**CoVid 19 Contingency Plan**



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| **Staff or related parties catch Covid 19** |
| **Possible Action** | **Comments** |
| What will you do if a staff member, or their family or a customer catch COVID-19? |  |
| How will you inform other staff and others that may be exposed to the risk of infection? |  |
| How will you reduce the risk of others becoming infected, such as closing the premises and cleaning? |  |
| How will you monitor the health of others that may be exposed? |  |
| How will you continue operating your business, if at all? Can you operate from home or alternative locations? |  |
| How will you respond to customers not consuming your goods or services for fear of catching the virus? |  |
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| **Staffing arrangements** |
| **Possible Action** | **Comments** |
| Can you and your staff work remotely? If so, test. |  |
| Make sure staff that can work from home, take the equipment (such as a laptop) they need to work from home, with them every night in case you have to close your premises at short notice. |  |
| Do you have the support systems in place to assist staff working from home, including technology support and appropriate cybersecurity? |  |
| Update your work from home protocols to factor in security risks. |  |
| Do you need to invest in any technology to allow staff to work remotely? |  |
| If staff cannot work remotely and there is no work for them, can they take leave and/or undertake [online] training courses? |  |
| Consider developing a special roster so that critical staff are always available to keep essential business systems and processes running, and/or that you have a skeleton staff on site. |  |
| Have you revisited staff travel plans and their attendance at events? |  |
| What arrangements have you put in place to reduce the risk of staff becoming infected, especially staff working in your premises? This could include things such as hand sanitisers. |  |
| Ensure regular communication with staff, including regular check ins on their health and the health of their family. |  |
| Update your staff records to ensure contact details are correct. |  |
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| **Supply Chain Distributions** |
| **Possible Action** | **Comments** |
| Ask your suppliers whether they expect the crisis will impact their ability to supply your needs. |  |
| Establish relationships with alternative suppliers and test how quickly they can meet your requirements. Start price negotiations early. |  |
| Look for local alternative suppliers, even if more expensive. |  |
| • If you intend to reduce orders over the crisis, inform your suppliers and check your supply contracts to see in what circumstances you can cancel orders if necessary. |  |
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| **Customers** |
| **Possible Action** | **Comments** |
| If you have received orders that you cannot fill, tell the customers as soon as possible and help them find alternative suppliers. |  |
| If they are debtors, ask them when they expect to pay you. |  |
| Make it known to existing customers that you are open for business. |  |
| Providing incentives for existing customers to introduce their family and friends to your business. |  |
| Do you need to cancel events for customers? |  |
| Make sure your premises are clean and hygienic for customers. For example, have hand sanitiser readily available. |  |
| If necessary, update your sales contracts to reduce the risk of customers cancelling sales unnecessarily. |  |
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| **Implementing the plan** |
| **Possible Action** | **Comments** |
| Consider establishing a CoVid-19 response team to assist you manage through the crisis and the recovery. |  |
| Test your crisis plan. For example, have all or nearly all your staff work from home for one day. |  |
| Follow all instructions from health authorities. |  |