



# MSC and Emergency Preparedness

MSC Industrial Supply Co. recognizes the need to be prepared to minimize the impact to both MSC and its customers/suppliers in the event of a disaster. In order to fulfill this need, MSC has developed recovery procedures that ensure continuous business operations of critical functions in the event of a disruption of business.

MSC hosts its own Disaster Recovery site where our data is replicated in real time. By hosting our own site, we are capable of bringing systems and websites back up quicker than traditional outsourced disaster recovery services. Our plan is tested on a quarterly basis, and all the results are documented and recorded.

MSC also maintains a comprehensive Crisis Management Plan (CMP) with assigned teams responsible for responding to emergency situations. MSC's approach to crisis management includes the creation of crisis management teams and plans that ensure direction and coordination during an operational disruption, and includes incident identification, evaluation, escalation, declaration, plan activation and deactivation. MSC utilizes a multi-team approach and has created the following crisis management team structure:

- **Corporate Crisis Management Team (“Corporate CMT”):** The Corporate CMT team is the overall MSC crisis management team, and consists primarily of senior executives. The team is responsible for overall management of a crisis, along with the coordination and facilitation of activities aimed at managing the crisis.
- **Incident Support and Escalation Team (“ISET”):** The ISET team provides guidance and support to the CFC Crisis Management Team. They make the determination whether or not an incident should be escalated as a crisis to the Corporate CMT.
- **Branch Crisis Management Team (“Branch CMT”):** The Branch CMT teams are site-specific crisis management teams who are responsible for managing problems and issues occurring at their respective sites.

In addition, individual locations have individual Crisis Management and Emergency Action Plans. In the event of a catastrophe in a region where a MSC distribution center or call center is located, telephones and order processing can be rerouted to another distribution center/call center that is not affected by the catastrophe providing telephone service is available. Assuming telephone lines are open, all calls will still be answered and responded to as quickly as possible. In some situations, shipments may be delayed. Notices would be posted on the MSC website to alert customers to any major closures (i.e., Hurricane Katrina). National Account customers requiring special attention to service their locations, especially those located in the affected area, should utilize their emergency contact procedure to coordinate their needs.

Emergency response orders due to natural disasters or threat of war, which are sent to MSC during normal business hours, will be shipped 24 hours a day, seven days a week, and delivered either the same day or the following day as specified. Customer may incur a separate shipping charge for this service. To meet the emergency demand requirements, MSC will maintain a designated point of contact that is available 24 hours a day seven days a week.

If the emergency order involves truckload quantities, and the carriers are not able to respond the day the order is received, MSC will contact the person designated on the order for further instructions.

Emergency orders may be shipped using manually prepared shipping documents. However, acknowledgement of the orders and other required information will be electronically transmitted back to the customer.



MSC knows it is never too soon be prepared, and as a leader in safety, we have developed our [Emergency Preparedness Catalog](#) and [web page](#). We will take the worry out of the storm – from generators to flashlights, tarps to batteries, wet/dry vacuums to pumps and first aid kits to water, MSC has everything you'll need to prepare for any emergency. MSC can provide you with free consultative services in order to help prepare for natural disasters in order to minimize the damage during the storm as well as to aid in the recovery after the event.

In post-disaster situations, MSC will designate specific Company contacts that will be able to arrange the shipment of trailers (working with our Logistics Team) loaded with supplies into disaster-stricken areas. The timeline for this type of response will be determined by local authorities. MSC can also provide water and other basic necessities as part of our response. The nature of MSC's logistics program (Customer Fulfillment Centers located in four distinct geographic areas) will support your organization to maintain operational and functional capacity during emergency situations.

Your source for emergency preparedness – let [www.mscdirect.com](http://www.mscdirect.com) plan and keep you informed for an emergency. From helpful emergency links (EPA, FEMA, HOMELAND SECURITY, CDC, NERT, WEATHER CHANNEL AND RED CROSS) to a huge selection of emergency products, MSC can help you prepare for any situation.