

QHP804

WAREHOUSE BUSINESS CONTINUITY PLAN

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1. INTRODUCTION

As an emergency pre-hospital medical services provider, the continuous availability of National Ambulance's services is critical to the community and stakeholders. Potential disruptions need to be identified at the earliest opportunity in order to respond efficiently and in a timely manner. This Business Continuity Plan for the Warehouse addresses all aspects of the organization's response from the detection of an incident through to returning to 'business as usual', including communication during the disruption between all participants.

Managing and responding to disruptions that may impact National Ambulance's operations is addressed in this Business Continuity Plan in alignment with NCEMA 7000:2021 Standard. This will ensure the delivery of prioritized activities within the predetermined timelines in the event of disruptions.

This plan is limited to aspects of the Warehouse operations that impact on delivery of prioritized 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 prioritized functions, such as Clinical Education. It includes the main steps required to trigger, implement and recover after Warehouse-related business critical interruptions.

This plan is relevant to the Risk Evaluation and Management System Component.

2. SCOPE

The scope of this plan applies to the Warehouse functions and all supporting functions required to deliver these operations including Supply Chain, Fleet, Pharmacy, and Clinical Education departments.

3. PURPOSE

The purpose of this BC Plan is to provide the information that the response team requires and the actions they need to take in order to ensure effective and timely response to disruptions. This BC Plan shall set the requirements needed for detecting potential incidents and responding to disruptions in order to shorten their duration, limit their impact, and protect those affected.

4. OBJECTIVES

The objectives of this BC Plan are to:

- Provide an overview of how the warehouse team will respond to a disruptive incident affecting its business continuity
- Set out how our business continuity plans will be invoked
- Define how decisions will be taken with regard to responding to an incident
- Explain how communication within National Ambulance and with external parties will be handled
- Provide contact details for key people and external parties

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

- Comparison & submission for approval: Arranging the offers in comparison sheet and submitting to MSWG & PTC for approval to purchase
- Managing Service Contracts managing service contracts including preventive maintenance of assets and medical waste.

5. ROLES AND RESPONSIBILITIES

Designation	Roles and Responsibilities	Contact Details
Chief Administration Medical Officer	<ul style="list-style-type: none"> • Ensure the Warehouse BC Plan is current; • Allocate resources to ensure implementation of the plan when required; 	Dr Ayman Ahmad 050 828 6797
Executives (CEO, CAMO, CFO)	<ul style="list-style-type: none"> • Authorize initiation of the Warehouse Backup Plan; 	Ahmed Al Hajeri

		050 444 5744 Dr Ayman Ahmad 050 828 6797 Charles Arnestad 050 424 5072
Operations Director	<ul style="list-style-type: none"> Approve the utilization of the stations for the consumables and asset restocking 	Dr. Firas Al Kurdi 0507206633
Supply Chain Manager	<ul style="list-style-type: none"> Mobilize 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 Supply Chain Manager, Warehouse Supervisor, and QHSE & BC team; Ensure resources required for successful implementation of Warehouse BC Plan are communicated to Executive 	Tarek Al Sabagh 0564069542
Clinical Education Manager /Fleet Specialist/ Pharmacist	<ul style="list-style-type: none"> Comply with the warehouse BC plan 	
Warehouse Coordinator	<ul style="list-style-type: none"> Mobilize 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 	Shameer Mohammad 0552439499

6. REQUIRED RESOURCES

Each member of the Warehouse Recovery team requires:

- Mobile phone
- Warehouse recovery team contact list
- Backup site access (Al Dar HQ level 13) – biometric access to NA area, building main access pass, company ID to access service lift for deliveries.
- Vehicles (operational support units)

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

- Contact list of key suppliers, product details
- Emergency budget for the stock replenishment approved by the management
- Contact list of hospitals for temporary resupply
- Authorization to bulk re-order (if necessary) for station and government location.

7. PRIMARY, SECONDARY, AND BACKUP LOCATIONS

7.1. WAREHOUSE - PRIMARY LOCATION

Physical address:

National Ambulance Warehouse
Kizad A8, Industrial Unit # IU01, IU02 & IU03 ,
Al Samha Abu Dhabi
Telephone: +971 2 596 8644

GPS Coordinates: 24.7100228, 54.7302306

Map:



7.2. WAREHOUSE - BACKUP LOCATION

Physical address:

National Ambulance Head Office

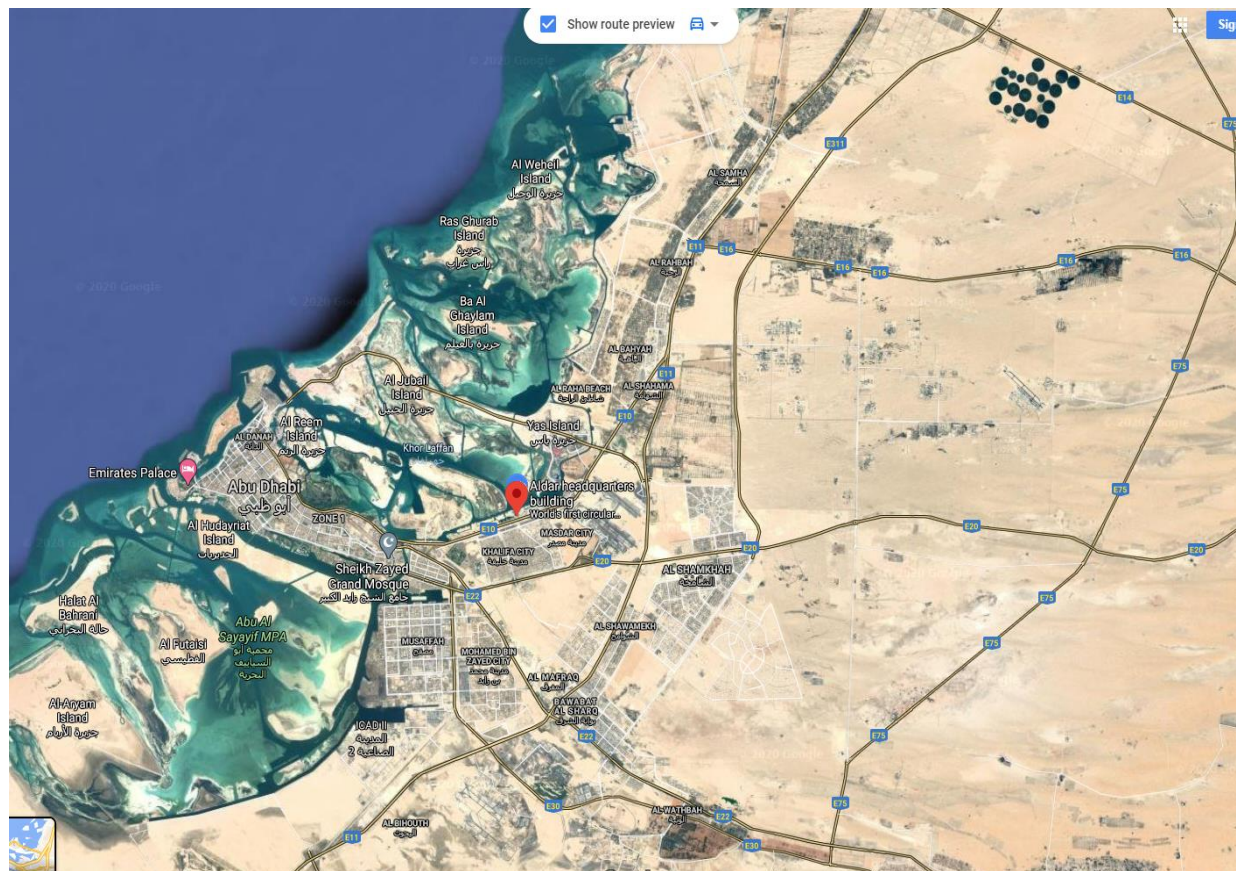
Level 13, Al Dar HQ

Al Raha, Abu Dhabi

Telephone: direct +971 2 5968600

GPS Coordinates: 24.441228, 54.575729

Map:



8. INTERESTED PARTIES

8.1. EXTERNAL INTERESTED PARTIES

Interested Party	Supplier/ Stakeholder	Services/ Products Provided	Name & Contact Details	Response Time (if applicable)
A. Key Suppliers				
MEAD Medical	Supplier	Medical Consumables	Mohannad Abu Dabat +971528596956 Mohammad Saad +971588207103	mdabat@meadmedical.net
Al Sa'Adah Medical And Surgical Supplies	Supplier	Medical Consumables	Ahmed Pervaz +971502687959	info@alsaadahmedical.com
AMMT	Supplier	Medical Consumables	Nimer Al Helo +971564741215 +97143345455	nimer@amt.ae projects@amt.ae
Bin Ali Medical Supplies L.L.C	Supplier	Medical Consumables	Nabeel +971559161092 Aji +970506144137	nabeel@binalimed.com

Blue Eagle Qualified Health & Safety Equipment Trading	Supplier	Medical Consumables	Ana Guzman +971581259995	Blueeagletrdg@gmail.com
City Pharmacy	Supplier	Medical Consumables	Kim +971544462868	headoffice@citypharmacy.com
Emitac Healthcare Solutions	Supplier	Medical Consumables	Omar Miqdad +971503274620	Omar_Miqdad@emitac.ae
Global Scientific Company LLC	Supplier	Medical Consumables	Sarath +971505057806	prasad@steripharm.ae
Gulf & World Traders LLC	Supplier	Medical Consumables	Alber +971551040978 Sameh +971528173305	Alber@gwtuae.com
Leader Medical Suppliers Trading LLC	Supplier	Medical Consumables	Ali Bamatraf +971564542236 Osama +971503237686	Bamatraf@leaderhealthcaregroup.com
Modern Pharmaceutical Company	Supplier	Medical Consumables	Osama Al Hassan +971526072866 Murthy +971526072904	osama.alhassan@mpchealthcare.com
Nahla Medical Supplies	Supplier	Medical Consumables	Roy +971506717467 Serin +971502318748	roy@nahlamed.ae serin@nahlamedcom
Pharma World	Supplier	Medical Consumables	Engy +971502085252 Dr. Sadek Marouf +971569060252	ashraf@pharmaworld-uae.com sadik@marufco.com
Pharmatrade	Supplier	Medical Consumables	Dr. Adnan +971558965660 Hesham Dahaba +971561440545	adnan.h@pharmatradeuae.com
ELAF MEDICAL ARTICLES AND REQUISITES TRADING	Supplier	Medical & General consumables	M.Ramez +971526553868 +971585983302	info@elafuae.com
ARASCA MEDICAL EQUIPMENT TRADING (LLC)	Supplier	Medical Equipments & Consumables	Ms.Asma +971568876147 +97142298400	asma@arascagroup.com
Blue Lagoon Mineral Water Trading LLC	Supplier	Drinking water cups & bottles	Mr.Ahmad Mustafa +971558288321	info@bluelagoon.ae
New link Trading	Supplier	General Consumables	Mr.Shabin +971555960753	Newlinkdxb1@gmail.com
Superplast Plastic Factory	Supplier	Biohazard bags/general waste bags	Mr.Shibin +971551260257	Sales6@hygienelinks.com
B. Service Providers				
IGP	Supplier	Oxygen / Entonox cylinders	Zakaria +971545821669	
Arabian Industrial Gases co LLC	Supplier	Oxygen/Entonox cylinders	Khaled Alia +971549950939	kalia@gulfcryo.com

			+97125584838	
Leader Medical Supplies	Supplier	Medical asset maintenance/repair	Ali Bamatraf +971564542236	Bamatraf@leaderhealthcaregroup.com
Gulf and World Traders	Supplier	Medical asset maintenance/repair	+ Sundar Sabhesan +971564567173	sundar@gwtuae.com
Vital Equipment	Supplier	Medical asset maintenance/repair	Anuraj +971503336428	anuraj@vitalcalibration.ae
AMMT	Supplier	Medical Asset/Repair	Amjad, al Matari 0566964707 Eng.Moh Fatah 052-6933709	
Mead Medical	Supplier	Medical Asset/Repair	Mohannad Abu Dabat +971528596956 Mohammad Saad +971588207103	mdabat@meadmedical.net

C. Service Level Agreements

REMONDIS	Supplier	Medical Waste / NE Medication & unused expired consumables waste / AU	Ammar Al Mirri +971565355624	
Al Zarooni Medical and chemical waste treatment			Medication & unused expired consumables waste / AU	Ms.Rama 056-5116113 0544805975
Quality Pest control	Service provider	Pest control services	Mr.Nihal Mohammed +971551202739	info@qpc.ae
DulSCO	Service Provider	General waste Management	Kristal Paras Nacpil +971549970878 +97125511220	Kristel.nacpil@dulsco.com Syrus.Devassy@dulsco.com
Hemaya security Services	Service Provider	Security services/KIZAD	Mohamed Abu Elfetouch +971502138584 +97125566998	Contracts@hemaya.gov.ae
Loc8 Equipment Trading LLC	Service provider	HVLS Fan Service	Mohammed Waseem +971556095799 +97143681565	contact@loc8.ae waseem@loc8.ae
FAMCO	Service provider	Reach Truck & forklift service	Dinesh Vellavanoor +971569938470	Diinesh.Vellvanoor@alfuttaim.com
Fireman Safety Services	Service Provider	Fire & Safety HQ	Mr.Najeeb +971556289702	najeeb@firemansafety.com
Clean co	Supplier	Medical Waste / AUH & YAS	Ahmad +971504146467	mhadaat@cwtme.ae ahmad@cwtme.ae

D. Stakeholders

AL Dar HQ	Building owner	Rent and facility	02 -8106400 / 800 25327	customermanagement@aldar.com
Khedmah	Service provider	Facility management and maintenance	055 600 9149	i.hussain@khidmah.com
AD PORTS	Building owner	Rent and facility	02-6952000 / 02-6912348	customerservice@kizad.ae
Hadeed	Service provider	Facility management and maintenance	02-6740884 / 050 3599488	ykarama@hadeedconstruction.com

8.2. INTERNAL INTERESTED PARTIES

Name	Role in Plan	Office Number	Phone Number	Email
Fahd Baraba	External communication	+9712 5968767	050 6118114	fbaraba@nationalambulance.ae
Fadwa Baraba	Internal Communication	+9712 5968672	050 3104844	fmbaraba@nationalambulance.ae
Abdul Jaleel	Finance	+9712 5968620	050 8646507	ajaleel@nationalambulance.ae
Bradly Jones	Operations communication point	+9712 5968652	056 459 4471	bjones@nationalambulance.ae
IT Helpdesk	Technical Support	+9712 5968678		IThelpdesk@nationalambulance.ae

9. AUTHORITY TO ACTIVATE

- Any individual NA Executive may activate the Warehouse Backup Plan (acting alone);
- Two or more individuals with the position of a Director and Supply Chain Manager or Warehouse coordinator 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	Authorize initiation of Warehouse Backup Plan, acting alone	Ahmed Al Hajeri Dr Ayman Ahmad Charles Arnestad
Supply Chain Manager, Warehouse Coordinator	Act cooperatively with another individual at this responsibility band to authorize initiation of the Backup Plan; Mobilize Recovery Team once Plan has been triggered; Inform Executive that Warehouse Backup Plan has been initiated Coordination of resource and communications. Implementing Warehouse Backup Plan and initiate recovery.	Tarek Al Sabagh 0564069542 Shameer Mohammad 0552439499

10. CRITERIA FOR ACTIVATING

The Warehouse Backup Plan should be activated due to:

- Loss of Warehouse capability

- **Shortage of supplies/suppliers**

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

- Loss of Warehouse building (internal or external) – for example, fire, extensive water damage from fire suppression sprinklers.
- 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).
- 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. Supply Chain with the operation team will be working on drill to examine this ability and ensure its implemented for all stations operational in NA

11. PLAN ACTIVATION AND IMMEDIATE RESPONSE PROCEDURE

The Warehouse Backup Plan is activated and implemented as per below procedure, with criteria and steps for resume the 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 authorized group, refer Section 7).
Step 2: Instructs to initiate Warehouse Backup Plan (by Executive or authorized group).
Step 3: Warehouse Recovery Team is mobilized to implement Warehouse Backup Plan (by Supply Chain Manager/ QHSE & BC Manager).

STAGE 2 – IMPLEMENTATION

- Step 4:
Internal notification to all staff of warehouse loss event as per ‘OPP110 Crisis Communication & Media Liaison Policy’.
Commence reorder and restocking to required level by contacting key suppliers, gas supplier, and partner hospitals – ongoing (by Supply Chain Manager / Warehouse Coordinator).
Liaise with vehicle and asset service providers to ensure continuation of service in front-line locations where possible (by Warehouse Coordinator/ Fleet Specialist).
Liaise with partner hospitals to fill consumables shortfalls

- Step 5: Initiate bulk warehouse order:
Bulk replacement of all supplies may be required. For vendors and contact details refer to 8.1 External Stakeholders

Authority to Purchase – authority to purchase a bulk quantity of stock may be requested at short-notice. This will require approval from:

- Chief Financial Officer
- Chief Administration & Medical Officer

- Step 6: Ongoing updates of consumables and asset shortfalls and updated resupply schedule sent to:
- Executives
 - Managers & Supervisors – Operations (all),
 - Pharmacist
 - Manager Clinical Governance
 - Logistics

(issued by Warehouse Coordinator)

Step 7: Liaise with partner hospitals to fill asset shortfalls (by Supply Chain Manager /Warehouse Coordinator).

12. PRIORITIZED ACTIVITIES

can be summarized as follows:

- Comparison & submission for approval: Arranging the offers in comparison sheet and submitting to MSWG & PTC for approval to purchase. Arrange for emergency purchase approval
- Managing Service Contracts managing service contracts including preventive maintenance of assets and medical waste.
- Storage of consumables (for emergency medical treatment)
- Storage of assets (for emergency medical equipment)
- Dispatch of consumables
- Receiving of consumables & narcotics

13. IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES OVER PREDETERMINED TIMEFRAME

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 week
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:	Ambulances at Sites are fully kitted , back up at Stations
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 IGP warehouse → flexible supplier, has been very responsive in the past	Nil
Comparison & submission for approval	Primary site Backup site Stations	8 – 24 hours – through different communication methods	No materials approval for purchase and delivery
Managing Service Contracts	Primary site Backup site Stations	8 – 24 hours – through backup service provider or onsite service	No service for the asset and waste collection

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

Warehouse Requirement – Consumable Items	Availability	Timeframe To Recover (approximate)	Impact of Non-Availability
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Stock critical consumable line items for key services & contracts	1-6 weeks lead time for most consumables*	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 supply to operational stations with stock of minimum 4 weeks.	1-2 weeks: Nil 2-6 weeks: Low – Moderate 6 weeks: Nil
Stock 30 critical asset line items for key services & contracts	2-26 weeks lead time for most Assets	1 - 2 weeks: low impact (small number of repairs or maintenance per week); 2 – 4 weeks: Service provider will be required to repair/maintain medical assets in front-line locations. 26 weeks: recovery of 100% stock level; Reviewing the rise the Par Level of the Stock in Stations	Repairs – Moderate (this will reduce to Low once NA biomedical engineer starts) It is under study and drill process

Action Plan

- An Action Plan is already implemented earlier last year by rising the Par Level of the Critical Items in all the stations, beside the emergency station ENOC. This will address shortage in times of disaster like Pandemic, Earthquake & Infection
- BPA is in place with the contracted supplier for each item of critical consumables & assets for business-critical support activities from supplier end (call-up stock), in case of Warehouse total loss.
- The stock level is already been planned for up to 3 month for consumables and its also reflected in the station wise to insure that stock is enough for station to function independent in case of any emergency

14. RECOVERY AND STAND-DOWN

Strategy	Resources	Dependencies	Activity
The forecast of the BPA is covering 18 months of stock in the company as safety stock	Procurement team – SCM - System information and data - ERP . Email - Annual budget - Main suppliers and services provider	Internal - External	Comparison & submission for approval
Service providers are covering UAE locations in our contract, and they are obliged to provide backup units for any emergency	Suppliers – Procurement team - Reports and schedule - All National Ambulance locations - ERP . Email - Annual contracts - Main suppliers and services provider	Internal - External	Asset service
Backup contact list for NE service provider is available for any emergency	Operation managers, Supply Chain team , supplier - Service contract - Telephone, email - Dedicated vehicles (if applicable) - Main suppliers and services provider	Internal - External	Managing Service Contracts
Arrangement for spare stock in all stations	Operation Managers – Supply Chain Team – SCM - System information and data	Internal - External	Supply of materials

	- ERP . Email - Annual budget - Main suppliers and services provider		
Operation will provide support or an outsource will be provided through HR	Supply Chain Team – management – KIZAD - Warehouse consumables and assets	Internal - External	Warehouse Management / Manpower
Providing another secondary WH in NE to support the main one in KIZAD for any emergency	NE operation managers and teams , Supply Chain team - System information and data - Northern Emirates : Sharjah , Ajman, UAQ , RAK , Fujairah - ERP . Email - Annual budget - Main suppliers and services provider	Internal - External	Supply of materials

15. RETURN TO BUSINESS AS USUAL

STAGE 3 – RETURN TO NORMAL OPERATIONS

Step 8: Assessment of primary site in Kizad whether Warehouse can be returned to service there, including physical suitability for consumables, assets, gas cylinders and vehicles.

Step 9: Evaluation of the KIZAD location facility situation which include the water, electric , network , access , equipment , storage system , security , to insure all are function as usual

Step 10: Return to business as usual, resuming operations in the KIZAD as it was prior to emergency

Step 11: 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.

16.DOCUMENTATION AND RECORDS

The usage of ERP system, email, and other forms used by supply chain

17.RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
NCEMA 7000:2021 Standard	UAE

18.RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
PUP302 Warehouse Management Policy
QHP209 Fire Safety Management Policy and Procedure
QHF222-AUH107 Emergency Evacuation Plan - Warehouse
OPP110 Crisis Communication & Media Liaison Policy

19.FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

20.DOCUMENT CONTROL AND OWNERSHIP

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:

- QHSE & BC Manager

Change Brief

Version No.	Date	Change
1.0	April 2021	New document
2.0	July 2022	Rewrite of the document

CEO Approval

Board Member Verification