



Ensuring Continuous Operations

Risk Mitigation and Business Continuation Summary

Fisher HealthCare, an unincorporated division of Fisher Scientific Company L.L.C. (“Fisher HealthCare”), maintains risk mitigation and business continuity plans and procedures across all relevant aspects of its operations. As a distributor, Fisher HealthCare maintains a highly diversified logistics network consisting of over 20 primary distribution centers, each of which is backed up by the others. As a whole, the loss of any one or two of Fisher HealthCare’s distribution centers would not have a material impact on its operations. While failures in Fisher HealthCare’s system are rare and have been infrequent, Fisher HealthCare has implemented the following plans and procedures to ensure continuity of operations and minimal disruption of service:

Data Backup

All of our system data is backed up nightly and weekly to protect against loss of data due to a power outage. Two backup copies are made: one backup copy remains on-site at Fisher HealthCare’s central offices in Pittsburgh, PA; the other copy is replicated off site to our SunGard disaster site in Philadelphia, PA.

Environmental Redundancy

If a power failure is detected, our battery power backup is immediately triggered and started. Next, our diesel generator is started with enough fuel on-site to operate for two weeks.

Disaster Recovery

Fisher HealthCare maintains a full-system disaster recovery agreement with SunGard Recovery Services, which is located off-site in Philadelphia, PA. Our recovery system is tested twice a year to ensure that it would be operational in the case of an actual disaster. In a “worst case” disaster, Fisher HealthCare’s system should be fully operational again in no more than 48 hours.

EDI System Redundancy

Fisher HealthCare’s EDI translator and data are backed up regularly using the above procedures. Fisher HealthCare’s primary value-added network (VAN), IBM Global Network, features “no single point of failure.” However, we also support three secondary VANs: GEIS, Sterling Commerce, and MCI (in the unlikely event of the failure of our primary VAN).

Customer Service

Fisher HealthCare has in place a highly effective back-up system for ensuring that customer service calls are completed, even in the event of a disaster. We employ an 800-number call-routing network, which automatically re-routes call traffic immediately from the affected location to one of Fisher HealthCare’s remaining customer service centers.

Transportation

Fisher HealthCare is able to provide quick response times for deliveries to customer sites in the event of a disaster due to the many contingency options we have in regard to transportation. Fisher HealthCare maintains a strong relationship with UPS, Federal Express, and other carriers so that we can ship products on short notice, whether by ground (truckload, LTL) or air (for disastrous conditions).

Warehousing/Production

Fisher HealthCare maintains a documented disaster plan to cover contingencies in warehousing and minimize effects on product availability and operations. Manual back-up procedures exist, in the event that Fisher HealthCare’s automated systems fail within a warehouse, to maintain continued operations and service.

Pandemic Flu

Certain Fisher HealthCare personnel have been sent an initial set of personal protection equipment (PPE, e.g., mask, gloves, anti-bacterial wipes). Access to subsequent supplies and instructions for reducing exposure and risk would be distributed in the event of an outbreak. Many administrative personnel currently have the capacity to work remotely, and Fisher HealthCare would evaluate remote access working arrangements for affected facilities. In addition, Fisher HealthCare maintains contracts with temporary employee agencies and would evaluate sourcing employees through them, if necessary, to continue operations.



Get in touch with your sales representative to find out how to put the Disaster Preparedness Program to work for you.



Customer-Specific Risk Mitigation and Business Continuation

Fisher HealthCare Managed Services Personnel, **on-site**

Where there are currently Fisher HealthCare Managed Services personnel on site, arrangements will be made to include a site supervisor and team leads to provide a full range of services, including: shipping and receiving, stockroom management, internal distribution of goods, gas and dry ice delivery, glass washing, and mail delivery.

Each site technician has been trained to manage several tasks, and each is capable of supporting multiple functions within the site. Additional personnel are added as needed, and near-term requirements can be met utilizing temporary labor services. Fisher HealthCare maintains a business relationship with Adecco, a national temporary labor provider.

Managed Services Personnel, **off-site**

Fisher HealthCare Managed Services personnel can support customer procurement from remote sites. This is a dedicated customer team that includes one site supervisor and several specialists. If necessary, additional support can be provided through any of Fisher HealthCare customer service locations.

The customer team uses three primary systems to provide a full range of procurement support. Fisher HealthCare maintains the first two systems and business continuation plans are consistent with the corporate plan, supporting the remote offices (previous page). Contingencies need to be developed for Ariba access.

- **Fisher HealthCare Mainframe System:** Managed Services works from a dedicated local area network (LAN). Mainframe access allows them to check pricing, process quotes, expedite Fisher HealthCare back orders, check stock on franchised items (items that ship from our warehouse), issue returns, and process credits via the Return Goods Authorization (RGA) system.
- **Fisher HealthCare Web-red Sourcing Application:** This is a “secure” site address that can be accessed from any PC that has Internet functionality by using a unique user name and password. (The system can be accessed from any PC with Internet capability.)
- **Customer Ariba system:** Managed Services gains access to this system through a direct connection to the Customer network. Customers can extend a T1 line from the customer site to Fisher HealthCare offices. Access is controlled through unique user names and passwords provided by the customer. Access to the system is essential for many of the “buyer” functions provided by the team.

In the United States:

For customer service, call 1-800-640-0640
To fax an order, use 1-800-290-0290
To order online: www.fisherhealthcare.com