

## Pharmaceutical distribution

# Business continuity planning overview

March 2012

Cardinal Health is committed to ensuring we are able to service our customers in the event of a crisis at one of our facilities – or one of yours. We believe that at the heart of business continuity is preparation which includes having robust business continuity plans in place at each of our facilities, including our pharmaceutical distribution centers (DCs).

Our business continuity team works with our leaders and each of our facilities to consider the types of crises they may face and then to actively prepare a response. Every pharmaceutical distribution center has the following business continuity plans in place:

- Identified alternate distribution center for each customer based on location
- Tested back-up generator including a fuel plan
- Plans for employee safety and for additional resources should there be an impact on employees
- Access to the necessary inventory through our National Logistics Center
- Emergency contact and recovery plans
- Annual tabletop exercises that test the readiness of the teams

You should know that during a crisis, Cardinal Health is in regular contact with federal, state and local government agencies so we are prepared to continue operations at our distribution centers and customer care centers. We understand the critical role we play in the supply chain, and we work hard to meet our obligations to you.

In the event of a crisis, you may be provided with information to help us better service you such as alternate account numbers, information on changes to your normal ordering process, and details on changes to your normal delivery or returns processes.

To enable us to serve you better in the event of a crisis, please work with your sales consultant to provide an updated list of your key contacts and any special information we may need to service you in the event of a crisis (e.g., needs for emergency orders, copies of your disaster recovery plans, etc.). We also ask that you give us the phone numbers and email addresses of two main contacts for your account who we may contact via phone or email with information in the event of a crisis.

Working together to plan ahead in the event of an emergency will help us best meet your needs and minimize the disruption of needed medicines to those in your community.

During a crisis, you can call the Cardinal Health Security Operations and Intelligence Center, which operates 24/7, at **888.880.7642** in the event you need to reach Cardinal Health after normal business hours. You may also utilize this number to report weather-related activity or other events in your area, which may help us respond to all of our customers in that geography.

Thank you in advance for your support.