

The slide features a dark blue header with a yellow underline. Below the header, the text 'STEP 4: ASSURE CONTINUITY OF SUPPLIES' is displayed in a bold, dark blue font. A progress bar below the title shows four steps, with the number '4' highlighted in white on a dark blue background. To the right of the progress bar, the text 'Have A Plan' is written in a smaller, italicized font. The main content area is white and contains a central grey rounded rectangle with a cloud background and the text 'Are You Prepared?' in white. A vertical red bar is on the left side of the slide.

Let's take a closer look at what can be done to assure the continuity of supplies you need to run your business and sell your product or service. What do you do if your principal supplier can't get to you? Or is shut down?

# Vendor Assessment

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*Have A Plan*

- Assess vendor's ability to continue service
- Work with critical vendors



The main objective of a vendor assessment is to determine your vendors' ability to continue service despite any sort of interruption in normal operations. This could include the vendors' ability to respond during an interruption to your organization or within its own organization. Completing the assessment for each of your critical vendors helps you understand the level of risk that each poses and assists in developing alternatives in the event of an interruption.

Even if you don't face a disaster or disruption in the near future, this could be a useful exercise anyway. Its always good to test assumptions about vendors, understand new entrants in the market, and stay aware of pricing and quality.

# Critical Vendor Assessment

1 2 3 4

Have A Plan

A critical vendor:

- Has access to critical company data
- Performs critical functions
- Has access to sensitive customer information
- Impacts revenues or expenses

**PREPARE MY BUSINESS** VENDOR ASSESSMENT

The main objective of a vendor assessment is to determine your vendor's ability to continue service through any sort of interruption or normal operations. This tool includes the ability to respond during an interruption to your organization or within its own organization. It is important to complete this assessment for each of your critical vendors so you can understand the level of risk the each poses and plan for alternatives in the event of a necessity.

**Step 1: Determine who is a Critical Vendor**  
Complete the vendor contact information. Then answer each of the questions below to determine the level of ability to your organization. A "Yes" to any of the statements below would classify the vendor as critical. There may still be vendors who don't meet one of the criteria below, but could still be a critical vendor. If this is the case, put the reasons under "Special Circumstances."

Vendor Name	
Vendor Business	
Contact Name	
Contact Email	
Contact Phone	
City	State Zip

Question	Yes	No
Has access to critical company data		
Performs one or more critical business functions		
Has access to sensitive or internal customer data		
The direct impact on revenues or expenses		

**Critical Vendor? (Y/N)**

**Special Circumstances:** (If there is any special situation where this vendor may be critical to your company.)

**Critical Vendor? (Y/N)**

Complete the vendor contact information. Then answer each of the questions to determine the level of vitality to your organization. A "Yes" to any of these statements would classify a vendor as critical. There may also be vendors who don't meet one of the criteria below, but could still be a critical vendor. If this is the case, put the reasons under "Special Circumstances."

# Critical Vendor Assessment

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Have A Plan

## Identify level of risk vendor poses

- Look at Attributes, Impact & Acceptability

**PREPARE MY BUSINESS**

### VENDOR ASSESSMENT

**Step 2: Determine the Level of Risk this Vendor Poses to your Organization**  
Use the chart below to determine the level of acceptability and impact for your vendors in key areas on business preparedness. This should help you determine your level of risk for each critical vendor. Determine the level of "acceptability" for each statement in the second column—how acceptable is the vendor's functionality for the "attribute" in question? You should also determine the impact of this function—how important is this attribute in the vendor's ability to meet your needs as a customer; should that vendor experience an interruption?

Areas with Low Acceptability and High Impact pose the greatest risk while areas with Low impact and High Acceptability pose the lowest risk.

Attribute	Impact & Acceptability	Notes
Example: Has 24 hr customer support	Acceptability <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low Impact <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	Vendor promises 24 hr support by phone, low level of risk in this area.
Insurance coverage is	Acceptability	

Step 2 can help you find the level of acceptability and impact of your vendors in key areas to your business preparedness. You can determine your level of risk for each critical vendor. Decide the level of "acceptability" for each statement in the second column—how acceptable is the vendor's functionality for the "attribute" in question? You should also establish the impact of this function—how important is this attribute in the vendor's ability to meet your needs as a customer; should that vendor experience an interruption?

DO NOT assume you know if the vendor will be able to perform in the event of a disaster or disruption. Ask them to explain how they will meet your needs if there is an event. Flag any concerns you may have, and keep a brief record of your conversation (or better yet, get it in an email!)

List this action as a key step in your Vendor Action Plan.

Areas with Low Acceptability and High Impact pose the greatest risk while areas with Low impact and High Acceptability pose the lowest risk.

# Unique Supplies

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Have A Plan

Use this form to identify unique or time-sensitive supplies that may be impacted by a crisis

**PREPARE MY BUSINESS**

### UNIQUE SUPPLIES

Chances are, you use some supplies on a daily basis that don't fit into the category of "general" office supplies. These unique items must be re-ordered in a timely fashion during the recovery process. This could be anything from special forms used for customer orders, to special toner required for a printer, to chemicals required in a manufacturing process.

Please list any of these unique items – do not include basic office supplies such as paper and pens, office furniture, or computers in this section.

Item #	Qty.	Description	Vendor	Contact #	Warranty (Y/N)	Acct. # (if applicable)	Cost
Example	2	MICR Toner – for check printing	HP	855-5555	N	103-445	\$400
Example	50	Employee ID badges	Secure ID	555-5556	N	103763	\$600

Some supplies, used on a daily basis, don't fit into the category of "general" office supplies. These unique items must be re-ordered in a timely fashion during the recovery process. This could be anything from special forms used for customer orders, to special toner required for a printer, to chemicals required in a manufacturing process.

Make note in your action plan when to order more if a disaster or disruption is expected (for example, a storm prediction).

# Supply Continuity

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*Have A Plan*

Now that you know how to assess vendor impact and to assure the continuity of supplies for your business, download the worksheets and complete them:

- Vendor Assessment
- Unique Supplies