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| **COVID – 19 CONTINGENCY PLAN** |
| **STAFF OR RELATED PARTIES CATCH COVID 19** |
| **Possible Action** | **Comments** |
| What will you do if a staff member, their family, or a customer catches Covid- 19? |  |
| How will you inform 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 location? |  |
| How will you respond to customers not consuming your goods or services for fear of catching the virus? |  |
| Can you and your staff work remotely? |  |
| Make sure you can work from home and take a laptop they need in case you must close at short notice. |  |
| Do you have support systems in place to assist staff working from home (technology support and cybersecurity)? |  |
| Update your work from home protocols to factor in security risks. |  |
| If staff cannot work remotely and there is no work for them, can they take leave and/or undertake (online) training courses? |  |

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| Consider developing a special roster so that critical staff are always available to keep essential business systems and processes running. |  |
| Have you revisited staff travel plans and their attendance at events? |  |
| What arrangements have you put in place to reduce the risk of becoming infected (such as hand sanitizers? |  |
| Ensure regular communication with staff, including regular checks on their health and the health of their family. |  |
| Update staff records to ensure contact details are correct. |  |
| **SUPPLY CHAIN DISRUPTIONS** |
| Ask your suppliers whether they expect the crisis 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 what circumstances you can cancel if necessary. |  |
| **CUSTOMERS** |
| If you have received orders you cannot fill, tell the customer 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. |  |
| Provide incentives for existing customers to introduce their family and friends to your business. |  |
| Make sure your premises are clean and hygienic for customers. (Hand sanitizers available) |  |
| If necessary, update any sales contracts to reduce the risk of customers cancelling sales unnecessarily. |  |

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| **IMPLEMENTING THE PLAN** |
| 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 your staff work from home for one day. |  |