

QHP806

BUSINESS CONTINUITY PLAN - FLEET

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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 Fleet 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.

Fleet roles and responsibilities are related to following Fleet Business Continuity Plan and its procedures to ensure that prioritized activities are continued at an agreed and acceptable level after the occurrence of a disruptive incident.

In order to ensure the overall effectiveness, efficiency, economy, and reliability of the fleet, the Fleet Department on behalf of National Ambulance adopts policies and procedures in accordance with manufacturing recommendations and best practices that are related to fleet management and maintenance.

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

2. SCOPE

The scope of this plan applies to Fleet and all supporting functions required to deliver these operations

- All vehicles registered under NA and leased by NA.
- All NA employees who are permitted to operate NA vehicles.
- All operational activities related to vehicles movement and operating.

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. Ensuring that the activity will continue during disruption

4. OBJECTIVES

The objectives of this BC Plan are to:

- Provide an overview of how Fleet will respond to a disruptive incident affecting its business continuity
- Set out who will respond to an incident and how the business continuity plans will be invoked
- Define how decisions will be taken with regard to responding to an incident
- Explain how communications will be handled internally (between Fleet and other departments internally) and externally (with external parties)
- Provide contact details for key people and external parties

5. ROLES AND RESPONSIBILITIES

Designation	Roles and Responsibilities	Contact Details
NA Executives (CEO,CAMO,CFO)	<ul style="list-style-type: none"> • Authorise initiation of the Warehouse Backup Plan • Allocate resources to ensure implementation of the plan when required. • Authorize service contracts and service provider's agreements. 	<p>Ahmed Al Hajeri: Charles Arnestad: Dr. Ayman Ahmed:</p>

	<ul style="list-style-type: none"> • Authorise emergency spending if and when required as part of contingency measures • Approve petty cash 	
Fleet Specialist	<ul style="list-style-type: none"> • Mobilise to implement the Fleet BC Plan immediately when required, and continue until return to normal operations. • Develop agreements with service providers as required to support the Fleet BC Plan. • Review the Fleet BC plan, in cooperation with CAMO, Supply Chain, QHSE & BC team, and other relevant stakeholders. • Ensure resources required for successful implementation of Fleet BC Plan are identified and communicated to Executives • Ensure that Fleet team complies with this plan's requirements • Ensure that active and spare ambulances are available according to the operating schedule 	Saeed Alkhalifi: 0506423945
Operations Director & Operations Managers	<ul style="list-style-type: none"> • Communicate to operational staff the procedures that are relevant to them • Ensure that the rostered number of vehicles at his / her Station are available for allocation by operation and ACC • Notify ACC and Fleet whenever there will be prolonged or sudden unavailability of any vehicle particularly if it affects service provision • Ensure spare vehicles are available where possible to facilitate the scheduling of vehicle maintenance 	<p>Dr. Firas Al Kurdi 0507206633 ACC manager:</p> <p>Operations Managers Michael O'Connor 0505102539 Jason Coyne 0564162092 Bradley Jones 0565494471 Deryck Todd 0505763957</p>
Warehouse / Supply Chain Manager	<ul style="list-style-type: none"> • Mobilise to implement the Fleet BC Plan immediately when required, and continue until return to normal operations. 	Tarek Al Sabagh 0564069542
Fleet Department	<ul style="list-style-type: none"> • Ensure the dissemination of this Plan to all staff in their area of responsibility. • Support the implementation of this Plan • Monitor the management, inspection, reporting and cleaning of all vehicles. • Monitor the continuity of all fleet maintenance and repair activities. • Ensure that Fleet is compliant with legislative and regulatory requirements. • Follow manufacturer's recommendations of maintenances and ensure that service providers conform to SLAs. • Coordinate with Finance for fleet related payments. 	<p>Fleet specialist: Saeed Alkhalifi: 0506423945</p> <p>Fleet assistant: Manoj: 0565793245 Hazem: 0528452707</p> <p>Fleet driver: Ratheesh: 0553076647 Nishab: 0553544933</p>

6. REQUIRED RESOURCES

The details about the resources essential for business continuity.

- Service Contracts.
- Insurances policies.
- Delegations.
- Systems access.
- Vehicles.
- Petty cash.
- OPIQ

7. PRIMARY, SECONDARY, AND BACKUP LOCATIONS

7.1. PRIMARY:

NA stations locations. Refer to ACC for main stations locations.

7.2. SECONDARY

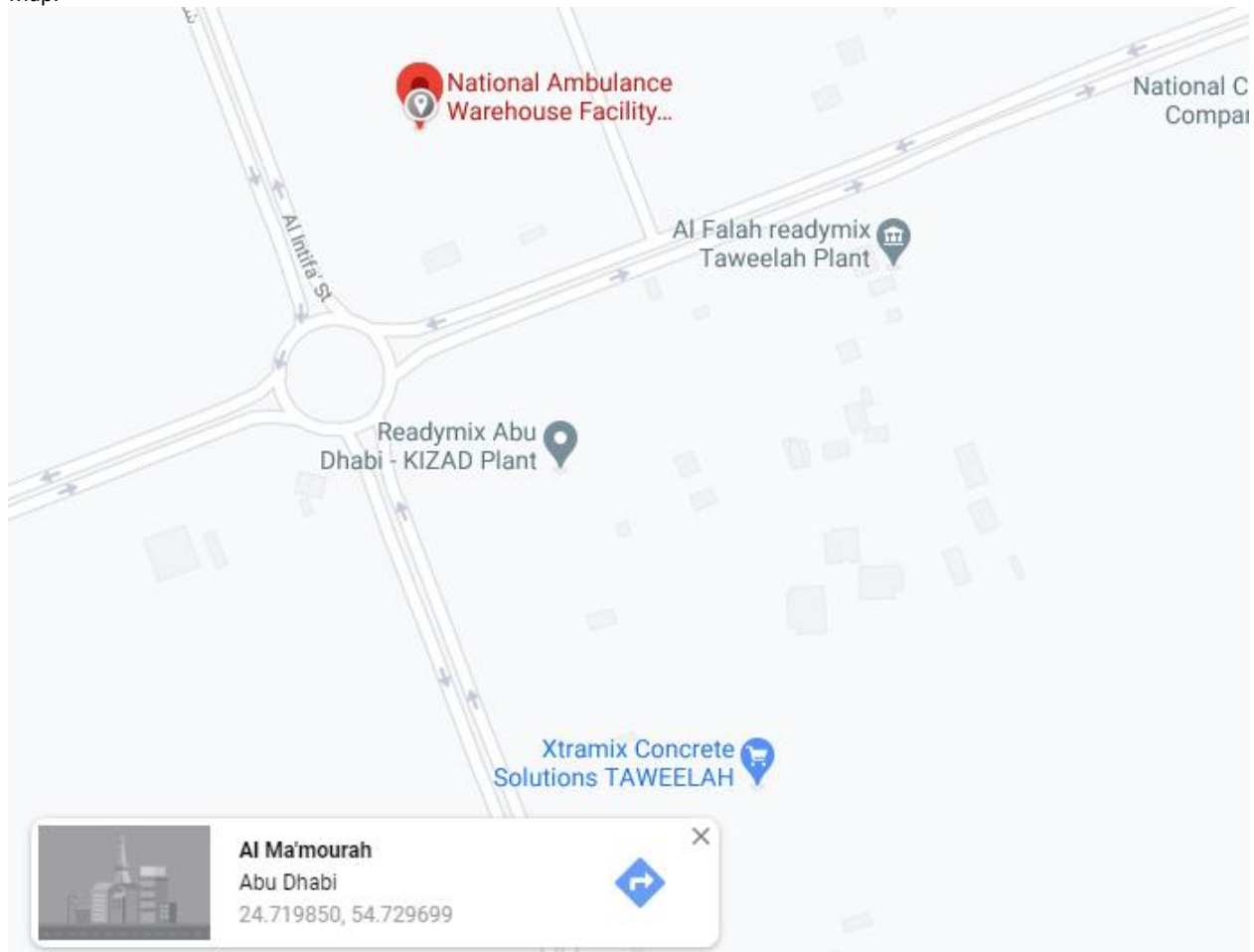
Physical address:

National Ambulance Warehouse – Fleet
Kizad, Abu Dhabi
Telephone: +971 2 596 8600

GPS Coordinates:

24.7100228, 54.7302306

Map:



7.3. TERTIARY

N/A

8. INTERESTED PARTIES

8.1. EXTERNAL INTERESTED PARTIES

Interested Party	Supplier/ Stakeholder	Services/ Products Provided	Name & Contact Details	Response Time (if applicable)
Maintenance service providers.	Emirates Transport	Vehicle maintenance	Ayman 0557399003	1hr
	Emirates Motors Company, Bristol	Vehicle maintenance	Rami 0555513020	1hr
		Conversion and equipment	Amjad 0506681897	2hr
	WAS	Conversion and equipment	Praveen 0568789438	2hr
	Fast track	Tyres and Batteries	Shuaib 0504776019	nil
Fuel stations.(ADNOC)	ADNOC	Fuel		2 working days
Traffic department.	All police departments			2 working days
Insurance company.	Emirates Insurance	Vehicles insurance	Rabih 0561343493	1 working day

8.2. INTERNAL INTERESTED PARTIES

Name	Role in Plan	Office Number	Phone Number	Email
PTC	Purchase requests approvals	672	0503104844	FMBaraba@nationalambulance.ae
IT	IT resources and systems access	678		ITHelpDesk@nationalambulance.ae
Finance	Financial approvals and accounts top up	620	0508646507	AJaleel@nationalambulance.ae

9. AUTHORITY TO ACTIVATE

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

10.CRITERIA FOR ACTIVATING

- Suspension of the fuel account
- Suspension of the insurance account
- Suspension of the vehicle license/registration
- Suspension of the corrective maintenance service
- Loss of 15% of active emergency vehicles/ spare emergency vehicles

11.PLAN ACTIVATION AND IMMEDIATE RESPONSE PROCEDURE

Loss of 15% of active emergency vehicles/ spare emergency vehicles (fleet availability):

- Review the maintenance log and identify the VOR vehicles.
- Contact the assigned service providers to
- Put minor fleet service on hold.
- Send the ambulance from the service providers workshop to stations.

- Communicate with ACC and Operations to take note of any road hazards, blockages, adverse weather..etc

Suspension of the corrective maintenance Service:

- Contact a backup service provider for providing corrective maintenance service.

Suspension of fuel account:

- The affected vehicle user/s has to notify ACC and create a work order.
- ACC has to inform fleet department.
- Fleet shall review the ADNOC wallet account and advise the user.
- In case of any further action needed, fleet staff should permit the user to refuel the vehicle in cash and finalize the payment until the issue is resolved.
- Fleet has to follow up with ADNOC either to reactivate or replace the fuel chip.
- Fleet has to notify finance in case of invoicing issue.

Suspension of the insurance account:

- Review the traffic system and identify the un-insured vehicle.
- Contact the insurance provider.
- Review the traffic system and ensure that the vehicle is covered by insurance policy.
- Escalate any issues to PTC in case any financial approval is required.

Suspension of the corrective maintenance service:

- Diagnose the vehicles and evaluate the defects.
- Contact a backup service provider for providing corrective maintenance service and check their availability.
- Assign the work to another approved service provider.
- Use the petty cash in case of delay.

12. PRIORITIZED ACTIVITIES

Activities that are critical and must be given the priority when recovering from a disruptive events in order to reduce the impact:

- Corrective maintenance for major faults.
- Fueling.
- Vehicles insurance.

13.IMPACT OF DISRUPTION ON PRIORITIZED ACTIVITIES OVER PREDETERMINED TIMEFRAME

The impact of disruption on prioritised activities with respect to key Fleet obligations is outlined in the tables below :

Activity	Available location e.g. Primary site, back up site..etc	Timeframe To Recover	Impact of Non-Availability
Corrective maintenance for major faults.	<ul style="list-style-type: none"> - NA stations - Service providers workshops 	8-12 Hrs	Reduced fleet availability
Fueling.	<ul style="list-style-type: none"> - ADNOC fuel stations 	8-12 Hrs	Reduced fleet availability and financial impact
Vehicles insurance.	<ul style="list-style-type: none"> - System access - Financial approvals 	0-8 Hrs	Regulation incompliance Financial impact Company accounts blocking and freezing

14. RECOVERY AND STAND-DOWN

The following strategies and recovery procedures are needed to ensure that critical activities can be resumed within their RTOs following a disruption:

Strategy	Resources	Dependency	Action to resume	Prevention
Maintain a list of backup service providers for corrective maintenance	<ul style="list-style-type: none"> - Contracts and agreements with the service providers. - Fleet team can activate in case of any issue with the assigned service contractor 	<ul style="list-style-type: none"> - PTC approvals. - Approved supplier list updates. 	<ul style="list-style-type: none"> - Email. - Phone calls. - Estimations approvals. 	<ul style="list-style-type: none"> - Update SLAs. - Review the potential suppliers for the same scope of work
Shift the working schedule of the Fleet Team from 1 shift during working hours to 2 alternative shifts	<ul style="list-style-type: none"> - Fleet staff. - Emails. - Access to internet 	<ul style="list-style-type: none"> - Management approvals 	<ul style="list-style-type: none"> - Staff roster approval 	

15. RETURN TO BUSINESS AS USUAL

Return to normal operations is based on the following:

- Return to normal conditions following a Major Casualty Incident
- Fleet availability recovered and is more than 85% of active and spare ambulances
- Fuel account is back in service
- Insurance account or vehicle license/registration is active
- Resumption of the corrective maintenance service as normal

16.DOCUMENTATION AND RECORDS

Records will be maintained using forms, emails, and other documents as necessary

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
NCMA 7000:2021 Standard	UAE

18.RELATED POLICIES AND FORMS

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

Policy & Procedure /Form
PUP201 Fleet Department 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	August 2022	New document

CEO Approval

Board Member Verification