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*This video highlights some of the ways to prepare for these disruptions, the key point being - talk to your vendors and make the discussion a collaboration, not an after-the-fact negotiation/litigation.*

**Transcript**

*Regardless of the nature of your work, every organization depends on others for support services and products. Unfortunately, in a wide-scale disruption, your supply chain partners may be affected by the same events that affect you.*

*Effective emergency response plans take this possibility into consideration and develop strategies for coping with the loss of telecommunications and Internet access; the disruption of municipal services such as electricity, water, and sanitation pick-up; or delivery and support problems with supply-chain partners.*

*In developing strategies for dealing with these disruptions, start by reviewing your utilities and municipal services. For example, if you were to lose power, could a standalone generator meet your needs – at least temporarily?*

*If Internet service was disrupted, might you be able to piggy–back on a cell phone network or move operations to another location that is less likely to suffer a disruption?*

*If you depend heavily on a vendor for products or services, might you be able to switch to one of their competitors in an emergency?*

*While seeking alternatives is important, also talk to your current partners and ask about their emergency response plans. During contract discussions, ask if they are willing to provide performance guarantees, which are sometimes referred to as Service Level Agreements or SLAs.*

*Consider inviting your supply chain partners to be part of your next emergency plan exercises and review their capabilities in light of different types of disruptions. Ask to be part of their tests and build effective two-way communication protocols. Taking these steps will help both organizations gain a realistic understanding of each other’s capabilities and be better positioned to work together in a crisis.*

*Deciding how you will deal with supply and service chain disruptions will significantly improve your response plan and help insure a quick return to full operations.*