

A Planned Approach to the Unexpected

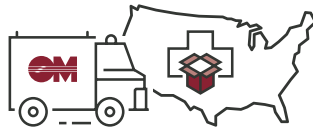
Are you prepared when the unexpected happens?

Natural disasters, emergency situations and pandemics can occur with little to no warning, and with no certainty of the length and extent of the event. They don't wait for response plans, budget allocations and communication strategies to be developed before their impacts are felt. Plus, state and federal resources may not meet the level of support needed to sustain your supply chain in a crisis. By partnering with Owens & Minor, hospitals and healthcare systems can benefit from proactive, customized and actionable preparedness plans designed to enhance response while eliminating unnecessary costs and disruptions, and enabling you to focus on the critical work of caring for patients during a crisis situation.



UNMATCHED EXPERIENCE IN EMERGENCY PROTOCOLS

Our history of helping hospitals and healthcare systems goes back more than 130 years. We have successfully served the needs of our customers throughout major disasters like hurricane Harvey, snow storm Juno, tornado in Joplin, wildfires, earthquakes, as well as pandemics like COVID-19. The strategies and solutions we design are focused on keeping your supply chain strong and ready to care for patients.



MANUFACTURING ACROSS THE AMERICAS

When disaster strikes, it can often be felt around the world, putting constraints on the global supply chain. Our customers find comfort in the knowledge that they have access to the critical healthcare supplies that they need because we manufacture our personal protective equipment in the Americas. That means we can reliably deliver in 2-weeks to 30-days, where Asia-based supply chains can take 3 months or more to deliver.



STRONG SUPPLIER RELATIONSHIPS FOR RAPID RESPONSE

We've built a responsive network with one of the largest portfolios of leading suppliers across the globe, giving our customers greater choice, control and access to more of the manufacturers and products they need. Plus, by maintaining an extensive network of distribution centers (DCs) across the United States, each with emergency action plans and protocols in place, we're always prepared for a rapid response.



COORDINATED, CUSTOMIZED AND FLEXIBLE PLANNING

To help our customers we develop and implement response plans that are best suited to support your needs, your budget and your capabilities. We collaborate not only with healthcare professionals, but also with suppliers, industry associations, and state and federal agencies such as FEMA, DoD, and HHS to ensure the safety of patients. Our ongoing and collaborative communication allows us to effectively serve our customers with confidence in times of crisis.

“Owens & Minor has kept us prepared for where the market is going. Product scarcity has consistently changed, while time and time again they've helped us see where issues would arise. You hear about hospitals across the country and the world not having enough supplies or having to unsafely conserve. We have not had those supply chain issues thanks to preparedness, proactive ordering and planning, and a large part of our success is related to Owens & Minor.”

—Prisma Health

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EMERGENCY RESPONSE APPROACH

Our disaster preparedness efforts are grounded in a three-phase approach that allows for rapid, effective response for all emergency health events, with or without any forewarning.

PRE-PLANNING: ESTABLISH ACTION PLANS

RESPONSE & DELIVERY: PREVENT SERVICE DISRUPTIONS

FOLLOW-UP: REFINE PROCESSES AS NEEDED

-  Predetermine situation-specific orders and emergency product storage with customers that can be activated in the event of an emergency
-  Maintain emergency action plans at each Owens & Minor distribution center (DC) to protect our teammates and assets in the event of an unplanned event
-  Maintain business continuity plans for each DC and customer so that service can continue when primary processes are impacted during an emergency
-  Establish a contact roster between individual facilities and Owens & Minor in the event of an emergency
-  Establish resource list and contingencies for generator power, water, fuel, emergency modes of transportation, and other emergency supply companies
-  Maintain close connection with local, state, and federal agencies to ensure we have re-entry protocols in place

-  Assess event and rapidly activate resources to implement established action plans
-  Ensure DC remains operational despite adverse travel conditions
-  Enact product allocation protocols to preserve supplies as long as possible
-  Communicate with customers to evaluate their inventory needs to sustain patient care
-  Sanction Owens & Minor Command Center to communicate with suppliers, DCs, industry associations and government agencies
-  Adjust plans continuously as situation evolves

-  Perform diligent "after action" reviews to assess response during most recent event and identify successes and opportunities to improve
-  Adjust future emergency action plans with customer to reflect any necessary improvements or alterations
-  Revisit and refine emergency protocols through continuous learnings from comparable facilities and response mechanisms
-  Update emergency action plans as needed at each Owens & Minor DC

Emergency Readiness to Support Continuous Care

During the COVID-19 pandemic, we enacted product allocation protocols designed to maintain supplies for as long as possible. Every Owens & Minor facility has a backup plan to preserve service continuity for its customers, allowing us to efficiently reroute orders and shipments through the most appropriate facility to always support continuous care throughout your healthcare system. In addition, in the event of quarantining or the need for increased social distancing, our infrastructure and safety protocols enable us to keep our operations open and functioning at all times during a pandemic while continuing to serve your facilities' product needs.

Contact us to learn more at omlearnmore@owens-minor.com or call **1-866-935-0798**.

When a disaster strikes, you want to know you have preparedness plans in place that you can quickly activate. We've helped numerous providers pre-plan for an emergency or pandemic. Let us do the same for you. Email omlearnmore@owens-minor.com or call 1-866-935-0798.



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