Retail resilience checklist

Use this checklist to quickly assess your retail business's continuity readiness, uncover resilience gaps, and prioritise the actions and tools you need to stay operational through any disruption.

Operational resilience planning

Question	Supporting Notes	Date	Status	Owner/s	Next Steps
Have you identified your minimum viable company (MVC)?	Your BCM software should offer structured tools and templates to help you define your most critical services and systems, so you can focus on what truly matters during a disruption.				
Do you have tested processes for service continuity?	BCM software should include automated plan testing, version control, and scheduled reviews to keep continuity documents current and actionable.				
Have you mapped your key retail dependencies (e.g., PoS, logistics, payment platforms)?	The right software platform should visually link interdependencies so you can quickly see how an incident in one area impacts others.				
Are continuity plans accessible and understood at all levels?	Ensure the platform supports role-specific access and mobile-friendly playbooks so frontline staff know exactly what to do when disruption hits.				

Multi-site retail risk mitigation

Question	Supporting Notes	Date	Status	Owner/s	Next Steps
Can you manage continuity centrally across multiple locations?	Your BCM software should provide a real-time, centralised view of resilience plans across all sites, with drill-down capabilities for local variations.				
Are plans standardised yet store-specific?	Look for software that has the ability to clone master templates while allowing local customisation to account for unique store layouts, risks, or operations.				
Do site managers have clear local playbooks and responsibilities?	BCM software should support location-specific response workflows that can be deployed instantly when needed.				

Supply chain resilience

Question	Supporting Notes	Date	Status	Owner/s	Next Steps
Do you have visibility into supplier risk and alternatives?	Effective continuity software should capture supplier information, track SLAs, and provide contingency planning features for supplier failure.				
Have you tested plans for logistics or supplier disruption?	Ensure the software enables simulation and impact analysis to evaluate how supplier issues affect your operations.				
Can you track upstream issues and alert key stakeholders?	Real-time alerts, workflows, and routing logic should be built-in to your software to ensure rapid escalation and team mobilisation.				

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Workforce readiness

Question	Supporting Notes	Date	Status	Owner/s	Next Steps
Are staff trained and aware of their continuity roles?	Choose software that lets you assign tasks, manage training records, and automate role-based instructions.				
Do you have emergency communication workflows?	Communication tools should be integrated into the software platform, allowing for fast updates via SMS, email, or app notifications.				
Have you identified essential vs. optional roles in a crisis?	The software should allow tagging of critical personnel and offer visibility into resource gaps during emergencies.				