**Business Continuity Management - Supplier Questionnaire**

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| **Supplier Name:**  | **Supplier contact:**  |

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| * 1. Policy and scope
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| Does your organisation have a documented policy for Business Continuity and Disaster Recovery (BC/DR) in place that has been?* approved by management
* communicated to appropriate stakeholders
* budgeted for
* tested
* assigned an owner, to maintain and review the policy on an annual basis?

Please provide a copy of this policy if your compliance processes allow: |  |
| Have you set an agreed scope of your business-critical operation(s) that is covered by business continuity planning? |  |
| What is your own BC/DR plan in the event that your company business operations cannot operate even partially?(Would you be prepared to provide a copy if requested to do so?) |  |

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| * 1. Roles and responsibilities
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| Is responsibility for Business Continuity Management (BCM) and/or Disaster Recovery (DR) clearly delegated to a team or an individual, with clearly-defined and documented roles & responsibilities?  |  |
| If No, do you have a person/people with Business Continuity BC/DR written into their job description?  |  |
| Have those who have BC/DR responsibilities received familiarisation training? |  |
| Have others been trained to provide cover if needed? |  |
| Is regular refresher training provided (e.g. every year)? |  |

| * 1. Business process
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| Do you maintain an up-to-date inventory of business-critical services and processes required to fulfil your contractual obligations to customers?  |  |
| Have you undertaken a full risk assessment of your service capability?*Consider your suppliers too.** Identification of primary threats (loss of reputation, revenues, customers, trading licence; incursion of penalties, fines) etc.
* Determination of those most likely to occur, and with the greatest impact
* Risk mitigation to reduce or eliminate threats where possible
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| Have you undertaken a Business Impact Analysis (BIA)? Does it: * Establish and rank business process criticality?
* Include your key suppliers?
* Itemise resources (systems, premises, equipment, skills, supplies) required to reinstate each critical service and process?
* Set minimum requirement to carry on business operations?
* Fully document individual recover processes?

*(Would you be prepared to provide a copy if requested to do so?* |  |
| Have you identified any points of failure in your service delivery that may affect provision of a service to customers? (Please provide details)  |  |

| * 1. Plans and testing
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| What measures do you have in place to secure your systems infrastructure and ensure appropriate back-up and systems continuity? |  |
| Do you have specific plans to support each type of IT failure?  |  |
| Have you identified key or critical individuals or personnel who are critical to the performance of your operation and identified appropriate contingency or succession plans in the event of their non-availability? |  |
| What are the timescales for invocation of your DR plans?  |  |
| Are you confident that you could still provide us with a service if you had to invoke your DR plan?  |  |
| How would the DR plan impact on service levels, even for a limited period? What has been planned to mitigate the effect on these?  |  |
| Are your BC/DR plans tested regularly? When was the last test conducted, and what were the results?   |  |
| Who is responsible for ensuring the plan remains up to date? Are changes in the business continually reflected in the plan (personnel, processes, resource requirements, etc.)? |  |

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| * 1. Incident management
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| Have you established roles and responsibilities for an Incident Management Team and triggers for when they will meet?  |  |
| Please provide your primary point of contact for contact in the event of disruption, in and out of hours. |  |
| How do you plan to escalate a major incident and advise your customers and key personnel of a service disruption, during any 24/7 period?  |  |
| Do you have a virtual or physical command centre where management can meet, organize, and conduct emergency operations in a secure setting?  |  |
| How will you look to manage media during an incident?  |  |

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| * 1. Supply chain management
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| Do you have any critical suppliers of goods and services in order for your company to provide a service to customers?  |  |
| Do you know if they have any BC/DR plans?If Yes, have you audited their plans?  |   |
| Are your contingency arrangements with suppliers formally binding and supported with contracts? |  |
| Are you confident that if these suppliers needed to invoke their contingency plans, they could still provide your company with an appropriate level of service?  |  |
| If not, what are your company’s specific contingency plans for failure of a critical supplier?  |  |
| Has your organisation or supply chain in any way been affected by the current Coronavirus outbreak? Have you been required to take measures to mitigate this situation? If so, please detail this here.  |  |

| * 1. Audit and review
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| Has a third party evaluated your BC/DR programme within the last 12 months?  |  |
| Is there annual management review of the BC programme for adequacy of resources (people, technology, facilities and funding?)  |  |