

BUSINESS CONTINUITY PLAN – PHARMACY QHP802

COMMENCEMENT DATE:

**This plan comes into effect on the date that
NA Headquarters is located on Level 13 of Aldar HQ Building
and NA Pharmacy at the Mussafah Warehouse is operational.**

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1. INTRODUCTION

National Ambulance's QHSE and Business Continuity Management System 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 AE/SCNS/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 pharmacy operations, specifically:

- Loss of Pharmacy

3. SCOPE

This plan addresses aspects of pharmacy operations that impact on the delivery of NA's prioritised activities, as per the business impact analysis following loss of the Pharmacy. It addresses the:

- Physical pharmacy premises;
- Pharmaceutical stock; and
- Pharmacist roles.

It includes the main steps required to initiate, implement and recover after pharmacy-related business critical interruptions. It does not address aspects of pharmacy or the pharmacists' duties that are ancillary to prioritised activities.

4. REFERENCES

The following NA policies, standards and regulations relate to this plan:

- CGP205 Pharmacy MCI Policy and Procedure
- CGP211 Medication Management Manual
- OPP110 Crisis Communication & Media Liaison Policy
- QHP103 QHSE and Business Continuity Management System Manual
- 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)
- Medical Transport standards (Joint Commission International Accreditation Standards for Medical Transport Organization – 2nd Edition).

5. ROLES AND RESPONSIBILITIES

The following staff have key responsibilities under this plan:

Chief Administration Officer

- Ensure the Pharmacy BC plan is current and tested;
- Allocate resources to ensure implementation of the plan when required;
- Authorise emergency spending if and when required as part of contingency measures;

Chief Financial Officer

- Allocate resources to ensure implementation of the plan when required;
- Authorise emergency spending if and when required as part of contingency measures;

Executives (CEO, DCEO, CAO, CFO, CMO)

- Authorise initiation of the Pharmacy Backup Plan;

Directors

- Act jointly with another Director or the Pharmacist to authorise initiation of the Pharmacy Backup Plan;

Senior Medical Officer

- Mobilise to implement the Pharmacy Backup Plan immediately when required, and continue until return to normal operations;
- Review the Pharmacy BC plan, in cooperation with the Pharmacist, Warehouse Manager and BC Specialist;
- Ensure resources required for successful implementation of Pharmacy BC plan are communicated to Executive;

Pharmacist

- Act cooperatively with directors to authorise initiation of the Pharmacy Backup Plan;
- Mobilise to implement the Pharmacy Backup Plan immediately when required, and continue until return to normal operations;
- Identify resources required for successful implementation of Pharmacy BC Plan;
- Key role in development of the Pharmacy BC Plan;

Warehouse Manager

- Mobilise to implement the Pharmacy Backup Plan immediately when required, and continue until return to normal operations;
- Contribute to review of the Pharmacy BC Plan, in cooperation with the Pharmacist, Senior Medical Director, and Business Continuity Specialist.

Business Continuity Specialist

- Review and update this Plan to ensure it reflects the current organisational status.
- Prepare training to support implementation of this Plan.

6. KEY OBLIGATIONS & PRIOTISED OBJECTIVES

The key pharmacy-related obligations in the context of business continuity is to ensure ongoing supply of medicines including narcotics to frontline services, to enable emergency medical treatment, transport and response to mass casualty incidents to continue uninterrupted. Specifically, this requires:

1. Storage of medicines
2. Storage of narcotics (including controlled medications)
3. Dispensing of medicines & narcotics (including controlled medications)
4. Receiving of medicines & narcotics

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

1. Dispense medicines and narcotics;
2. Receive and store medicines and narcotics;
3. Obtain pharmacy approval.

7. PHARMACY BACKUP STRATEGY

The overall strategy to achieve key pharmacy obligations is summarized as follows. Resources required for recovery are identified within each step of the strategy:

7.1. Existing Distributed Stock in Northern Emirates

Existing stock levels in the Warehouse, MCI caches and at stations are managed on a business-as-usual basis such that they will support operations for a period of 1-2 weeks.

Each station has 2 extra medicine bags per ambulance, depending on location, which can be utilized for 1-2 weeks during initial resupply of pharmacy.

7.2. Relocate to Standby Pharmacy Site

Pharmacy operations will relocate to the Standby Pharmacy site. Depending on nature of loss at Warehouse Pharmacy, operations from the standby site may be required for more than 12 months.

- **Location:** the standby site will be the 'Telephone Room' in the National Ambulance head office ('HQ'), located on 13th floor of the Aldar Building (refer Section 10).
- **Fall-back Procedure:** the procedure to commence operating from NA Head Office 'Telephone Room' is provided in Appendix A - Pharmacy Backup Plan. Access requirements are addressed in Appendix C.
- **Licensing & Approvals:** the pharmacy must have:
 - 'Facility licence' – HAAD licence for the premises (NA Head Office)
 - 'Pharmacy licence' – HAAD licence for the pharmacy (Telephone Room/ Standby Pharmacy)
 - Pharmacist/s licensed to work at the pharmacy location

Further details are listed in Appendix B.

- **Equipment:** equipment needed to obtain a HAAD pharmacy licence and operate as a pharmacy is listed in Appendix D.

7.3. Rapid Bulk Re-ordering of Stock

- **Bulk replacement** of all pharmacy non-controlled, controlled and narcotics may be required. For vendors and contact details refer to Appendix F.

Emergency re-supply of medicines may be undertaken via suitable hospitals, if issues arise with vendor supply times. These hospitals are also listed in Appendix F.

- **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 Officer

The current estimated budget for a month of re-supply of pharmacy (month) is AED 1,780,000.

8. CRITERIA FOR ACTIVATING PHARMACY BACKUP PLAN

The Pharmacy Backup Plan should be activated due to:

- Loss of Pharmacy.

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

1. **Loss of Pharmacy physical premises** – for example, fire, damage from fire suppression system,
2. **Loss of Pharmacy access** – for example, Mussafah Warehouse building access closed due to local road access closure or evacuation, fire elsewhere in building, beyond 1 week.
3. **Extended loss of critical services to Pharmacy** – for example, power, cooling, security, beyond 1 week.

9. AUTHORITY TO ACTIVATE PHARMACY BACKUP PLAN

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

Position	Responsibility	Contact
NA Executives	– Authorise initiation of Pharmacy Backup Plan, acting alone	Robert Ball: 056 733 6130 Ahmed Al Hajeri: Charles Arnestad: 050 424 5072 Wayne Wilkinson: 050 445 5246
Directors, Pharmacists	– 2 or more required to authorise initiation of the Backup Plan; – Mobilise Recovery Team once Plan has been triggered; – Inform Executive that Pharmacy Backup Plan has been initiated	Tim Seidel: 056 319 3053 Joe Coughlan: 056 687 0803 Nada Mohammed: 050 115 7159 Deema Massarwah: 050 937 6569
Senior Medical Officer, QHSE & BC Manager, Warehouse Manager, Pharmacist	– Mobilising Recovery Team on receipt of a pharmacy loss alert; – Coordination of resource and communications.	Ayman Ahmad: 050 828 6797 Dale Jackson: 055 899 1230 Marc Gundlach: 056 506 3979 Nada Mohammed: 050 115 7159 Deema Massarwah: 050 937 6569
Senior Medical Officer, Warehouse Manager, Pharmacists ('Pharmacy Recovery Team'	– Implementing Pharmacy Backup Plan and initiate recovery	Ayman Ahmad: 050 828 6797 Marc Gundlach: 056 506 3979 Nada Mohammed: 050 115 7159 Deema Massarwah: 050 937 6569

10. PRIMARY AND BACKUP LOCATIONS

10.1. Pharmacy – Primary Location

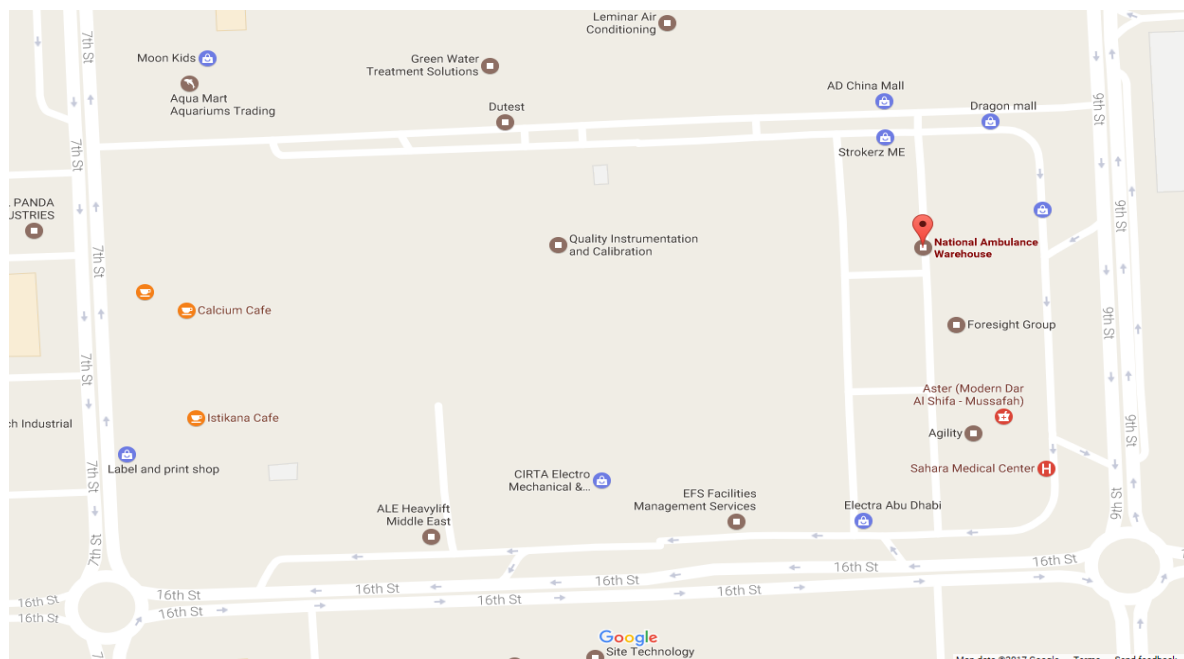
Physical address:

National Ambulance Warehouse – Pharmacy
Block M-45, 9th Street
Mussafah, Abu Dhabi
Telephone: +971 2 596 8644

GPS Co-Ordinates:

N24.34808, E054.4807

Map:



10.2. Pharmacy – Backup Location

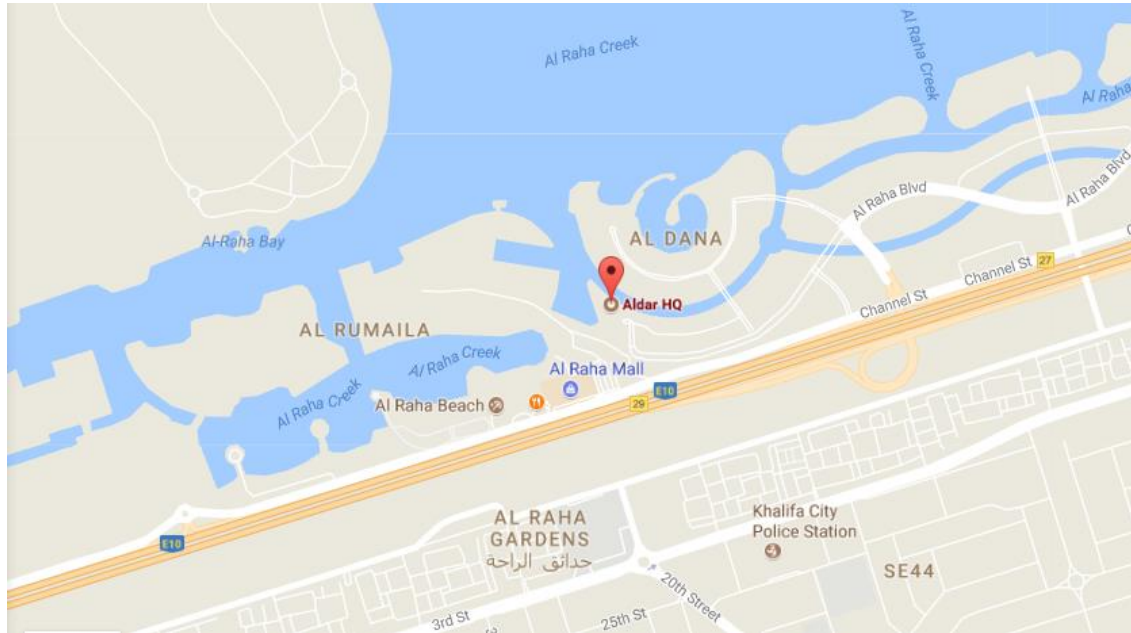
Physical address:

National Ambulance Head Office - "Telephone Room"
13th Floor, Aldar Building
Al Raha Beach, Abu Dhabi
Telephone: direct +971 2 245 9802

GPS Co-Ordinates:

N24°26'28", E 54°34'31"

Map



11. THIRD PARTIES

11.1. Service Providers

Provider	Service	Contact Details
Cofeley Besix Facility Management	– Aldar building - electricity, cooling, engineering services	02 679 6939
Health Authority Abu Dhabi (HAAD)	– Licensing of pharmacy	www.haad.ae (online application)
NA IT Team (internal)	– Biometric access to standby site – Connection of desk computer & phone	056 417 3155 (24/7)

11.2. Suppliers – Pharmacy Equipment

Equipment required to fit-out the Pharmacy in case of major loss are listed in Appendix D.

11.3. Suppliers – Non Controlled, Controlled Medicines and Narcotics

Key suppliers (vendors) for resupply of the Pharmacy in case of major loss are listed in Appendix F.

11.4. Service Level Agreements

There are no current applicable service level agreements (SLAs), however, key suppliers of consumables are obligated under contract to keep a minimum of 3 months' worth of stock in their stores on our behalf.

12. IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES

The impact of disruption on prioritised activities with respect to key pharmacy obligations identified in Section 6 is outlined in Table 2. Additionally, recovery of pharmacy stock following total loss scenario is also included.

Pharmacy Requirement		Availability	Timeframe To Recover	Impact of Non-Availability
FIXED ASSETS	Storage of medicines	Primary site Standby site	<ul style="list-style-type: none"> 1 – 2 days; Full redundancy (standby site operated by NA) 	Nil
	Storage of narcotics and controlled medications	Primary site Standby site	<ul style="list-style-type: none"> 1 – 2 days; Full redundancy (standby site operated by NA) 	Nil
	Dispensing	Primary site Standby site	<ul style="list-style-type: none"> 1 – 2 days; Full redundancy (standby site operated by NA) 	Nil
	Receiving	Primary site Standby site	<ul style="list-style-type: none"> 1 – 2 days; Full redundancy (standby site operated by NA) 	Nil
	Pharmacy licence	Primary site - yes Standby site - no	<ul style="list-style-type: none"> Structural elements for licence of standby site - Dec 2017 Facility licence – by Dec 2017 Pharmacy licence – urgent 14 days 	<ul style="list-style-type: none"> Nil – Low Stock in NE may cover 1-2 week period. Seek temporary/ urgent approval from HAAD.

Pharmacy Requirement		Availability	Timeframe To Recover	Impact of Non-Availability
CONSUMABLE ITEMS	Pharmacy Stock – critical medicines (non-controlled)	Primary site – yes Standby site - no	<ul style="list-style-type: none"> – 2 weeks: no impact (distributed network of supplies at stations and warehouse); – 2-6 weeks: use stock resupplied by key suppliers or from hospitals. Supplier recovery/ restock plan to be developed; – 6+ weeks: recovery of 60% stock 	<ul style="list-style-type: none"> – 0-2 weeks: Nil – 2-6 weeks: minor disruption to emergency services – 6+ weeks: minor disruption of emergency services
	Pharmacy Stock – controlled medications	Primary site – yes Backup site - no	<ul style="list-style-type: none"> – 2 weeks: no impact (distributed network of supplies at stations); – 2-8 weeks: **Supplier recovery/ restock Action Plan to be developed to address controlled medications. – 8+ weeks: recovery of 60% stock 	<ul style="list-style-type: none"> – 0-2 weeks: Nil – 2-8 weeks: major disruption to emergency services – 8+ weeks: minor disruption of emergency services
	Pharmacy Stock – narcotics	Primary site – yes Backup site - no	<ul style="list-style-type: none"> – 2 weeks: no impact (spare bags available on sites) – 2-3 weeks: recovery of 20% stock level. **Supplier recovery/ restock Action Plan to be developed – 3+ weeks: recovery 	<ul style="list-style-type: none"> – 0-2 weeks: Nil – 2-3 weeks: significant disruption of emergency service – 3+ weeks: recovery of stock

13. 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
2.0	November 2017	<ul style="list-style-type: none">– Backup procedures were updated to reflect move to Warehouse, and approval of standby site at Aldar Building;– Pharmacy vendor and equipment list added;– Sections were reordered;– Specific contact details added for NA staff– Refined overall step-wise plan to provide more clarity

Review & Approval:

Chief Administration Officer

APPENDIX A – (PROCEDURE) Pharmacy Backup Plan

The Pharmacy 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 OF BACKUP PLAN

- Step 1. Notification of “Pharmacy loss” incident is received.
- Step 2. Incident is assessed against criteria for activation of Backup Plan (refer Section 7)
[by Executive or authorised group].
- Step 3. Instruction to initiate Pharmacy Backup Plan is given
[by Executive or authorised group].
- Step 4. ‘Pharmacy Recovery Team’ mobilises to implement Pharmacy Backup Plan
[by Senior Medical Officer (SMO), Warehouse Manager and Pharmacist].

STAGE 2 – IMPLEMENTATION, RELOCATE TO STANDBY SITE (ALDAR)

- Step 5. Issue internal notification to all staff of pharmacy loss event as per ‘OPP110 Crisis Communication & Media Liaison Policy’
[by Senior Communications & Media Specialist or Executive, or QHSE team, or Operations Director, or SMO].
- Step 6. Notify HAAD of pharmacy loss and immediate relocation to standby location. Request interim or urgent HAAD licence for standby pharmacy pending full application and approval process
[by Pharmacist, or SMO, or Executive].
- Step 7. Conduct rapid assessment of loss at Warehouse pharmacy. If loss is total, commence full bulk reorder. If partial, assess items that are practically and legally salvageable items for use and cooperate with NA insurance policy provider on loss assessment
[by Pharmacy Response Team in liaison with HAAD, Operations, Logistics].
- Step 8. Obtain approval for purchase of bulk pharmacy stock and equipment from CFO and/or CAO
[by Pharmacy Response Team].
- Step 9. Commence reordering of pharmacy stock to required level by contacting key suppliers and hospitals – ongoing
[by Pharmacy Response Team].
- Step 10. Purchase required pharmacy equipment, as per Appendix B
[by Pharmacy Response Team].

- Step 11. Pharmacist to liaise with Supply Chain to support delivery and storage of pharmacy stock and equipment – ongoing
[by Pharmacist and Warehouse Manager].
- Step 12. Issue ongoing updates of medicine and narcotic shortfalls, and updated re-supply schedule to:
- Directors (All)
 - Managers & Supervisors – Operations (all),
 - Manager Warehouse
 - Senior Medical Officer
- [by Pharmacist or SMO].

STAGE 3 – RETURN TO NORMAL OPERATIONS

- Step 13. Assessment of primary site at the Warehouse to determine whether the Pharmacy can be resume operations from there, including physical suitability and pharmacy licence
[by SMO, Pharmacist, QHSE, IT, Warehouse Manager].
- Step 14. If “Yes” in Step 13:
1. Transfer stock back to the Warehouse [Pharmacist, Warehouse Manager].
 2. Notify HAAD and NA staff of transfer of primary pharmacy location [Pharmacist/SMO and Executive, Communications Specialist, QHSE].
 3. Return standby site to routine function. Maintain capability of standby site in case of future need [Pharmacist, Warehouse Manager].
- If “No” in Step 13:
1. Standby pharmacy site is designated as new primary site, continue operations business as usual.
 2. Communicate ongoing change of primary site to staff and relevant third parties: suppliers, HAAD, Aldar management, NA insurance provider [Pharmacist/SMO and Executive, Communications Specialist, QHSE].
- Step 15. Review completed Pharmacy Backup Plan implementation, business continuity risk assessment, and Pharmacy BC Plan, to update new risks, develop backup options based on lessons learned, and update backup plan
[by Business Continuity Specialist, Pharmacist, SMO, Warehouse Manager, Communications Specialist, QHSE, Operations Directors].

APPENDIX B - Standby Pharmacy Resources & Requirements

REQUIREMENT	DETAILS
1. HAAD Pharmacy licence - Aldar HQ	<ul style="list-style-type: none"> – Application to be submitted online to HAAD by NA Clinical Services team. – HAAD online application link: https://www.haad.ae/haad/tabid/890/Default.aspx – Documents required: Municipality Tawtheeq, Commercial License, Facility/branch License.
2. HAAD Facility licence - Aldar HQ	<ul style="list-style-type: none"> – Licensing for NA to operate from Aldar 13th floor ('facility licence') is being progressed. Once the facility licence has been issued, it doesn't need to be applied for again in case of fallback of Pharmacy operations – Copy of license available from NA Licensing Department
3. Pharmacist licensed to operate from Aldar HQ	<ul style="list-style-type: none"> – NA's Pharmacists are able to practice under their existing pharmacist license from HAAD
4. Pharmacy recovery team contacts	<ul style="list-style-type: none"> – Clinical Services Director, Dr Ayman Ahmad: 050 828 6797 – Warehouse Manager, Marc Gundlach: 056 506 3979 – Pharmacist, Nada Mohammed: 050 115 7159 – Pharmacist, Deema Massarwah: 050 937 6569

APPENDIX C – Standby Pharmacy Site Access

REQUIREMENT	DETAILS
1. Standby Pharmacy Location and Parking	<ul style="list-style-type: none"> – Location map: refer Section 10 – Address: 13th Floor, Aldar Building, Al Raha Beach, Abu Dhabi – Coordinates: N24.34808, E054.4807 – Street parking is available
2. Access into NA office, 24/7	<ul style="list-style-type: none"> – Access to NA office: All NA staff have access passes to operate lift to 13th floor, 24/7; – Access inside NA office: All NA staff have biometric access to open door into office from NA Reception, 24/7 – Non-staff: must have Emirates ID, driving licence or passport to submit to Aldar main reception desk and obtain lift access pass to 13th floor Reception, then wait for NA staff to provide entry inside offices
3. Access into Standby Pharmacy room, 24/7	<ul style="list-style-type: none"> – The room designated as the Standby Pharmacy is kept unlocked when it is used as 'Telephone Booth'; – Once standby pharmacy operations commence from this location, biometric entry control device will be activated by IT, enabling Pharmacists access only, and exit by push-button from inside the pharmacy

APPENDIX D – Equipment List

1. Pharmaceutical Fridge	<ul style="list-style-type: none"> – Pharmaceutical fridge to be purchased as and when needed. – Supply lead time: expected to be 1-4 weeks depending on availability. If required, as an interim measure a ‘mini-bar’ (small) fridge can be purchased or relocated from other NA offices. Delivery by vendor or NA Logistics van. – Vendor/s: Bin Ali Medical Supplies – Quantity: 1 Fridge – Specific requirements: size 50Wx50Dx60H cm; 60-70 litres – Expected cost: AED 1,200 each approximately
2. Drug Safe	<ul style="list-style-type: none"> – Safe to be purchased as and when needed. – Supply lead time: purchase from stock on hand, same day as purchase. Delivery by vendor. – Vendor/s: Hartmann Tresore – Specific requirements: size 150Hx50Wx50D cm – Quantity: 2 safes – Expected cost: AED 10,000 each approximately
3. Shelving	<ul style="list-style-type: none"> – Ready-made shelves to be purchased as and when needed. – Supply lead time: purchase from stock on hand. Expected to be same day as purchase. Delivery by vendor or NA Logistics van. – Vendor/s: ACE Hardware store/IKEA. – Size: 300x40cm – Quantity: as required, dependent on style/size of shelving
4. Drug bags (red/yellow/black)	<ul style="list-style-type: none"> – 100 BLS bags – 50 ALS bags – 50 ELS bags
5. Desk	<ul style="list-style-type: none"> – Relocate desk as required from other area of NA office – If required, purchase from stock on hand at local office furniture or hardware supplier
6. Computer	<ul style="list-style-type: none"> – Reallocate laptop from IT department inventory to Pharmacy
7. Desk phone	<ul style="list-style-type: none"> – Reallocate desk phone from IT department inventory to Pharmacy – Pharmacist to use mobile phones in interim

APPENDIX E – Fit-out Specifications of NA Aldar Building, Telephone Room (Standby Pharmacy)*

1. CCTV	<ul style="list-style-type: none"> – 2 x CCTVs to operate inside Standby Pharmacy – Network provision for 2 x CCTV cameras using CAT6 PoE – Cameras to be supplied by NA
2. Solid walls	<ul style="list-style-type: none"> – Security mesh to be installed (within walls or double skin gyprock on inner skin with security mesh secured from slab floor to slab ceiling)
3. Lockable/ Secure Room	<ul style="list-style-type: none"> – Outside of room: biometric access device – Inside of room: door release switch, and deadbolt electrical lock with key override
4. Temperature controlled room	<ul style="list-style-type: none"> – Separate environmental control to maintain room temperature independently from surrounding spaces
5. Sufficient lighting	<ul style="list-style-type: none"> – Lighting panels suitable for precise bench work with zoned switching
6. Separate area for storage expired medicines	<ul style="list-style-type: none"> – A specific segregating area can be delegated within the pharmacy room.
7. Washable non-porous floors	<ul style="list-style-type: none"> – Laminate floor
8. Electrical outlets	<ul style="list-style-type: none"> – 8 x electrical sockets distributed along the three walls without the door
9. Data connection	<ul style="list-style-type: none"> – 2 x CAT6 computer points (for phone and computer)
10. Walls painted with anti-bacterial paint	<ul style="list-style-type: none"> – Walls to be painted with anti-bacterial paint – Certificate that walls were painted with anti-bacterial paint to be issued by Main Contractor engaged to fit-out room – Copy of certificate to be kept at Pharmacy N:Drive

* Specification provided to main contractor appointed to manage fit-out of Aldar headquarters.

APPENDIX F – KEY PHARMACY SUPPLIERS (VENDORS)

Vendor	Product / Service Category	Contact Person	Phone Number & Email
Al-Amir Est	Non-Controlled & Controlled	Amira	02 641 7120/ junaidalamerest@gmail.com
Al-Baker	Non-Controlled & Controlled	Dorothy	02 643 8900 dorothy.pereira@al-baker.com
City Pharmacy	Non-Controlled & Controlled	Emad	02 673 0970 Ahsan 050 329 6785 Emad Ibrahim 055 610 4710 Emaad.brahim@citypharmacy.biz
Darwish Medical Store	Narcotic	Ali	02 711 4463
Gulf Drug	Non-Controlled & Controlled	Dr. Givin	02 621 2395/050 371 4025 (Mannitol 04 5014089) (Nikka pentrox 056 403 0747/ 056 789 4270) givin_thomas@gulfdrug.com sheryl_reyes@gulfdrug.com (mannitol) notesadminauh@gulfdrug.com
Julphar	Non-Controlled & Controlled	Syed	02 622 2077/050 710 2306 syed.adeel@julphar.net muhannad.qasim@julphar.net
Metromed	Non-Controlled & Controlled	Reda	02 644 9544/ 050 476 4038 Reda@metromed.ae
Pharmalink	Non-Controlled & Controlled	Binoy Joseph, Licerie	02 626 2665 quotations@pharmalink.ae , binoy@pharmalink.ae
Modern Pharmaceutical Co	Non-Controlled & Controlled		02 443 5500, mpcad@mpchealthcare.com
Razi Pharmacy	Non-Controlled & Controlled	Sadiq, Mr. Jimmy 055-818-4721	02 673 0057/ sadiq@alrazi.com 055 420 6950 Pramila@alrazi.com for Midazolam

Vendor	Product / Service Category	Contact Person	Phone Number & Email
Unimed (Wholesaler)	Non-Controlled & Controlled	Vinael	04 258 8441 vatok@unimed.ae
Pharma Solution	Non-Controlled & Controlled	Louis Rodrigues	www.pharmasolutions-int.com +971 56 115 1428
AL-Sheraa Drug Store	Non-Controlled & Controlled	Elize	alshiraa@alshiraa.net , sales@alshiraa.net 06 552 7191
Lifeline Drug Store	Non-Controlled & Controlled	Mohammed Minhaj	minhaj@ldshealthcare.ae 056 414 6926
Sheikh Khalifa Medical Centre (SKMC)	Non-Controlled	Stores	02 819 0000
Cleveland Clinic Abu Dhabi (CCAD)	Non-Controlled	Stores	800 82223
SEHA	Non-Controlled	Stores	02 410 2000