



Hilti Disaster Recovery Plan

July 09, 2020

Hilti, Inc.
5400 South 122nd East Avenue
Tulsa, OK 74146
800-879-8000
www.hilti.com



Hilti Disaster Recovery Plan

Requirement - Disaster Recovery: Contractor shall provide an emergency preparedness plan to aid States during an emergency or disaster recovery with specifics as to response time, supplies availability and other goods and services that is offered.

Outline of how Hilti would meet the needs of States during the following disasters, but not limited to:

1. Earthquakes
2. Hazardous Waste Spills
3. Hurricanes
4. Tsunamis
5. Floods
6. Tornados
7. Human Diseases
8. Chemical Spills
9. Terrorist Attack
10. Volcano Eruption
11. Blizzards/Snow Storms
12. Mudslides
 - a.) Disasters 1-12 - Hilti, Inc. is the U.S. distributor of Hilti brand products and ships through 9 strategically located Distribution Centers (DC) and 71 Hilti Stores (HS) located in larger metropolitan areas.
 - b.) Hilti tools and products are approved on the FEMA US&R Cache list, used by first responders, search, and rescue personnel as they react to the aftermath of hurricanes, tornadoes, and earth quakes. Examples of the tools used are: combination hammers, breaking hammers, core drills, reciprocating saws, gas saws and various cordless tools. Hilti tools and accessories begins in the "Rescue" section, page 69. The list, "Revised 2017 FEMA Approved Equipment Cache List" can be downloaded from the FEMA Response Systems website (*Response System*) Logistic Page (US&R Logistics Page) at the following link:
<http://www.responsesystem.org/SiteAssets/logistics/Revised%202015%20FEMA%20Approved%20Equipment%20Cache%20List%20%2801-14-2016%29.xlsx>
 - c.) Statement of Work (SOW) from FEMA- *Sponsoring Agencies are authorized to use US&R Readiness Cooperative Agreement funds to procure items from the most current approved equipment cache list at the time of purchase, in accordance with Cooperative Agreement provisions, terms and conditions, and the approved task force spend plan.*
 - d.) Contact Hilti for product orders Monday through Friday 6am to 7pm (CST)
Via P: 800-950-6119 or 800-879-8000 or F: 800-950-6610 or 800-879-7000 Email:
government@hilti.com or us-sales@hilti.com
24 hour Emergency number: 918-872-3324

In extreme emergencies Hilti has in the past placed a trailer(s) at or near the area of impact to be able to supply responders the tools they need quickly. The decision to place a trailer in the vicinity is solely Hilti's and depends on the severity/size of the crisis and the location of Hilti distribution points to the site.

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Hilti emergency preparedness plan

How to recover (stay or become up and running during an emergency)

Objectives: Business Continuity Plan

Ensuring effective protection of company property (buildings, equipment, stock)
Minimizing duration and impact of any business interruption.

Examples but not limited to:

1. **Earthquake** – All customer facing functions, telephones, online operations, and orders are electronically transferred to Hilti’s operational business units.
2. **Hurricane** - All customer facing functions, telephones, online operations, and orders are electronically transferred to Hilti’s operational business units.
3. **Flooding** - Important equipment (computer systems, telephone centers, electrical distribution points and items such as documents are installed or archived above the expected flood levels.
4. **Tornado** - All critical operation necessary to service customers transfer to other Hilti’s operational business units.
5. **Cyber** - Hilt’s IT operates a cloud service allowing 24/7 access by authorized personnel. All personal data we collect is protected against unauthorized access utilizing most recent security technologies. This information will be available only to Hilti personnel on an as-needed basis. We do not sell, trade, or rent your personal information to others.
6. **Snowstorms** - Hilti employees telecommute from home allowing continued support for our customers. If utilities are unavailable Hilti’s phone, computer, order processing, and shipping functions will be electronically access/transferred to Hilti’s operational business units.
7. **Fires** - Buildings should be made of non-flammable materials and be maintained properly. Automatic fire sensors / alarms: Buildings and operations that are not continuously monitored by employees should be equipped with automatic fire sensors / alarms to alert the fire department.
8. **Diseases (CDC outbreaks)** – All Hilti personnel and facilities will follow CDC health guidelines for quarantine, social distancing, and utilizing all tools to assist essential customers with required protocol in tool hygiene, jobsite distancing, and overall safety for workers following CDC guidelines. Unaffected locations will follow local health department guidelines.
9. **Terrorist** - All operational business units will be contacted, a situational assessment conducted, an action plan executed that best meets the immediate needs.

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IMPORTANT INFORMATION

CONTINUED SUPPORT

At Hilti, no matter the situation, our number one priority remains the safety and well-being of our team members and customers.

CONTACT US



Account Manager
Available over the phone or via email to keep your safety and well-being a priority.



Customer Service
Contact **1-800-879-8000** for inquiries, orders or to arrange for a repair tool pickup.



Hilti Mobile App
Product information, stock availability, place and track orders, and more.



Hilti Online
Visit www.hilti.com to place orders, get product information, and arrange tool repairs.



Hilti Stores
Stores remain open but will only be processing orders that have been placed in advance. To place an order, call **1-800-879-8000**.

TOOL SERVICES



Hilti Fleet Management and Tools on Demand
Hilti Fleet Management and Tools on Demand helps keep your tool crib loaded and provides added flexibility by ensuring you have the right tools for any job—no matter the duration. Learn more by calling **1-800-879-8000**.



Reconditioned Tools
Take advantage of our thoroughly inspected and refurbished selection of reconditioned tools, backed by the same 20-2-1 warranty as all new Hilti tools. Order now by calling **1-800-879-8000**.

ADDITIONAL SERVICES



Delivery Services
Our delivery services will go on as usual: Standard Delivery, Hilti Online Delivery, Repair pickup and return delivery.



Tool Service Repair
For the most efficient and reliable way to process your repairs, call Customer Service **1-800-879-8000**, 6:00 a.m. – 6:00 p.m. CDT, Monday – Friday or anytime digitally on www.hilti.com and through the Hilti Connect app.

SAFETY MEASURES



We have adopted strict adherence to safety and health standards and regulations issued by WHO and local health authorities.



Proper disinfecting and sanitization of surface areas and objects.



20 SEC

Strict hygiene measures with regular hand-washing and use of hand sanitizers.

800-1400

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