

BCP Questions to ask your vendors:

- Do you identify and mitigate risks or threats to business operations from specific events such as warnings of heavy weather or localized flooding, power outages, work stoppages, large community events, etc.? How frequently do you revisit?
- Have you identified the critical activities and resources (internal and external) required to maintain and resume the production of your products by way of a Business Impact Analysis?
- Have you consulted your suppliers, service and utilities providers during the preparation of plans, and regularly confirmed that they will be able to continue service to you, even in the event of their having an incident?
- What pre-defined strategies do you have in place, with regard to the products and services we receive from you, for responding to the loss of critical resources including workplace, work force, your own third-party vendors, and your application systems?
- What are the defined recovery timelines for each of the products and services that we receive from you?
- If your product or service is limited due to a disruption, how will customers be prioritized?
- Do you have a documented strategy for exercising your Business Continuity Plan?
- Have you conducted an exercise in the past 12 months that included actual recovery of all of the application systems that are needed to resume provisioning of the products and services that we receive from you? If so, can you provide information on your exercising program and evidence of your most recent exercises?

- How have you used exercise results to improve and update your Business Continuity Plan?
- Are you registered (certified) to any business continuity standard for the full range of products, service and works you provide?
- Have you engaged with local emergency responders to develop plans for helping your organization and your community during an emergency?
- How frequently do you update your business continuity documentation including your incident management process, notification procedures, recovery strategy/procedures and the estimated recovery time for your products, services and works?
- Do you have staff assigned to maintain your business continuity management program with clearly defined and documented roles & responsibilities?
- Are your senior management & operational management teams trained in business continuity and management incidents?
- How do you ensure your staff are aware of the business continuity procedures and their roles and responsibilities within them?
- Do you have a proven and effective IT Continuity plan (Disaster Recovery Plan)? Please provide evidence.
- Is all critical data backed up and readily available offsite?
- Are copies of all vital documents and records readily available offsite?
- Do you have a method to communicate with your key staff/stakeholders during a service disruption, during any given period?

- How do you plan to communicate with customers during a disruption?

- Do you have the capability to manage public relations situations affecting your reputation and/or your ability to operate?