

EXAMPLE CHECKLIST – COVID-19 CONTINGENCY PLAN

COVID-19 CONTINGENCY PLAN	
STAFF OR RELATED PARTIES CATCH COVID-19	
Possible action	Comments
<ul style="list-style-type: none"> • What will you do if a staff member, or their family or a customer catch COVID-19? 	
<ul style="list-style-type: none"> • How will you inform other staff and others that may be exposed to the risk of infection? 	
<ul style="list-style-type: none"> • How will you reduce the risk of others becoming infected, such as closing the premises and cleaning? 	
<ul style="list-style-type: none"> • How will you monitor the health of others that may be exposed? 	
<ul style="list-style-type: none"> • How will you continue operating your business, if at all? Can you operate from home or alternative locations? 	
<ul style="list-style-type: none"> • How will you respond to customers not consuming your goods or services for fear of catching the virus? 	
STAFFING ARRANGEMENTS	
Possible action	Comments
<ul style="list-style-type: none"> • Can you and your staff work remotely? If so, test. 	
<ul style="list-style-type: none"> • Make sure staff that can work from home, take the equipment (such as a laptop) they need to work from home, with them every night in case you have to close your premises at short notice. 	

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<ul style="list-style-type: none"> Do you have the support systems in place to assist staff working from home, including technology support and appropriate cybersecurity? 	
<ul style="list-style-type: none"> Update your work from home protocols to factor in security risks. 	
<ul style="list-style-type: none"> Do you need to invest in any technology to allow staff to work remotely? 	
<ul style="list-style-type: none"> If staff cannot work remotely and there is no work for them, can they take leave and/or undertake [online] training courses? 	
<ul style="list-style-type: none"> Consider developing a special roster so that critical staff are always available to keep essential business systems and processes running, and/or that you have a skeleton staff on site. 	
<ul style="list-style-type: none"> Have you revisited staff travel plans and their attendance at events? 	
<ul style="list-style-type: none"> What arrangements have you put in place to reduce the risk of staff becoming infected, especially staff working in your premises? This could include things such as hand sanitisers. 	
<ul style="list-style-type: none"> Ensure regular communication with staff, including regular check ins on their health and the health of their family. 	
<ul style="list-style-type: none"> Update your staff records to ensure contact details are correct. 	
SUPPLY CHAIN DISRUPTIONS	
Possible action	Comments
<ul style="list-style-type: none"> Ask your suppliers whether they expect the crisis will impact their ability to supply your needs. 	
<ul style="list-style-type: none"> Establish relationships with alternative suppliers and test how quickly they can meet your requirements. Start price negotiations early. 	

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<ul style="list-style-type: none"> Look for local alternative suppliers, even if more expensive. 	
<ul style="list-style-type: none"> If you intend to reduce orders over the crisis, inform your suppliers and check your supply contracts to see in what circumstances you can cancel orders if necessary. 	
CUSTOMERS	
Possible action	Comments
<ul style="list-style-type: none"> If you have received orders that you cannot fill, tell the customers as soon as possible and help them find alternative suppliers. 	
<ul style="list-style-type: none"> If they are debtors, ask them when they expect to pay you. 	
<ul style="list-style-type: none"> Make it known to existing customers that you are open for business. 	
<ul style="list-style-type: none"> Providing incentives for existing customers to introduce their family and friends to your business. 	
<ul style="list-style-type: none"> Do you need to cancel events for customers? 	
<ul style="list-style-type: none"> Make sure your premises are clean and hygienic for customers. For example, have hand sanitiser readily available. 	
<ul style="list-style-type: none"> If necessary, update your sales contracts to reduce the risk of customers cancelling sales unnecessarily. 	
IMPLEMENTING THE PLAN	
Possible action	Comments
<ul style="list-style-type: none"> Consider establishing a COVID-19 response team to assist you manage through the crisis and the recovery. 	

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| <ul style="list-style-type: none">• Test your crisis plan. For example, have all or nearly all your staff work from home for one day. | |
| <ul style="list-style-type: none">• Follow all instructions from health authorities. | |

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