



Tool: Developing a resilience plan

Outcome: You understand the resilience factors, which cover the whole business.

Factors	Indicators	Definitions
Adaptive capacity	Internal resources	What are the key resources and how they are mobilised by the management?
	Staff engagement and involvement	How do the employees understand the link between their own work, resilience and organisation success?
	Innovation and creativity	How is the staff encouraged, rewarded and acknowledged from their innovate and creative ways of working?
	Leadership	What are the continued management and decision making actions for reaching the set objectives according to strategy?
Planning	Planning strategies	What is the strategy and how it is positioned in terms of business environment and stakeholders?
	Participation in exercises	What are the daily tasks for staffs in risk evaluation and preparation for uncertainties?
	Recovery priorities	What are the priorities in resilience planning? If risks occurs, what are the key actions to be taken not to disturb operations?



Tip: Use the model to define or to develop your business resilience plan.

Toolkit 7: Resilience in action

[Toolkit Start](#)
[Table of Contents](#)
