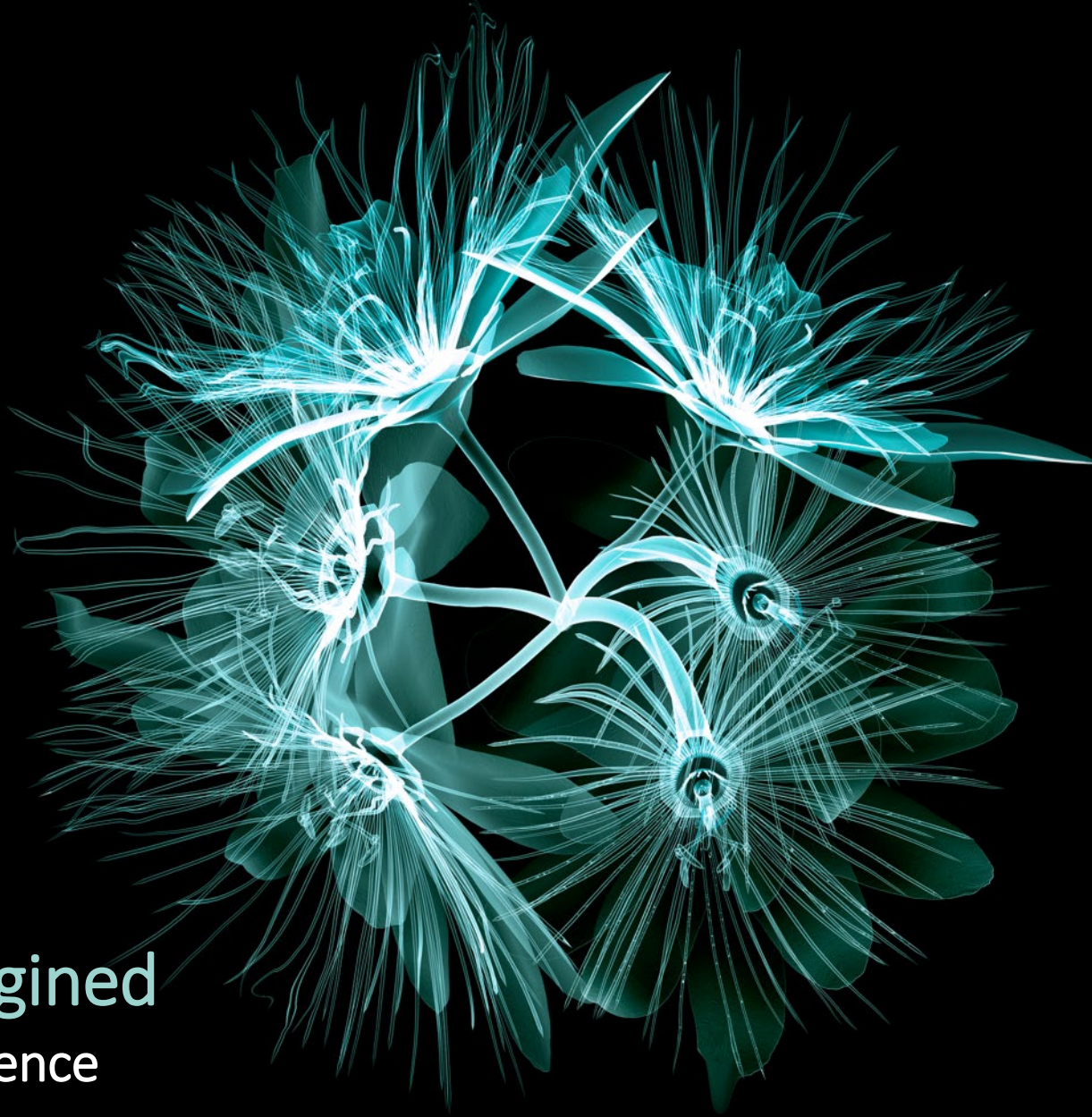


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Resilience Reimagined
Building stronger resilience

Resilience Reimagined

Resilient organisations thrive before, during and after adversity

Introduction – Are you resilient?

COVID-19 has caused significant upheaval and disruption to many organisations. More resilient organisations are able to draw on reserves, pivot quickly and respond positively. They display strong financial, operational and reputational resilience. They possess the right mind-set, strong leadership and a transformative approach to risk. As a result these organisations will have enduring success.

Now is the right time to reimagine resilience for your organisation.

The impact of COVID-19 shows where you have resilience and where there are vulnerabilities; now is the moment to consider what changes you should make to enhance the resilience of your organisation and the new ways of operating.

By specifically addressing the three pillars of resilience – **financial, operational** and **reputational** – you will make your organisation more resilient to future uncertainties.

Establishing resilience indicators for each of these pillars enables you to measure and maintain resilience for the long term, improving transparency and governance over what keeps you resilient.

Resilience by design

Your organisation has the right foundations and 'engineering' to anticipate, withstand and respond to acute shocks and stresses. This includes having plans in place and the 'resourcefulness' to respond to events.

Resilience through change

Resilience by design is enhanced not compromised through change. Your organisation is able to deliver consistently under changing circumstances, adapting its business model to take advantage of the 'new normal'. More resilient organisations don't just respond positively to change – they seek to influence it, take risks and learn from experience.

Resilience in adversity

Your organisation is crisis ready, able to mobilise quickly and flexibly to manage and resolve high impact events and issues. This includes having robust command, control and communication capabilities in place, together with an ability to deploy resources quickly and differently.

Financial resilience

Financial resilience empowers your organisation to withstand events that impact its liquidity, income or assets. These events may include routine or severe but plausible shocks and stresses. They can also include planned strategic changes.

Operational resilience

Operational resilience refers to how your organisation uses its non-financial resources to withstand and absorb the impacts caused by shocks and stresses affecting its demand or supply, its people, technology or facilities.

Reputational resilience

Reputational resilience enables your organisation to be responsive to external perceptions; scrutinising self-limiting behaviours, building brand capital and reserves and maintaining a foundation of trust and dependability.



Service overview

Delivering solutions



Resilience Reimagined supports your organisation's resilience journey, answering a multitude of issues and challenges. We provide access to the extensive capabilities of Deloitte to help you transform and thrive before, during and after adversity, including improved risk identification and mitigation to enhance resilience.

Our approach addresses the tangible outcomes required as well as the cultural mindset and governance necessary. It is designed to improve resourcefulness and adaptability.

Delivering tangible outcomes for your organisation:



Financial resilience

A strong balance sheet and clear contingency funding options for shocks and adverse events



Operational resilience

Sufficient diversity, redundancy and resourcefulness, alongside a proven capability to respond and adapt to adverse events and changes in market conditions



Reputational resilience

Established reputation indicators based on consumer and societal expectations

How we can support you



Defining resilience strategy & vision

Through our Resilience Reimagined labs we help you to reflect on what makes your organisation more or less resilient today. We identify outcomes and help you define priorities. Through this process a shared vision of what needs to be done and why is established.



Building the resilience programme plan

We develop the plans, together with your business leaders, for each resilience initiative addressing how to achieve the outcomes, who will do this and over what timeframe.



Supporting the execution and delivery

- Full programme support
- Subject matter experts for specific resilience initiatives
- Design of resilience indicators
- Support and advice through adverse events.

Contact us

If you would like a discussion on how we might support you in helping you manage resilience, please contact:

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