

BUSINESS CONTINUITY PLANNING REQUIREMENTS FOR VENDORS, CONTRACTORS AND SUPPLIERS

A. Definitions:

“*Business Continuity Plan*” means a collection of procedures and information which is developed, compiled and maintained in readiness for use in the event of an emergency or disaster.

“*KP*” means the integrated health care delivery organization doing business as Kaiser Permanente™, which includes Kaiser Foundation Health Plan, Inc. and its subsidiaries, Kaiser Foundation Hospitals and the Permanente Medical Groups.

“*Supplier*” means a vendor, contractor or supplier who is providing goods or services to a Customer.

B. Requirements:

Prior to awarding a contract and/or upon request, Supplier must provide its Business Continuity Plan to KP for review. The Business Continuity Plan must address methods to minimize the impact of an event on the health and safety of KP physicians, employees, and members and to ensure consistent quality performance and service. KP requires Suppliers to maintain and routinely test comprehensive Business Continuity Plans to ensure appropriate and timely recovery of services to KP during times of business interruption. If Suppliers have knowledge of a potential service disruption to KP, Supplier will notify KP within a reasonable time. In addition, contracted suppliers must provide KP a 24/7 emergency contact.

A Business Continuity Plan should be reviewed and updated as required by operational needs but in no case less frequently than once per year. Revisions should address changes to technology, functions, procedures, or personnel that could impact the integrity and viability of the recovery plan. Supplier is responsible for ensuring that its subcontractors and suppliers maintain and test their Business Continuity Plans.

Suppliers determined to be critical to KP’s operations, may be asked to participate in KP’s Business Continuity Plan exercise drills.

Business Continuity Plans must be emailed to bcm@kp.org or mailed to:

Kaiser Permanente
Business Continuity Management
1800 Harrison Street, 18th Floor
Oakland, CA 94612

For additional questions, please email bcm@kp.org.