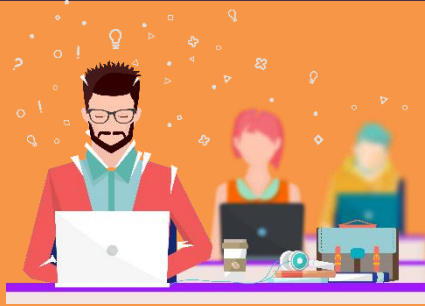


“Plans are of little importance, but planning is essential.” — Winston Churchill



TEAM WELLBEING

Communicate your plans re staff health, safety and expectations.

- Ensure they know how to avoid virus and how to identify it. Click [Here](#) to visit Department of Health resources.
- Agree protocols re self isolation, restricted travel/meetings, and emergency point of contact.
- Identify high risk staff (personal or family member health risk, children etc.)



CUSTOMER WELLBEING

Understand your customers concerns and challenges.

- Check in with customers to understand their current and intermediate needs and what you can and can't assist with
- Consider changing the type or timing of your service/sales to better suit the current environment
- Consider a change in how you operate to reduce concerns (eg reduced contact or meetings)
- Where non-essential purchases are being cancelled or delayed by your customers consider rescheduling, reduction of scope or discounting to maintain sales pipeline
- Consider how and what you will communicate to customers regarding the impacts to your delivery to them



LEADERSHIP TEAM

It's important to ensure that your organisation and its team members know who is responsible for decisions and communications.

- Identify who is part of the leadership team and how they will communicate between themselves and with the organisation
- Agree some protocols on what will happen in an escalation event (infected team member, workplace closure etc)
- Consider daily or similar check in calls
- Get up to date information that affects your organisations, Click [Here](#) to visit Qld Government resources.



OPERATIONAL WELLBEING

Commence business continuity planning.

- Consider reduction of meetings, internal gatherings and social distancing (1.5m) as part of operations.
- Review the inputs to your business and consider risks (workspace closure, IT and communications interruptions, suppliers unable to deliver, reduced staff availability..) and look for alternative solutions
- Understand your ability to "work from home" if possible
- Consider key roles (invoicing, payments, wages etc) in your organisation and ensure there are multiple owners of those roles

BUSINESS WELLBEING

Ensure you have the information to make the right decisions to survive long term.

- Cashflow - carryout stress testing to know potential future pain points, break even point and working capital needs
- Understand your key contracts and obligations to potentially review re possible cancellation or deferral if needed
- Staff - consider current levels and understand requirements going forward along with obligations
- Know your banking covenants and requirements on loans
- Look to access recent Government incentives, see [Here](#).