

# How resilient are your suppliers?

All businesses rely on suppliers and other organisations to keep functioning. If one of your suppliers was affected by an emergency and couldn't deliver to you, would it cause your business a major problem?

If the answer is yes, check whether your supplier has a business continuity plan. If they have, ask them some of these questions. If they haven't, think about whether it is a risk you are willing to accept.

- Who is responsible for business continuity in your organisation?
- Do you have a formal business continuity plan?
- Can I see it?
- Is the business continuity plan regularly tested and updated?
- Do you train your staff on the plan?
- Has your business been interrupted in the last three years?
- What was the effect on your customers?
- Will you tell us of a disruption to your service? How?
- Is it your plan to still supply me if you suffer a business disruption?
- Will there be any reduction in service?
- Will you prioritise me over your other customers?
- Is this the best number to call you on in an emergency?

