



# Securing Continuity from Contractors

## What would your business do?

- If a supplier failed to deliver?
- If a contractor went out of business?
- If a contractor could not meet your demands on time?
- Do you know where your business is on the contractors priority list?

## Can you function without contractors?

- Do you hold stocks of equipment and don't rely on regular deliveries?
- Are there third parties involved in your business and do you know their continuity plans?
- Do you regularly back up computer data and maintain electrical equipment?
- Do you have a flexible workforce you can call upon whenever you need them?
- You have facilities that you can relocate to quickly and easily?

Most people could not answer yes to all the above and would rely upon a contractor somewhere within their organisation.

Without questioning contractors continuity plans, that makes you vulnerable



# What is Business Continuity?

A process which manages risk, and ensure minimum disruption to your business in the event of a major incident.

Things to consider for good business continuity:

- **The impact on your contractors and the supply chain within your planning.**
- **Having a useable Continuity Plan will help your business return to normal as quickly as possible if you are faced with a major disruption**

See questions below.

## Questions to ask new contractors/suppliers

It is advised that a customer should ask a variety of questions when developing contracts so they fully understand the contractor's approach to ensuring continuity of supply.

The following questions may be asked of a potential contractor 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 outcomes of such actions.
3. What documents are available to support your answer 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 customers?
5. Do you have a strategy for ensuring continuity of supply from your critical contractors?
6. Who is responsible for Business Continuity within your organisation?
7. Please outline your strategy for ensuring that the described services are delivered in the event of a disruption affecting your business.

8. Do you have a system for prioritising customer demands?
9. In the event of a disruption, who would be the person responsible for managing your company's response?
10. In the event of a disruption, what would be the trigger point for you to contact our organisation? How would you keep us updated?

## Questions to ask existing contractors/suppliers

The following items could be considered for incorporation into regular service review meeting with existing contractors.

1. **Service disruptions** – Have there been any disruptions to normal or expected service levels since the last review meeting?
2. **Planned changes** – Are you (the supplier) planning any changes to normal operating methods, that may increase the risk of 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 suppliers 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 your (the suppliers) business continuity capability has been undertaken since the last service review meeting? What testing of your business continuity capability is planned to take place prior to the next service review meeting?

# Where can contractors find further information?

Business Continuity Institute - [www.thebci.org](http://www.thebci.org)

Business Link - York & North Yorkshire - [www.here4business.co.uk](http://www.here4business.co.uk)

UK Resilience - [www.ukresilience.info](http://www.ukresilience.info)

The Emergency Planning Society - [www.the-eps.org](http://www.the-eps.org)

The Institute of Risk Management - [www.theirm.org](http://www.theirm.org)

Security Service – [www.mi5.gov.uk](http://www.mi5.gov.uk)

Global Continuity - [www.globalcontinuity.com](http://www.globalcontinuity.com)

Environment Agency - [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

North Yorkshire Local Resilience Forum – [www.nysp.org.uk](http://www.nysp.org.uk)

North Yorkshire County Council – [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

## North Yorkshire Emergency Planning Unit

For more information contact North Yorkshire County Council Emergency Planning Unit

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Northallerton  
DL7 8AD

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web: [www.northyorks.gov.uk/emergencyplanning](http://www.northyorks.gov.uk/emergencyplanning)

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