

COVID19

# BATTLE PLAN

## Build Your War Room.

*Positive Stress Test* the impact of COVID19 on your business now.  
Don't wait. Anticipate!

STEPS	ACTION	RESPONSIBLE	DONE
1. The War Room (Virtual)	<p>Now is the time for strong leadership. Maintain daily communications with your leadership team via video conferencing. Keep your team members updated with the latest policies, changes, and contingency plans.</p> <p>Ensure all information are online and accessible by the entire team. You can use project management tools like Trello and Asana to assist.</p> <p>Use the Virtual War Room as a place for making strategic decisions to guide the company through this crisis.</p>		<input type="radio"/>
2. Appoint a Pandemic Disease Manager & Back Up	<p>Appoint two members in your leadership team to monitor official recommendations from government and reputable authorities (ie WHO, industry associations). Report official advice back to the Virtual War Room as changes occur.</p> <p>Appoint one member to act as a point of contact for all staff to raise any concerns relating to COVID19 or other health and safety issues.</p>		<input type="radio"/>

<p>3. Hygiene &amp; Sanitation Policy</p>	<p>Develop a hygiene policy and circulate this to all members and staff of your business. Implement social distancing in the workplace. Provide isolation advice to all staff.</p> <p>Implement a workplace sanitization and cleaning regime and outline personal hygiene requirements.</p> <p>Provide all staff with sanitiers and PPE as required.</p> <p>Place hygiene posters in specific locations to remind and reinforce hygiene standards.</p>		<p>○</p>
<p>4. Communication with Staff</p>	<p>The owner/CEO needs to provide all staff with important updates from the Virtual War Room on a daily basis. This can be done via email, video conferencing, messenger, etc.</p> <p>Emphasise to the staff the risk and impact of COVID19 exposure on the business and their employment. Encourage all staff to adapt to changes and follow all policies accordingly.</p>		<p>○</p>
<p>5. Communication with Customers &amp; Suppliers</p>	<p>Weekly or fortnightly communications using email or video conferencing to keep customers and suppliers updated on any changes to your company that can impact them.</p>		<p>○</p>
<p>6. Audit customer demand &amp; Credit Risk Audit</p>	<p>Audit your customer list and review the potential demand for your products or services over the coming 1,3, 6, 12 months. How will demand change?</p> <p>Assess each customer's credit risk and review your current credit policy. Assess if you need to tighten or relax your credit terms to ensure you and your clients can navigate through the crisis successfully.</p>		<p>○</p>

7. Sales Trends	<p>Assess and report sales trends in a weekly, monthly, 3 monthly timeframe.</p> <p>Are there any opportunities to pick up new customers that your competitors cannot service.</p> <p>What is your strategy to retain clients and grow sales?</p>		○
8. Financial Status & Projection	<p>Assess your current cash reserve and credit facilities.</p> <p>Make sure you have enough cash for 3 to 12 months. Also factor in a significant decline sales, ie a 15% to 50% drop.</p> <p>Use this information to manage your staff and expenses.</p>		○
9. Supplier Supply & Survival Risk Audit	<p>Use a Failure Mode Effect Analysis to assess the possible cause and effect of your suppliers not being able to supply raw materials.</p> <p>Identify potential risks and develop strategies to eliminate or reduce the risks.</p>		○
10. Transport & Logistics Contingency	<p>What is the current capacity of your logistic and transport suppliers?</p> <p>Research your options if required.</p>		○
11. Staffing & Rotations	<p>Plan for an increase in staff absences.</p> <p>Consider implementing work rosters (ie day on/ day off) to isolate and protect staff from cross infection.</p> <p>Encourage staff to work from home where possible. Provided them with the necessary resources to make it happen.</p>		○

12. Closures of Services & Sites	Consider temporarily closing your workplace or stopping services where high public traffic occur.		○
13. HR Commitments & Staff Leave	<p>Research the new Isolation Leave Policy through Fair Work.</p> <p>What leave options are available if your staff needs to stop? (ie sick leave, annual leave, carer's leave, long service leave, or leave without pay).</p> <p>The aim is to keep your team employed.</p>		○
14. Return to Work After Infection Policy	<p>Review and implement the <a href="#">Fair Work CV19 guidelines</a> and update your return to work policy for infected staff.</p> <p>Seek advice on the cleaning protocol for COVID19 outbreak.</p> <p>If an outbreak occurs, ensure the workplace is cleaned according to the protocol before any staff returns to work.</p>		○
15. Hibernation of Products	Hibernate products and services with a low ROI.		○
16. Contract Cleaning & Sanitation	Identify and recruit a suitably skilled cleaning company in case any urgent full sanitization is required.		○
17. Expenses Review	Apply lean business practices to reduce overheads and improve efficiency across all departments immediately.		○

18. Insurance Review	Review your business insurance policy to see if you are eligible to claim for business interruptions.		○
19. Capex & Government Support	Review capital expenditure and prioritise spending as required.  Review and access all government support programs available.		○
20. Opportunity Search	Keep your eyes and minds open to market opportunities.  You may need to rethink how your current products and services may need to change.  The way your staff works may need to change even after the COVID19 crisis have subsided.  Be ready to take advantage of opportunities.		○
21. Be Ready for the Uplift in Market Demand	Eventually the COVID19 crisis will come to pass. Some changes will have a lasting impact on your business and there could be a new way of doing business.  Conduct short, medium and long term planning so that your business is ready to capitalize on the uplift in market demand.		○