



PILLAR SIX

Resilience

Resilience helps organisations prepare for disruption, adapt to change, and continue delivering value even in times of uncertainty.



SCENARIO

A power outage hits your city and your systems go offline.

A cyberattack locks some of your data. Or a key team member leaves unexpectedly.

Organisations that are not prepared may lose data, disrupt services, and damage trust.

Resilient organisations plan ahead, respond quickly, and recover stronger.



WHAT IS RESILIENCE?

Resilience is the ability of an organisation to anticipate, withstand, respond to, and recover from disruptions while continuing to deliver critical services and maintain trust.

It includes people, processes, technology, and support and partnerships working together to adapt and bounce back.



QUESTIONS EVERY ORGANISATION SHOULD ASK



What disruptions could impact our organisation?



Are we prepared for these disruptions?



Do our people know their roles during a crisis?



How do we protect and back up our critical data?



Can we continue delivering essential services?



Do we learn and improve after every incident?

HOW TO BUILD RESILIENCE IN YOUR ORGANISATION

1



Identify and Assess Risks

Understand threats and vulnerabilities that could disrupt your organisation.

2



Plan and Prepare

Develop response plans, business continuity plans, and backup strategies.

3



Strengthen People and Culture

Train and empower staff. Build a culture of awareness and accountability.

4



Build Robust Systems

Use reliable technology, secure infrastructure, and strong data protection.

5



Respond and Communicate

Act quickly, communicate clearly, and keep stakeholders informed.

6



Review and Improve

Assess performance, learn from events, and strengthen your resilience.



GOOD PRACTICE CHECKLIST

- ✓ We have a risk assessment and continuity plan.
- ✓ Our critical data is backed up and tested.
- ✓ Our systems are monitored regularly.
- ✓ Our staff are trained and know what to do.
- ✓ We have clear communication plans.
- ✓ We test our plans and improve regularly.



WARNING SIGNS

- ⚠ We have no plan for major disruptions.
- ⚠ Critical data is not backed up.
- ⚠ Staff are unsure what to do in a crisis.
- ⚠ We rely on a single system or supplier.
- ⚠ We do not test our plans.
- ⚠ We ignore lessons from past incidents.

