HOW TO REVIEW A VENDOR'S

PANDEMIC PLAN

A pandemic plan is an active document which

What Is a Pandemic Plan?

lists the strategies, procedures, preventative measures as well as any corresponding implementation guidelines an organization will take should a global health crisis occur. When it comes to your vendors, this serves as

a roadmap which communicates how they plan to continue business services under the constrict of a pandemic scenario.



WHY A VENDOR'S PANDEMIC **PLAN IS IMPORTANT** The absence of necessary infrastructure and planning for critical situations, such as an influenza

outbreak, can lead to a cascade of failures, resulting in a breakdown of processes and an interruption of supplies and services. Knowing your vendors (especially your high-risk and critical vendors) have a pandemic plan is an important puzzle piece within your own pandemic planning and crucial for protecting your employees, customers and overall business operations.

Unprepared Vendors. This could lead to the **Data Loss.** Unprepared (or unprotected)

protects you against several hazards, including:

Knowing your vendors have a pandemic plan in place

order to resume uptime, which can put you in a compromised position if you're relying on them for your own operations to resume. **Operational Delays.** This could mean your organization's operations are interfered with

vendor flying by the seat of their pants in

- for longer than anticipated or longer than the downtime allotted for in your own business continuity, disaster recovery and pandemic plans.
- recover, some of your organization and customer data. **Reputational Hits.** Your organization's

vendors may lose, and not be able to

reputation could be at risk due to the

vendor's failure to implement comprehensive, well-developed plans. Your customers, and even the media, will think it's your organization who isn't prepared! Remember, they can't see behind the scenes.

What should you look for? A strong pandemic plan will include 5 major components:

WHAT TO LOOK FOR IN A PANDEMIC PLAN

Preventative Program(s)

by a pandemic event, including the following:



Communicating and

coordinating with critical service

Why is this needed?

providers and suppliers Educating employees Providing appropriate hygiene

Reduces the likelihood that the vendor's operations will be significantly affected

Documented Strategies

training and tools to employees

Acceleration

Deceleration

Monitoring of potential

outbreaks



intervals described by the Center for Disease Control and Prevention (CDC): Investigation

Recognition

How does this function?

 Initiation Preparation

Provides for scaling the vendor's pandemic efforts so they are consistent with the effects of a particular stage of a pandemic outbreak, such as the 6

- and Procedures What does this look like?
- Provides the vendor the capability to continue its critical operations in the event large numbers of the staff are unavailable for prolonged periods.

Comprehensive Framework of Facilities, Systems





What does this add? Ensures the vendor is performing ongoing review and updates to the pandemic plan so that policies, standards and procedures include up-to-date,

Oversight Programs

relevant information at all times.



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Verify your vendor has a pandemic plan. Determine whether a formal, written plan exists, meets your organization's needs and covers critical components that are needed to ensure operations continue. If the vendor becomes unavailable, will your services operate normally? Determine if the plan includes contingencies or mass absenteeism following disease

control guidelines. How will the vendor continue operations without key personnel? What

happens if a vendor must shut down operations altogether? It's important to understand the

secondary office facility or remote work capabilities. This includes things like assets, equipment, building relocations, remote access strategy, contract third-party office space and more. Ask yourself questions like the following: Can other locations handle the load?

Is their office recovery space within another building?

processes your vendors have in place should the absolute worst-case scenario occur.

Check their relocation plans. Confirm they're acceptable and verify the vendor has a

Do they have established remote

Is the secondary location always ready?



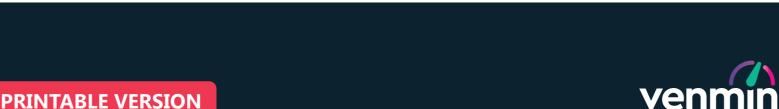
vendors accountable. Pandemic plans help keep business operations sustainable, and more importantly, keep your teams and customers safe.

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your third-party risk management workload.

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