

COVID-19 (Coronavirus) Business Checklist



As the COVID-19 (Coronavirus) outbreak continues to evolve rapidly, many organisations may be impacted and should understand the potential impacts on their people, operations and reputation.

If you do not have one already, this checklist can help you start to build a disaster response plan. These questions are designed to help you understand your organisation's exposure and create a call to action.

Our COVID-19 resource centre details available government support for affected businesses as well as practical advice and links for key updates.

This checklist is for general information purposes only and is not intended to be exhaustive. It may not apply to your organisation and does not constitute legal advice. You should see professional advice and consult the latest information provided by the Australian Government before acting on any of the contexts.

Financial Support

- Have you touched base with your accountants to discuss your financial position, cash flow, business continuity planning?
- Have you reviewed the support packages from government and other organisations to check if your business is eligible? Visit our [COVID-19 resource centre](#) for more details.
- Do you have a cashflow forecast for the next 12 months?
- Do you understand your working capital requirements (reviewing debtors, work in progress and creditors)?
- Do you need to apply for a loan to support the business? Consider the \$250k loans announced by the federal government as part of the stimulus package.
- Are your leasing premises? Have you contacted your landlord to discuss or negotiate rent relief and what that might look like i.e. reduction, staged review period?
- Have you contacted your bank to discuss options? Many banks are offering coronavirus relief for small businesses, e.g. deferring loan repayments, reduced interest rates and fees.
- Have you contacted your insurance provider? Do you understand if and how your insurance protects your business?

Staff

- Do you employ staff? Are you aware of your legal obligations? Information can be found at [Fair Work Australia](#).
- Have you considered workplace health and safety measures to deal with the immediate risk of the spread of coronavirus to protect employees and your business? Information for small businesses is available from [Safe Work Australia](#).
- Have you checked that all staff personal details are up to date?
- Have you provided your staff with awareness training on infectious disease management and general hygiene practices (put up basic sanitation procedures such as hand and respiratory hygiene information at the entrance to your workplace, and in highly visible internal work areas)?
- Have you ensured the organisation has adequate supplies to meet infection control guidelines (including the provision of hand sanitiser, gloves, cleaning products and waste disposal bags)?
- Has any staff communication about quarantine expectations been distributed?
- Do your team members know how you will manage different scenarios during their time off in quarantine? For example, when they are sick, not sick but are not able to work, able to work from home?
- Do you have a plan in place to maintain operations if a portion of the staff or all your staff are quarantined (either self-imposed or mandatory)?
- Are you monitoring the Department of Health website for updates, and are you sharing relevant information with your staff?
- If your staff are required to travel, can these interactions be managed through alternative means such as videoconferencing?
- Are you currently monitoring your employees' leave balances?

Have you reviewed your policy around staff leave if they need to be absent due to the infection?

Have you reviewed your staff? Consider all options regarding retaining key staff or letting people go. Consider options to manage costs e.g. reduction of wages, four days weeks, bringing forward leave periods etc.

Is there a succession plan in place if key staff and/or contractors become ill?

Are there processes and procedures in place to ensure quality is maintained and operations can continue if your business is required to operate remotely?

Have you considered any health & safety implications of working remotely (availability of IT equipment, suitable home office space etc.)?

Have you drafted a communication plan for staff, clients, suppliers and other key stakeholders in the event of a mandatory closedown?

Customers

Are you communicating with your customers and clients to keep them up to date with the products and services you are currently offering?

How are your customers impacted by COVID-19? How will this influence their purchasing patterns?

Have you checked your contractual obligations with customers?

Are you letting customers know what you are doing to prevent the spread of COVID-19?

Can you tailor your business to meet the needs of customers remotely through online channels?

Are there any opportunities to discuss rescheduling delivery of your service and offering a credit for your customers? Are there any opportunities for customers to support your business by buying a gift card for future purchases?

Are there any opportunities to update your marketing communications, including your website and social media? Build trust, let people know you are open for business.

Can you update or tune your marketing communications in a way that is relevant to coronavirus concerns?

Can you build list of new customer leads to activate when things settle down?

Supply Chain

Will COVID-19 impact your supply chain? Do you source materials from China or another hotspot?

Have you communicated with your suppliers to assess the situation?

Have you checked your contractual obligations with your suppliers?

Are there any alternative suppliers with product available?



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