**Business Continuity Plan**

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| **Your resilience** | **Responsibility of** | **By when** |
| **Wellbeing** |  |  |
| Advise team on how to manage their wellbeing and provide them with relevant links and phone numbers. |  |  |
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| **Family first** |  |  |
| Form plan with family for responding to shutdowns and working from home. |  |  |
| Make plan for checking in with family members who need to self-isolate. |  |  |
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| **Personal budget** |  |  |
| Review personal budget. |  |  |
| Update personal budget. |  |  |
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| **Personal asset planning** |  |  |
| Review and update insurances. |  |  |
| Create or review and update Will. |  |  |
| Create or review and update Memorandum of Wishes. |  |  |
| Nominate and record Powers of Attorney. |  |  |
| Safely store important documents and information and ensure these can be found. |  |  |
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| **Supporting your team** | **Responsibility of** | **By when** |
| **Covid-19 Prevention and Response Policy** |  |  |
| Ensure Covid-19 Prevention and Response Policy is created and includes best practice for your team. |  |  |
| Share policy with your team.  |  |  |
| Review and update policy as required. |  |  |
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| **Updating your team and ongoing communication.** |  |  |
| Determine the process for regularly updating your team. |  |  |
| Set up Loom to record short update videos. |  |  |
| Determine the process for the team to ask questions. |  |  |
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| **Continuity of work** |  |  |
| **Changes to roles** |  |  |
| Review current organisational structure. |  |  |
| Identifies roles which may change or be disestablished. |  |  |
| Update organisational structure, roles, key responsibilities and tasks. |  |  |
| **Updating goals and KPIs** |  |  |
| Review goals and KPIs for roles which will continue. |  |  |
| Set new goals and targets to reflect updated responsibilities and the impact the pandemic will have on sales and revenue. |  |  |
| **Working from home** |  |  |
| Determine requirements for team to work from home. |  |  |
| Arrange technology and software for team to work from home. |  |  |
| Develop working from home policy. |  |  |
| **Flexibility of working hours** |  |  |
| Review working hours and determine the working hours available. |  |  |
| Discuss use of leave with team. |  |  |
| Obtain legal and/or HR advice if hours need to be changed or reduced. |  |  |
| Negotiate with team members to reduce their working hours. |  |  |
| Update relevant Employment Agreements and sign off. |  |  |
| **Financial support** |  |  |
| Review government financial support available to assist with leave payments or wage subsidies. |  |  |
| Assist team members to apply for relevant assistance. |  |  |
| **Work-related travel and events** |  |  |
| Review upcoming work events and cancel or postpone all events. |  |  |
| Develop processes for delivering events online. |  |  |
| **Restructuring and potential redundancies** |  |  |
| Review all Employment Agreements. |  |  |
| If restructuring and redundancies are required, contact lawyer and/or HR specialist for advice. |  |  |
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| **Supporting and retaining customers** | **Responsibility of** | **By when** |
| **Covid-19 Prevention and Response Policy** |  |  |
| Ensure Covid-19 Prevention and Response Policy is created and includes steps you’re taking to respond to the impact. |  |  |
| Share relevant parts of the policy with your customers.  |  |  |
| Review and update policy as required, updating customers each time. |  |  |
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| **Changes to your services** |  |  |
| Review current product or service offering and determine changes required. |  |  |
| Review and update processes to reflect changes. |  |  |
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| **Terms of Trade** |  |  |
| Review and update Terms of Trade. |  |  |
| Update Terms of Trade. |  |  |
| Send updated Terms of Trade to customers, highlighting key changes. |  |  |
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| **Offer incentives to retain customers** |  |  |
| Identify incentives to offer to help retain customers. |  |  |
| Share incentives with customers via email and social media. |  |  |
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| **Communicating with key customers** |  |  |
| Send communications to customers to update on changes to products or services or their delivery. |  |  |
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| **Working with suppliers** | **Responsibility of** | **By when** |
| **Payment arrangements** |  |  |
| Review and negotiate payment terms. |  |  |
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| **Purchasing policies** |  |  |
| **Ordering of stock** |  |  |
| Contact supplier to discuss supply chain stability. |  |  |
| Confirm the supplier’s contingency plans if deliveries can’t be made or supplies can’t be obtained. |  |  |
| Determine whether stock needs to be re-ordered now. |  |  |
| Review and adjust minimum re-ordering levels. |  |  |
| **Return of stock** |  |  |
| Review supplier contracts in regard to the return of stock. |  |  |
| Contact supplier to discuss return of stock if necessary. |  |  |
| Determine which stock should be discounted. |  |  |
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| **Contracts** |  |  |
| Review supplier contracts and ask for amendments if required. Seek legal advice. |  |  |
| Review other key contracts with lessors, vehicles and equipment and seek to renegotiate terms if required. Seek legal advice. |  |  |
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| **Your business** | **Responsibility of** | **By when** |
| **Cashflow Forecast and Cashflow Management** |  |  |
| Prepare updated Cashflow Forecast. |  |  |
| **Accounts receivable process** |  |  |
| Review and update accounts receivable process. |  |  |
| Follow up outstanding payments and request payment. |  |  |
| **Accounts payable process** |  |  |
| Review and update accounts payable process. |  |  |
| Contact suppliers to improve payment terms. |  |  |
| **Inventory process** |  |  |
| Conduct stocktake. |  |  |
| Review and update inventory process. |  |  |
| **Debt / capital structure** |  |  |
| Review debt structure and contact bank and other financiers to discuss options. |  |  |
| Review drawings from business and adjust future drawings. |  |  |
| Determine whether a capital injection is required. |  |  |
| **Overhead expenses** |  |  |
| Review overhead expenses and negotiate better terms with utility suppliers. |  |  |
| **Gross profit margin** |  |  |
| Review processes and implement strategies to reduce re-work, errors and wastage. |  |  |
| Review the margins across departments and product or service lines and determine if low margin products or services should be discontinued. |  |  |
| Discuss process improvement strategies and increasing efficiency with team. |  |  |
| **Sales levels** |  |  |
| Identify key areas to focus on to grow sales. |  |  |
| **Unused assets and equipment** |  |  |
| Determine whether there are any assets or equipment that could be sold. |  |  |
| **Asset purchases** |  |  |
| Identify essential asset purchases and arrange lease or loan. |  |  |
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| **Bank assistance** | **Responsibility of** | **By when** |
| Contact bank and other financiers to discuss options. |  |  |
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| **Insurance** | **Responsibility of** | **By when** |
| Review current insurance policies. |  |  |
| Contact insurance broker to discuss any potential cover for Covid-19 related claims as well as ensuring the business has adequate cover for all other risks. |  |  |
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| **Tax department support** |  |  |
| Review support offered by tax department. |  |  |
| Contact accountant to discuss best options for tax relief. |  |  |
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| **Government support package** | **Responsibility of** | **By when** |
| Review government support package and determine what the business qualifies for. |  |  |
| Apply for relevant government support |  |  |
| Review new support packages after each government announcement. |  |  |
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| **Additional notes** | **Responsibility of** | **By when** |
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| **Follow up actions not documented in the Business Continuity Plan** | **Responsibility of** | **By when** |
| Send completed or draft Business Continuity Plan to accountant. |  |  |
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| **Project work / follow up** |  |  |
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| **Three things of value** |
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