8. Write short note:– (6×3=18)

(a) Risk matrix and risk prioritization in retail.

(b) Role and functions of NDMA.

(c) Role of insurance in disaster risk management in retail.

(100)

[This question paper contains 4 printed pages.]

Your Roll No..............

Sr. No. of Question Paper : 7770 **L**

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. What are the types of hazards specific to retail establishments? How can retailers systematically identify and classify these hazards? (9,9)

2. Explain the Disaster Management Cycle and analyze its application in retail environments. (18)

3. What is the role of employee training and mock drills in disaster preparedness in retail. How do they improve response effectiveness? (9,9)

4. What are the key components of a Business Continuity Plan (BCP) in retail. Explain the role of technology and supply chain management in ensuring continuity? (18)

5. What is resource coordination in retail disaster management. Discuss the process of identifying, allocating, and mobilizing resources during disaster response? (18)

6. What are the key success factors in disaster management in retail with reference to industry best practices? (18)

7. Case study question :– (6×3=18)

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.

(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?