WHAT TO LOOK FOR IN A PANDEMIC PLAN

1. Known Pandemic Plan
   - Verify your vendor has a pandemic plan. Determine whether a formal, written plan exists, and ensure that it includes details on how the vendor will protect your employees, customers, and overall business operations.

2. Enforcement
   - Check their relocation plans. Confirm they’re acceptable and verify the vendor has a secondary office facility or remote work capabilities. This includes things like assets, equipment, building relocations, remote access strategy, contract third-party travel, office space, and more. Ask yourself questions like the following:
     - Can other locations handle the load when the primary location is closed or inaccessible?
     - Is the secondary location always ready?
     - Is there office recovery space within another building?

3. Office Recovery
   - Can other locations handle the load when the primary location is closed or inaccessible?

4. Testing Programs
   - Testing programs are one of the most important aspects of a vendor’s pandemic plan. They are designed to identify potential outbreaks and help prevent the spread of disease. This includes:
     - How does the vendor maintain their testing programs?
     - How often are tests conducted?
     - What measures are taken to ensure the accuracy and reliability of the test results?

5. Communication and Coordination
   - Communication and coordination are critical components of a vendor’s pandemic plan. This includes:
     - How is critical information communicated to employees, customers, and other stakeholders during a pandemic?
     - How does the vendor ensure that all stakeholders are aware of the plan and understand their roles and responsibilities?

WHAT IS A PANDEMIC PLAN?

A pandemic plan is an active document that outlines the strategies, procedures, preventative measures, and controls to protect against and respond to an outbreak of a pandemic. It is an important puzzle piece within an organization’s pandemic planning and critical for ensuring business continuity, disaster recovery, and the downtime allotted in your own organization’s operations are not interfered with.

WHY A VENDOR’S PANDEMIC PLAN IS IMPORTANT

Knowing your vendors have a pandemic plan in place protects you against several hazards, including:

- Unprepared Vendors
  - This could mean your vendor is flying by the seat of their pants in a compromised position if you're relying on them for your own operations to resume.

- Operational Delays
  - If a vendor is unable to provide services due to a pandemic, it can lead to a cascade of failures, resulting in a breakdown of processes and an interruption of supplies and services.

- Data Loss
  - Data loss can be devastating to any organization, and it’s crucial to ensure your vendors have a plan in place to protect their data.

- Reputational Hits
  - Unprepared (or unprotected) vendors may lose, and not be able to recover, some of your organization and customer data.

HOW TO REVIEW A VENDOR’S PANDEMIC PLAN

When it comes to your vendors, this is an essential aspect of your due diligence. It’s critical that both an organization’s and vendor’s pandemic plans are kept as a comprehensive, well-developed plan. This ensures your third-party risk management workload.

- What Is a Pandemic Plan?
  - What does this look like?
  - What does this do?

- Planning Framework
  - How does this function?

- Preventative Measures
  - 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 vendor’s strategies and capabilities to ensure business continuity.

- Contingency Planning
  - How will business services be affected by a pandemic event, including large numbers of the staff are unavailable for prolonged periods?

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- Oversight Programs
  - Oversight programs are designed to ensure the vendor is performing ongoing review and updates to the pandemic plan so that policies, standards, and procedures include up-to-date, relevant information at all times.

- Next Steps
  - What should you look for?

- Download Free Sample Assessments of Vendor Pandemic Plans Today! Can help you reduce your third-party risk management workload.