


Business Resilience Health Check

Assess your business's strength and agility with this quick checklist.

Use this checklist to identify areas of focus and improvement. For each question, place a tick for each one that applies to you and your business.


1. Financial Resilience

- ☐ Do you have a clear cash flow forecast for the next 3, 6, and 12 months?
- ☐ Are you regularly reviewing your financial performance and adjusting budgets accordingly?
- ☐ Have you identified all available financial support (e.g., grants, tax reliefs)?
- ☐ Are you proactively collecting overdue payments from customers?
- ☐ Do you have contingency plans for accessing additional funding if required?
- ☐ Have you reviewed your pricing and payment terms to reflect current market conditions?

 **Tip:** If you didn't tick any of these, prioritise financial reviews and forecasting.


2. Workforce Resilience

- ☐ Do you have contingency plans in place for staff shortages or absences?
- ☐ Are your employees supported with regular health and well-being reviews?
- ☐ Have you provided your team with tools and technology to work effectively?
- ☐ Are managers trained to support employee mental health and well-being?
- ☐ Do you maintain clear communication with employees about expectations and changes?

 **Tip:** A resilient workforce is well-informed, supported, and equipped to adapt.

3. Customer Resilience

- ☐ Do you regularly communicate with your customers to understand their changing needs?
- ☐ Have you adjusted your products or services to meet evolving customer demands?
- ☐ Are you actively engaging with your customers through multiple channels?
- ☐ Have you reviewed your supply chain to ensure reliable service delivery?
- ☐ Are you reaching out to existing customers with updates, offers, and solutions?

 **Tip:** Strong customer relationships can provide stability in uncertain times.

4. Operational Resilience

- ☐ Have you conducted a risk assessment for your key operations?
- ☐ Do you have alternative suppliers or contingency plans for supply chain disruptions?
- ☐ Are you investing in innovation or technology to streamline operations?
- ☐ Have you identified inefficiencies in your processes and acted to address them?
- ☐ Are you prepared for potential changes in market conditions or regulations?



Tip: Regularly revisiting your operational strategy ensures agility and preparedness.

5. Strategic Resilience

- ☐ Do you have a clear vision and plan for navigating the next 12 months?
- ☐ Have you explored opportunities for growth in new markets or offerings?
- ☐ Are you working closely with advisers to address legal, financial, or operational risks?
- ☐ Do you conduct scenario planning to prepare for different economic conditions?
- ☐ Have you aligned your leadership team on goals and priorities?



Tip: Strategic planning ensures you are proactive, not reactive, in navigating uncertainty.

Your Next Steps

- ▶ Count your ticks in each section.
- ▶ Focus on addressing any areas where you didn't place a tick as part of your resilience-building strategy.

If you'd like help identifying or addressing gaps in your business resilience, contact us today for tailored advice and support.



Get in touch to speak with one of our experts and strengthen your business for 2025.

Call us now on: 020 8317 6460

