**Covid 19 Business Checklist**

The purpose of this document is to outline examples and suggestions of how to manage and tackle the unprecedented challenges that the recent coronavirus pandemic has brought to our businesses, customers and employees.

Although some events that could arise may be generic in nature, to produce an exhaustive list of issues would be impossible to fulfil. This is because each enterprise has its own specific issues as well as in many cases a number of options in order to address them.

In this Checklist we have highlighted a few issues and risks your business may face and included some actions you could take. It is highly likely that you will come up with several others specific to your business. Amend and add to the checklist and ensure that its contents are communicated to all personnel with a role to play in its implementation.

It is also important that the document is reviewed by senior management on a regular basis as guidance and advice as well as sources of information, assistance and support will change at frequent intervals. The document and any future amendments need to be issued to each staff member named in the Checklist.

It also is important that each version of the Checklist is dated or indexed. This is so that users of the document are assured that it is the current issue that they are using or referring to.

There is further information regarding the current coronavirus situation to be found on the Wales Cooperative Centre website (<https://wales.coop/covid-19/>) and on the Social Business Wales website (<https://businesswales.gov.wales/socialbusinesswales>). This will be updated frequently with useful links and information.

Finally, if you are a social business and need to speak to someone to get further help you can make contact with Social Business Wales in the first instance by telephoning 0300 111 5050 or by emailing [sbwenquiries@wales.coop](mailto:sbwenquiries@wales.coop)

Dated: 20/03/2020

**Covid 19 Business Checklist for: Dated:**

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| **Potential Risk** | **Mitigation** | **By who?** | **By when?** |
| **Financial** |  |  |  |
| Cashflow problems | * contact debtors to request immediate payment by BACS on any due invoices. * contact funders requesting immediate payment in advance. * seek a bridging loan or overdraft from your bank. * seek sector specific support e.g. the WCVA regarding an ‘Emergency fast-track loan’ on sic@wcva.cymru or 0300 111 0124 or the businesswales.gov.wales/socialbusinesswales website. |  |  |
| Difficulties in paying the lease, rent, rates or mortgage | * contact the landlord or lender, request a payment or repayment holiday. * Contact the local authority in the event of being unable to pay rates. * Apply for rate relief grants and support as they emerge. |  |  |
| Do you have business interruption cover insurance? | * check that your policy covers an event such as the coronavirus pandemic. * ensure that you’re aware of the claim process in place by the insurance company and establish what ‘constitutes’ an interruption in business in their terms and conditions. |  |  |
| **Personnel** |  |  |  |
| A member of staff showing symptoms of having contracted the Coronavirus. | * ask the individual to self-isolate immediately and follow up-to-date public health guidance. * consider closing any of your premises where that person has been and inform the appropriate authorities. * ensure that any person having close contact with the individual also self-isolates. Follow up to date public health guidance. |  |  |
| Staff working from home | * keep adequate contact, especially with those living alone. * ensure that the individual has appropriate resources and equipment to do the work required. |  |  |
| Laying people off | * contact Social Business Wales or access businesswales.gov.wales/socialbusinesswales for links to appropriate guidance. |  |  |
| **Operational** |  |  |  |
| Reception services in the case of having to or deciding to shut your offices | * divert the phones to an individual(s) working from home. * put a notice at the entrance to your premises giving a contact number for visitors. * ensure cover for the individual(s) in the event of needing an alternative contact. |  |  |
| Communicating with staff | * if you have an intranet, post updates on the situation at regular intervals. * email members of staff with updates at regular intervals. * telephone or send letters updating members of staff with no ICT communications. * seek support and guidance if needed for using IT communications (Skype, Zoom etc). Useful links are available on businesswales.gov.wales/socialbusinesswales |  |  |
| Key members of staff | * ensure there is cover for key members of staff should they contract the coronavirus. * ensure that the equipment needed is accessible to alternative persons. |  |  |
| Computer system going down | * contact your IT helpline * ensure at the outset that you have a means of seeking support should your IT system fail. |  |  |
| An emergency e.g. fire | * ensure that you have a disaster recovery plan that is accessible online. |  |  |
| A break-in or robbery | * contact the police and brief them of the situation regarding any risks from the coronavirus. * ensure that the premises in question are made secure. |  |  |
| Problems with supply chains | * keep suppliers informed of the current situation and provide them with instructions on how to maintain delivery. * in the event of a supplier failing to deliver, seek an alternative supplier by e.g. contacting ‘Sell to Wales’ |  |  |
| **Marketing** |  |  |  |
| Diversifying your distribution and delivery. | * shift to online sales e.g. contact Superfast Wales. * deliver services remotely e.g. training by video conferencing or webinars. * move to home deliveries, following public health guidance. |  |  |
| Customers | * inform customers of your arrangements to maintain supplies to them over the coronavirus period. * inform them of alternative action that they can take in the event of you being unable to maintain supplies. |  |  |
| Medium- and long-term planning - what are you going to do once we are through the pandemic? | * prepare a business plan covering the recovery time that you may need i.e. 3 years minimum |  |  |
| **Business Specific** | **(for completion by the organisation)** |  |  |
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