

Business Continuity: Please detail your approach to Business Continuity that will assure the Authority of continued supply for the duration of the contract.

Typical Response

Depending on the circumstance we have a host of business continuity plans that can be called upon whether its managing staff absences, IT failure, an act of god on our premises or similar. We would be happy to provide you with a breakdown of our plans if we are successful at this stage of tendering.

Tender Victory Response

At **Tender Victory** we have a robust approach to Business Continuity and Risk Management, which is reviewed internally and externally on an annual basis or upon invocation of our Business Continuity Plan. This robust approach is demonstrated by our **[ABC accreditation/certificate]**. We engage the specialist services of **ADT Business Continuity Limited** to ensure our plan remains current and up to date with latest best practice, in addition to facilitating tests upon our plan and approach.

As part of our approach to Business Continuity we ensure that we maintain multiple sources of supply for business critical products and services. This ensures our ability to continue supplying to our customers, should a major unforeseen incident occur to us or within our supply chain. **[If works are being sub-contracted as part of your tender offering, also detail the contingency/alterative arrangements you have for the continuance of sub-contractors responsibilities]**

Daily off-site secure IT back-ups of our servers mean we can access critical information and order details and continue business communications within hours of an IT related incident occurring.

Our Business Continuity plan assesses potential risks and categorises them as follows:

- Probability
- Impact
- Likely scenario
- Functions affected
- Action
- Responsible
- Mitigation, and
- Resources required

Risks identified within our plan include:

- Building Loss
- Transportation
- Delivery parcels missing/unaccounted for
- ICT failures
- Fire/Water Damage
- Power failure
- Availability of Vehicle(s)
- Supply chain and interruption to areas of critical supply

Our Business Continuity Plan also includes contact lists, for notification of a business continuity incident, including a contact list for customer contracts held, so

we can make prompt notification of any incidents which may affect our day to day communications, availability or lead times. In addition to our customer contacts, other contact lists within the plan include Key Staff **[detail department supervisors/managers]**; Key Suppliers **[note suppliers relevant to the subject matter of the contract]**; sub-contractors; and emergency contacts, including ICT, Telephone and Utility companies. Our alternate premises and minimum set up requirements are also detailed.

We ensure that our **[Department Supervisors/Managers]** retain hard copies of the Business Continuity Plan securely, so that in the event of an unforeseen incident, during or out of business hours, they are able to communicate with key contacts (as per the contact lists) and make arrangements for business to continue until the incident is resolved and normal functions are resumed.

The effectiveness of our plan and approach in responding to a pandemic incident has been proven this year **[enter an example of how you have continued fulfilling customer requirements, despite an incident occurring. Examples of continued service delivery during the Covid-19 pandemic could be used]**.

Our approach to Business Continuity and the associated Plan is explained to staff during their induction. Any changes to the plan are communicated to all staff members. All **[management and staff]** are made aware of the areas of the plan that affect their operations and their department and their role following invocation. Their compliance with this policy is mandatory and appropriate training is provided to ensure the plan is effectively adhered to if and when it is invoked.