

Covid 19 Business Continuity Guidance

This has been developed to help you plan your business in light of the Corona Virus (Covid 19) and its impact across the UK.

This guidance has been developed to highlight things to consider in light of the Covid 19 Virus. The situation is moving very quickly and you should keep up to date with announcements from government regarding public health and government support for business.

We are busy developing further tools and guidance and will publish these in the coming days. If you want to talk to one of our Business Advisers give us a call on 0300 111 5050 or email sbwenquiries@wales.coop **and we can arrange a call back.**

Staff

Encourage staff to follow guidelines laid down by Public Health Wales to allow them to reduce the risk of infection. This information is constantly changing so check <https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/>

Potential actions

- Allow staff to work from home where possible to reduce their interaction with other colleagues.
- Look at up to date public health guidance and consider cancelling events and meetings that bring staff together in one place.
- Use telephone conferencing and video conferencing such as skype or Zoom where possible. <https://www.skype.com/en/> <https://zoom.us/>
- Provide hand sanitiser and anti bacterial wipes, encourage all staff to wipe down work stations before starting their day and wash hands thoroughly and often. Use bacterial wipes to wipe down door handles, taps and other surfaces that are frequently touched.
- Identify staff that are business critical, for example the Finance Officer, and develop a plan of how you will operate if this person becomes ill. If you have a number of people in a business critical team, for example the finance team, then consider getting them to operate as two sub teams to reduce the risk of the whole team being infected at the same time. If you have two sub teams then they could alternate working between the office and home on different days.
- Ensure there is a clear line of command to allow operational decisions to be made quickly. Develop a basic plan on how decisions will be taken if a key person such as Chair or CEO is taken ill.



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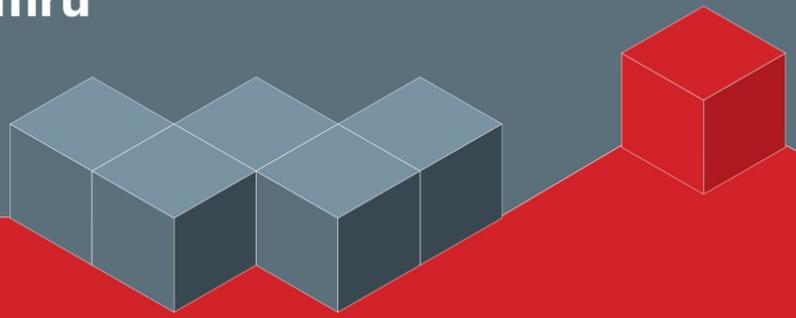
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Busnes Cymdeithasol Cymru

Social Business Wales

Yn fentrus gadarnhaol

Positively enterprising



Finance

- If you have a reserves policy, discuss as a Board how much (if any) of your reserves can be used to support the business over the next six months.
- Speed up payment requests, get invoices out promptly and chase them up.
- Open discussions with stakeholders such as the Local Authority and support agencies.
- <https://www.bbc.co.uk/news/uk-wales-51916208>
- Chat to people you owe money to about the potential for delayed payments.
- <https://businesswales.gov.wales/news-and-blogs/news/tax-helpline-support-businesses-affected-coronavirus-covid-19>
- Chat to your bank to discuss overdraft facilities.
- Chat to Social Investment Cymru about an emergency bridging loan.
- <https://wcva.cymru/funding/social-investment-cymru/>
- Talk to your community; maybe ask them to support you by purchasing vouchers for future use or develop a crowd funding campaign to help with funding short falls.
- <https://www.crowdfunder.co.uk/pay-it-forward>
- Talk to your members about donations, financial and in-kind, as well as potentially member loans (these will obviously have to be paid back).
- Reduce your outgoings and costs where possible. This may include talking to team members about utilising holidays when there is a gap in demand. Up to date information can be found here <https://www.acas.org.uk/coronavirus>

Sales

- ⇒ If you sell directly to the consumer then it is likely you will see a large reduction in demand as more people either choose to or are required to remain at home. Things to consider:
- ⇒ Can you offer your services on-line, or can you communicate with your customers via social media and e-mail?
- ⇒ Can you provide a home delivery service? (Make sure you follow up to date public health guidelines).
- ⇒ Can you pre-sell a future service by issuing vouchers now?
- ⇒ Can you quickly diversify, solve a new problem. Loneliness and isolation is potentially going to be a big problem as is supporting vulnerable people who have to remain at home.
- ⇒ Could you use your spare resources to solve this problem safely and effectively?

Even if you just need a chat, please contact us and arrange a call back

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