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- (b) Evaluate the resource coordination and response strategies adopted by the company.
- (c) What lessons can be learned from this case for improving future disaster preparedness and resilience in retail?

8. Write short note- (6×3=18)

- (a) Disaster Management Cycle and its phases.
- (b) Process of conducting risk assessment in retail.
- (c) Role of insurance in disaster risk management in retail.

[This question paper contains 4 printed pages.]

Your Roll No.....

Sr. No. of Question Paper : 7093

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Unique Paper Code : 6323480013

Name of the Paper : Disaster Management in Retail (DSE-6)

Name of the Course : **B.Voc. – Retail Management & IT**

Semester : VII

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. **All** questions carry equal marks.
3. Attempt **five** out of the **seven** questions.

1. Explain the concept of disaster risk assessment in retail environments. Discuss its components and steps with suitable retail examples. (9,9)

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2. Discuss the framework for disaster management in India with reference to the role and guidelines of National Disaster Management Authority. How are these guidelines relevant to the retail sector? (9,9)

3. Case study question- (6×3=18)

A major fire broke out in a retail mall in Mumbai due to an electrical short circuit. Several stores suffered heavy losses due to:

- Lack of fire safety equipment
- Blocked emergency exits
- Poor evacuation planning

Questions:

- (a) Identify the hazards and vulnerabilities in this case.
- (b) Analyze the failure in disaster preparedness.
- (c) Suggest a comprehensive risk minimization and preparedness strategy for such retail establishments.

4. Critically analyze the impact of disasters on retail operations. How can retailers assess and prioritize risks using Business Impact Analysis (BIA)? (18)

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5. What is the importance of coordination mechanisms such as Incident Command System (ICS) and Emergency Operations Center (EOC) in retail disaster management? (18)

6. “Technology and supply chain resilience are the backbone of successful disaster management in retail.” Critically examine this statement with suitable examples. (18)

7. Case study question- (6×3=18)

A large retail chain operating both physical stores and an online platform faced severe disruption during the COVID-19 Pandemic. Physical stores were forced to shut down due to lockdowns, while online demand surged unexpectedly. The company struggled with inventory shortages, delivery delays, and workforce management issues. However, it later adapted by strengthening its digital infrastructure, collaborating with local suppliers, and improving logistics coordination.

Questions:

- (a) Analyze the key challenges faced by the retail chain during the disaster.

P.T.O.