

## **QUESTIONS FOR NEW SUPPLIERS**

The following set of questions could be used as the basis for preparing a briefing note for buyers. It is envisaged that a buyer, when considering a new supplier, should ask the following questions to satisfy themselves that they fully understand the supplier's approach to ensuring continuity of supply.

The following questions may be asked of a potential supplier or included within any formal tender documents.

1. What is your approach to Risk Management?
2. Do you have a formal Business Continuity Management programme? If so, please outline the process and describe any actions undertaken within the past 12 months and the outcomes of such actions.
3. What documents are available to support your answers above? Are these available for our review (we appreciate that such a review may be subject to some form of confidentiality agreement)?
4. Within the last 3 years have there been any occasions when your business operation has been disrupted? If so, what were the circumstances? What was the effect upon your customers?
5. Do you have a strategy for ensuring continuity of supply from your critical suppliers? If so, please outline your strategy.
6. Who is responsible for Business Continuity within your organisation?
7. Please describe your strategy for ensuring that the described services are delivered in the event of a disruption affecting your business.
8. In the event of a disruption, who would be the person responsible for managing your company's response?
9. In the event of a disruption, what would be the trigger point for you to contact our company? How would you keep us updated?

## **QUESTIONS FOR EXISTING SUPPLIERS**

The following items could be considered for incorporation into regular service review meetings with existing suppliers.

1. Service disruptions - Have there been any examples of disruptions to normal or expected service levels since the last review meeting?
2. Planned changes - Is the supplier planning any changes to its normal operating methods that may increase the risk of a disruption to normal or expected service levels?
3. Personnel changes - Have there been any changes to any of the personnel involved in Risk Management, Business Continuity, Crisis Management or Emergency Response?
4. Business Continuity Capability - Briefly describe (or re-state) the supplier's current business continuity capability and any planned upgrades or changes. In particular, confirm the timescales for recovery of those services that are considered most critical.
5. Testing - What testing of the supplier's business continuity capability has been undertaken since the last service review meeting? What testing of the supplier's business continuity capability is planned to take place prior to the next service review meeting?