Business Resilience Assessment

Boost Business Resilience – Know your blind spots

Company X

CONFIDENTIAL REPORT

Produced by BoostBusinessResilience.com

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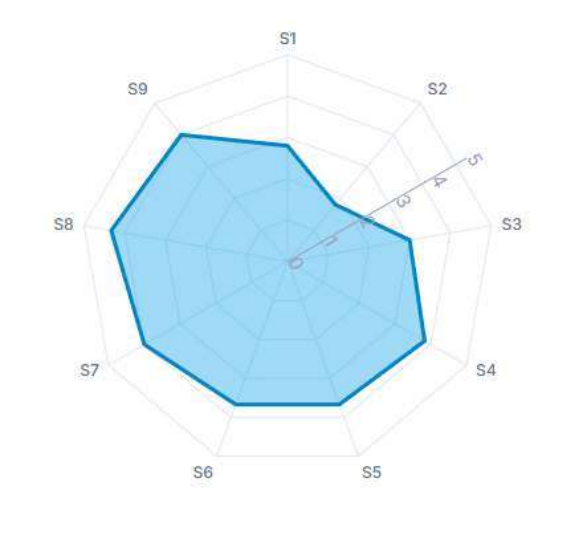
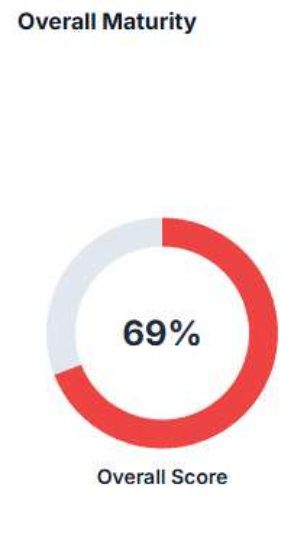
Executive Summary

"The analysis of responses provided indicates an unbalanced resilience profile. Structurally, the business is robust, exhibiting 'Leading' maturity in Risk Management, Innovation, and Customer Communication. However, this is critically undermined by a 'Vulnerable' maturity in Culture and People (Score: 1.80). While the 'hardware' of the business (Risk Registers, Supply Chain Plans, Financial Controls) is strong, the 'software' (People, Wellbeing, Succession) is fragile. The primary risk is that excellent processes will fail during a crisis due to staff burnout, lack of cross-training, and a lack of psychological safety. Immediate focus must shift from process refinement to human capital resilience."





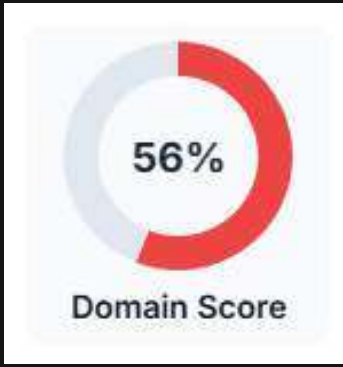
Priority Attention Areas

Section 1: Governance and Leadership	56%
Section 2: Culture, People and Staff Management	36%
Section 3: Business Continuity and Crisis Management	60%

Section 1: Governance and Leadership

Score: 2.80 / 5.0

Maturity Level: Developing



Executive Summary

Leadership has successfully defined the strategic framework and risk appetite, but practical application is lagging. The theoretical governance is in place, but the lack of active simulation and systematic learning from past failures suggests a 'paper-based' resilience rather than an operationalized one.

Description:

Governance and leadership sit at the top of your resilience “stack” because they determine whether resilience is a real business priority or just a set of documents on a shelf. This domain looks at how clearly resilience is built into your strategy, how well your risk appetite is defined, and whether resilience shows up in board and management conversations—not just in policies. When leadership sets clear expectations around risk and continuity, it becomes much easier to secure the investment, time and attention needed to strengthen systems, people and processes.

This section also tested whether governance is operational, not just theoretical. It examined whether resilience roles and accountabilities are documented (for example, who owns risk, who owns the business continuity plan, who leads during an incident), whether leaders participate in crisis simulations, and whether lessons from disruptions are captured and acted on. In the assessment, for instance, the business manager stated that there was a clearly defined risk appetite and referenced resilience in its strategic plans, but scored low on leadership participation in crisis exercises and on learning from past incidents—resulting in what was described as “paper-based resilience rather than an operationalised one.” For you as an owner or manager, this domain highlights a simple question: are you truly leading resilience from the front, or relying on good intentions that may not hold when the pressure is on?

Key Strengths

• Clear risk appetite and tolerance levels defined (Score: 5)

• Resilience explicitly referenced in strategic plans (Score: 4)

Key Risks & Weaknesses

• Lack of leadership participation in crisis simulations (Score: 1)

• Failure to systematically capture and track lessons learned (Score: 1)

Recommendations

1. Mandate an annual crisis simulation exercise involving the C-suite.

2. Implement a formal 'Post-Incident Review' process with tracked action items for every disruption