

# Business Resilience

## Health Check

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building  
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## 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.

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#### 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.

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**[www.wake-smith.co.uk](http://www.wake-smith.co.uk)**



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