 week (or confidently anticipated beyond 1 week).

Existing stock at stations will support operations for a period of 1 - 2 weeks.

8. PRIMARY AND BACKUP LOCATIONS

8.1. Warehouse - Primary Location

Physical address:

National Ambulance Warehouse

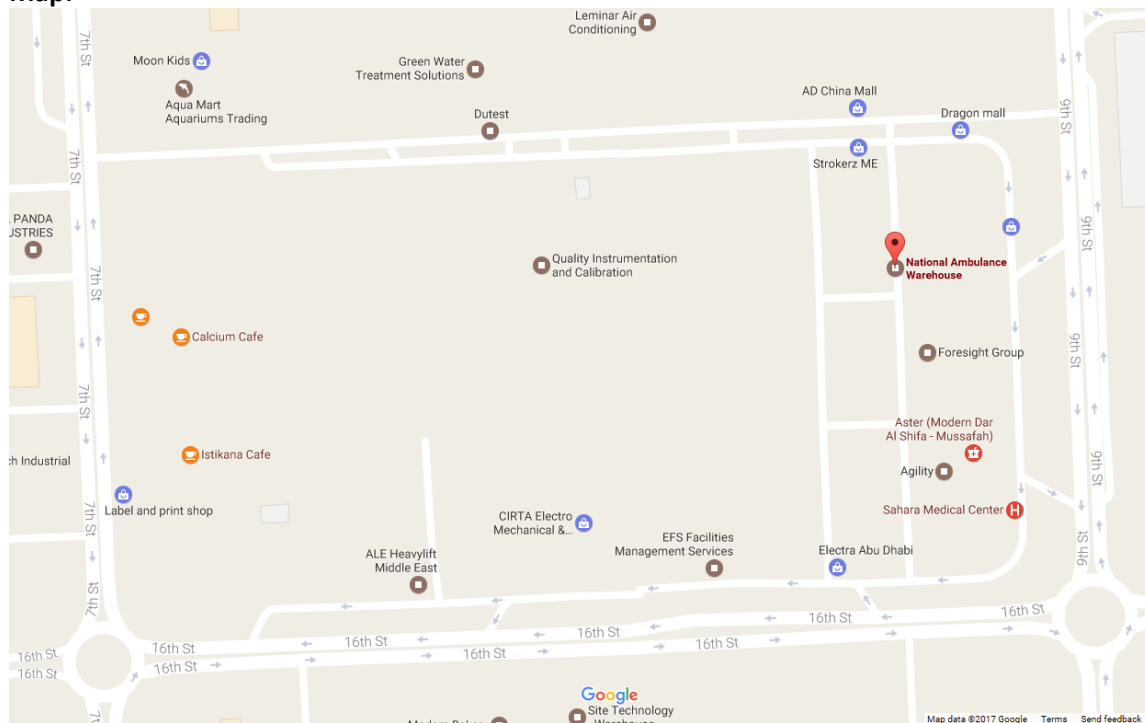
Block M-45, 9th Street

Mussafah, Abu Dhabi

Telephone: +971 2 596 8644

GPS Co-Ordinates: N24.34808, E054.4807

Map:



8.2. Warehouse - Backup Location

Physical address:

National Ambulance Head Office

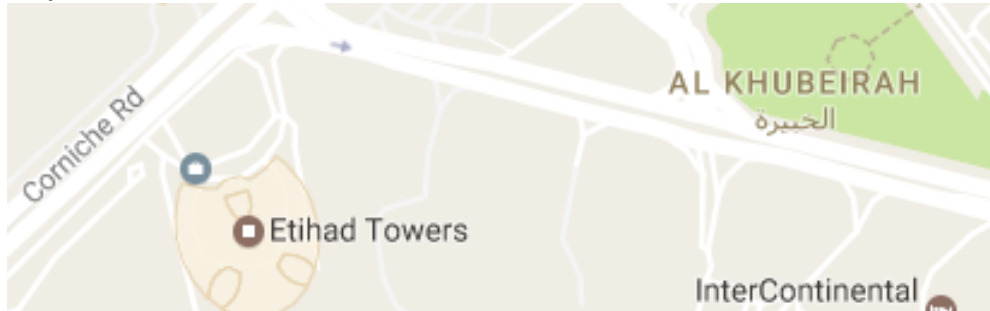
6th and 7th Floors, Tower 3, Etihad Towers

Al Khubeirah, Abu Dhabi

Telephone: direct +971 2 245 9802

GPS Co-Ordinates: N24.45928, E054.32175

Map



9. THIRD PARTIES

Key suppliers and service providers for the Warehouse operations in case of major loss are listed below:

A. Key Suppliers	Product Category	Contact Details
Lammtara Medical Equipment Trading	Medical Consumables	Hanya Jalal AlAbayyichi +971508515202 +97144387006
Gulf and World Traders	Medical Consumables	Rajeev Kumar +97142821717
Bin Ali Medical Supplies	Medical Consumables	Nabeel Muhammadali +97126760555
Ahmed Khalil Al Baker	Medical Consumables	Shafeeq Pramil +97126438900
Pharmalink	Medical Consumables	Dr. Abdul Rauf Jabour +97126262665
B. Service Providers	Service Category	Contact Details
Linde	Oxygen / Entonox cylinders	Vishal Sindhu +97126140200
OCS	Medical asset maintenance/repair	Rizza Ilano +971267118455
EMC	Vehicle servicing	Mohammad AlDaradkeh +97124034777

C. Service Level Agreements	Product/ Service Category	Contact Details
Key consumable suppliers - PENDING	Medical Consumables	See above
EMC	Vehicle servicing	Ongoing business relationship
Other Key service providers - PENDING	Services	See above
Key partners - PENDING	Possible synergies	CCAD, SZMC
Third party Logistics provider - PENDING	Storage/distribution	DHL, Aramex

10. IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES

With reference to key Warehouse obligations identified in Section 5:

Warehouse Requirement	Availability	Timeframe To Recover (approximate)	Impact of Non-Availability
Storage of consumables	Primary site Backup site Stations	- 1-2 weeks lead time for most consumables, - 1- 6 weeks: backup site fully stocked	Stocks in stations running low after 1 wk
Storage of assets	Primary site Backup site Stations	- Fully equipped ambulances at sites; - 4-26 weeks: lead time for purchase of replacement assets during maintenance/repair:	Cost increase due to OCS front-line maintenance/repair
Storage /maintenance of vehicles	Primary site Stations	Vehicle maintenance and repair 100% at stations or direct at EMC facility	Nil
Receiving consumables	Primary site Backup site	Full redundancy (backup site operated by NA)	Nil
Receiving clinical gases	Primary site Stations	Direct pickup of gas cylinders at Linde warehouse → flexible supplier, has been very responsive in the past	Nil

Additionally, recovery of Warehouse stock following total loss scenario only:

Warehouse Requirement – Consumable Items	Availability	Timeframe To Recover (approximate)	Impact of Non-Availability
Stock 764 critical consumable line items for key services & contracts	1-6 weeks lead time for most consumables*	<ul style="list-style-type: none"> – 1-2 weeks: low impact (stations normally re-supplied weekly); – 2 – 3 weeks: use stock resupplied by suppliers or from partner hospitals; – 6 weeks – recovery of 100% stock level for critical consumables – Action Plan under development to address resupply of full Warehouse (due 01/08/17). 	<p>1-2 weeks: Nil</p> <p>2-6 weeks: Low – Moderate</p> <p>6 weeks: Nil</p>
Stock 30 critical asset line items for key services & contracts	2-26 weeks lead time for most Assets*	<ul style="list-style-type: none"> – 1 - 2 weeks: low impact (small number of repairs or maintenance per week); – 2 – 4 weeks: Service provider OCS will be required to repair/maintain medical assets in front-line locations. – 26 weeks: recovery of 100% stock level; – Action Plan under development to address resupply of full Warehouse (due 01/08/17). 	<p>Repairs – Moderate</p> <p>(this will reduce to Low once NA biomedical engineer starts)</p> <p>If no new assets are received (maintenance required) – Minor</p>

*Action Plan

An Action Plan will be developed to address resupply times of each item of critical consumables, assets and vehicles for business critical support activities, in case of Warehouse total loss.

- Due Date: 1 August 2017
- Responsibility: Warehouse Manager

11. RECOVERY RESOURCES

Each member of the Warehouse Recovery team requires:

- Mobile phone
- Warehouse recovery team contact list
- Backup site access (Etihad Towers level 6 and 7) – biometric access to NA area, building main access pass, company ID to access service lift for deliveries

In order to commence stock resupply, the Supply Chain/Procurement team requires:

- Contact list of key suppliers, product details
- Contact list of hospitals for temporary resupply
- Authorisation to bulk re-order (if necessary)

12. PRIORITISED OBJECTIVES

The implementation priority with respect to the key obligations and NA supporting activities as identified in the Business Impact Analysis is:

1. Supply 'frontline services' (BIA supporting activities) with the required level of consumables;
2. Service and repair assets to ensure frontline services are operational;
3. Service and repair frontline vehicles (eg ambulances, first-responder vehicles)
4. Receive and store medical consumables;
5. Receive and store medical assets.

13. WAREHOUSE BACKUP PLAN

The Warehouse Backup Plan is activated and implemented as per below procedure, with criteria and steps for return to operations.

Designated responsibilities for each step are indicated in parenthesis.

STAGE 1 - ACTIVATION

Step 1: Notification of "Warehouse loss" incident received or assessed (by Executive or authorised group, refer Section 7).

Step 2: Instructs to initiate Warehouse Backup Plan (by Executive or authorised group).

Step 3: Warehouse Recovery Team is mobilised to implement Warehouse Backup Plan (by Warehouse Manager/ QHSE Manager).

STAGE 2 – IMPLEMENTATION

Step 4:

1. Internal notification to all staff of warehouse loss event as per 'OPP110 Crisis Communication & Media Liaison Policy'.
2. Commence reorder and restocking to required level by contacting key suppliers, gas supplier, and partner hospitals – ongoing (by Warehouse Manager).

3. Liaise with vehicle and asset service providers to ensure continuation of service in front-line locations where possible (by Warehouse Manager/ Fleet Manager).
4. Liaise with partner hospitals to fill consumables shortfalls

Step 5: Ongoing updates of consumables and asset shortfalls and updated resupply schedule sent to:

- Chief Medical Officer
- Directors (All)
- Managers & Supervisors – Operations (all),
- Pharmacist
- Manager Clinical Governance
- Logistics and Fleet departments

(issued by Warehouse Manager/ Fleet Manager)

Step 6: Liaise with partner hospitals to fill asset shortfalls (by Warehouse Manager).

STAGE 3 – RETURN TO NORMAL OPERATIONS

Step 7: Assessment of primary site in Musaffah whether Warehouse can be returned to service there, including physical suitability for consumables, assets, gas cylinders and vehicles.

Step 8: Review completed Warehouse Backup Plan implementation, business continuity risk assessment, and Warehouse BC Plan, to update new risks, develop backup options based on lessons learned, and update backup plan.

14. DOCUMENT CONFIGURATIONS CONTROL DATE

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- Chief Administration Officer

Change Brief

Version No.	Date	Changes
1.0	April 2017	New document

Review & Approval:

Chief Administration Officer