



## Business Continuity Plan: Flood

**DKSH contact person:** Emergency Management team:

Name	Position	E-mail address	Telephone no.
Bernd Lepper	Regional Vice President	Bernd.Lepper@dksh.com	089 203 5990
Winston Smit	GM Operations	Winston.Smit@dksh.com	084 361 4553
Prayuth Jearrajinda	Operation Director – Medical Devices operation	Prayuth.J@dksh.com	081 831 3118
Jariya Nilchai	Operation Director – Pharmaceutical operation	Jariya.N@dksh.com	081 732 5002

**Purpose :**

1. To prepare on our operation to be operated and provided services for both suppliers and customers in case of Flood.
2. To ensure that our Business Continuity Plan: Flood, is effectively communicated and implemented throughout DKSH Healthcare Distribution Center operation.
3. To make sure that in the real situation of Flood, DKSH Healthcare Distribution Center will handle and roll out the Business Continuity Plan effectively without any delay and obstruct.

**Scope:** Covering both system and operation arrangements including transportation management as well as moving to the alternative operation site in the event of Flood.

**Preparation :**

1. Voice record for announcement of emergency situation
2. List of vendor of additional transportation vehicle
3. List of equipment for setting up alternative operation
4. Training on Business Continuity Plan in case of Flood to managers, supervisors, DC employees, security team and housekeepers

**Attachments:**

1. Distribution Center BCP Committee (Attachment I)

**Role and Responsibility:**

1. **Logistics Director** : responsible for announcement and execute on the Business Continuity Plan and coordinate with Emergency Management Team in case of Flood
2. **Operation Director** : responsible for communicating the situation to suppliers and coordinate for materials and equipment required for further operation.

3. **Quality Assurance Manager** : responsible for
  - a. Establishing the Business Continuity Plan and ensuring the plan is effectively implemented as well as summary result on the testing.
  - b. Inform FDA on FDA stock kept at DKSH facility.
  - c. Facilities safety e.g. electricity cut off etc.
  - d. Assessment of dangerous point to prevent accident Hygiene inspection and correction
  
4. **Administration Manager** : responsible for
  - a. Setting up conference room at alternative operation site, contact DKSH Operation Director for materials and equipment required for further operation.
  - b. Purchase all necessary materials and equipment using for operation
  - c. Prepare for the first aids and contact nearest hospital
  - d. Prepare for public press release with coordination of PR & communication team, if required
  
5. **Logistics System Development Manager** : responsible for
  - a. Setting up computer system by using back up data with coordination of CS- IT
  - b. Contact TOT to put an announcement of emergency situation
  
6. **Operation Manager (Flood site)** : responsible for
  - a. Evaluating the damage stock and available stock at Fire site, relocate operation staff in alternative operation site, coordinate with principals for checking and segregate good products from damages one
  - b. Move remain all cold chain products to refrigerated container at alternative operation site
  - c. Contact principals to segregate the good condition products from the damage ones
  - d. Relocate staff to alternative operation site and manage staff to be ready for working
  - e. Coordinate and communicate the zero stock items to principals for products supply to alternative operation site
  - f. Set up and implement working process and environment at alternative operation site
  - g. Find more warehouse space and set up new DC to recover operation up to 100%
  
7. **Operation Manager (Alternative site)** : responsible for setting up all operation activities in alternative operation site, cooperate with Fire site to transfer product especially cold chain products to alternative operation site.
  
8. **Transportation Manager** : responsible for
  - a. Communicate to customers via Customer Care Center and Customer Service team and manage transportation team
  - b. Plan for transportation transfer the stock and inform new alternative operation site to transporter

- c. Coordinate with depots and cross dock to prepare necessary arrangements.

**Detail Plan:**

<b>Activity</b>	<b>Responsible person</b>	<b>Remark</b>
Evaluate the situation, execute the business continuity plan and inform emergency management team	Logistics Director	
Inform the situation to suppliers and coordinate for materials and equipment required for further operation as appropriate	Operation Director	
Inform Thai FDA for FDA stock kept at DKSH Healthcare Distribution Center.	Quality Assurance Manager	
Purchase or allocate all necessary materials and equipment for operation to alternative operation site	Administration Manager	
Set up conference room for coordination and communication to update status and information both internal and external parties	Administration Manager	
Relocate staff to alternative operation site and manage staff to be ready for work and segregate the remaining goods for further decision with QA team	Operation Manager (Flood site)	Separate to 2 shifts to support alternative site to recovery back log
Test set up facilities at alternative site	Operation Manager (Alternative site)	
Retrieve SAP historical data from Central Service IT	Logistics System Development Manager	With coordination of CS-IT department
Test system on retrieved SAP historical data	Operation Manager (Alternative site)	
Testing the refrigerated container before use.	Quality Assurance Manager	
Resume operation at alternative operation site	Operation Manager	
Customer service contact customers to predefine pending priority order and update situation until resume normal operation to CCC, Operation Department, depots, cross dock and transporter	Transportation Manager	
Recovery the current facility or establish the new facility to resume normal operation	Logistics Director and Operation Manager (Flood site)	

<b>Current site</b>	<b>Alternative site</b>
Sripetch DC	Intanon DC or DKSH Consumer Goods DC
BKK DC	Sripetch DC

**DC BCP Committee**

<b>Position</b>	<b>Name</b>	<b>Telephone no.</b>
<b>Logistics director</b>	Vatsattavas Mahakusol	<b>081 837 1875</b>
<b>Administration Manager</b>	Choryong Saechua	<b>089 202 6050</b>
<b>Head of Inventory Management</b>	Sujinda Warapattamasri	<b>089 203 9635</b>
<b>SP DC Operation Manager</b>	Surin Ounjit	<b>089 925 5983</b>
<b>MD DC Operation Manager</b>	Pachriya Yenjit	<b>085 484 7701</b>
<b>Transportation Manager</b>	Sutanai Hemsrichart	<b>089 203 9640</b>
<b>QA Manager</b>	Sophon Limsakul	<b>089 205 1164</b>