

Business Continuity Checklist

Ensure your resilience	Responsibility of	By when
Prioritise wellbeing		
This is new territory for everyone. Help your team manage their wellbeing		
Provide everyone with relevant information, links and contact details (shared phone numbers etc.)		
Make sure your team can stay in regular contact during the lock down period by using MS Teams, Zoom, Slack etc.		
Put family first		
Create a plan with your family for responding to each alert level and working from home		
Make a plan for checking in with family members who may need to self-isolate		
Review your personal and family budgets		
Review your personal budget		
Make any necessary changes and update your personal budgets		
Personal asset planning		
Review and update insurances		
Create or review and update your will		
Create or review and update your memorandum of wishes		
Nominate and record powers of attorney		
Safely store important documents and information and ensure these are accessible to others as needed (family, lawyer, trustees, etc.)		
Review and update any trust documentation		

Workplace safety and supporting your team	Responsibility of	By when
COVID-19 safety and response policy		
Ensure COVID-19 safety and response policy is created and includes best practice for your team		
Establish and maintain full contact tracing capability for your team and business locations		
Determine criteria as required for each alert level		
Share the policy with your team		
Review and update policy as required		
Updating your team and ongoing communication		
Determine processes for regularly updating your team and maintaining communication		
Maintain formal and informal communication whenever possible utilising phone, email, messaging and video conferencing		
Determine the process for the team to ask questions or voice concerns		
Continuity of work		
Changes to roles		
Review current organisational structure		
Identify roles which may need to change or be disestablished		
Update organisational structure, roles, key responsibilities and tasks		
Updating goals and KPIs		
Review goals and performance metrics for roles which will continue		
Set new goals and targets to reflect updated responsibilities and the impact the pandemic will have on each area of the organisation		
Working from home		

Determine requirements for team roles that are able to be performed remotely		
Review team members' remote working capability (broadband, router, security, etc.)		
Arrange technology, software and licensing as required to enable your team to work from home		
Arrange technical support for your team and review relevant SLA's for remote assistance		
Develop working from home policy, share with team and review as required		
Flexibility of working hours		
Review working hours and determine the working hours available		
Discuss use of leave with team		
Obtain legal and/or HR advice if hours need to be changed or reduced		
Negotiate with team members to reduce their working hours		
Update relevant employment agreements and sign off		
Financial support		
Review government financial support available to assist with leave payments or wage subsidies and obtain individual employee consent when applying for wage subsidies		
Monitor support options regularly as requirements may change or evolve		
Assist team members to apply for relevant assistance if required		
Work-related travel and events		
Review any upcoming work events and cancel or postpone		
Review future event or travel requirements in accordance with each alert level and establish contingencies where possible		
Develop processes for delivering events online		
Restructuring and potential redundancies		
Review all employment agreements		
If restructuring and redundancies are required, contact lawyer and/or HR specialist for advice		

Supporting and retaining customers	Responsibility of	By when
COVID-19 safety and response policy		
Ensure COVID-19 safety and response policy is created and includes steps you're taking to respond to the impact		
Share relevant parts of the policy with your customers		
Review and update policy as required, updating customers each time		
Changes to your services		
Review current product or service offering and determine any changes required		
Identify service opportunities or capabilities that you may be able to incorporate or promote within each alert level		
Review and update processes to reflect changes		
Terms of trade		
Review your terms of trade		
Update terms of trade if required		
Provide updated terms of trade to customers, highlighting key changes.		
Review incentives or promotions to customers		
Identify incentives to offer to help retain or engage customers		
Share incentives with customers via email and social media		
Communicating with customers		
Reach out and ensure you maintain regular communication with your customers		
Send communications to customers to update changes to products or services or their delivery		

Working with suppliers	Responsibility of	By when
Payment arrangements		
Maintain your relationship with your suppliers and ensure you are able to honour terms of trade		
Review and negotiate payment terms if possible		
Purchasing policies		
Ordering of stock		
Contact supplier to discuss supply chain stability		
Confirm the supplier's contingency plans if deliveries can't be made or supplies can't be obtained		
Determine whether stock needs to be re-ordered now		
Review and adjust minimum re-ordering levels		
Review inventory reporting capability and obtain additional reports as needed		
Return of stock		
Review supplier contracts in regard to the return of stock		
Contact supplier to discuss return of stock if necessary		
Determine which stock should be discounted		
Contracts		
Review supplier contracts and request amendments if required, and seek legal advice		
Review other contracts with lessors, vehicles and equipment and seek to renegotiate terms if required, and seek legal advice		
Review any contracts that may expire during lockdown or alert levels and determine any obligations that may be impacted as a result		

Business essentials	Responsibility of	By when
Cashflow forecast and cashflow management		
Prepare an updated cashflow forecast		
Accounts receivable process		
Review and update accounts receivable process and ensure full reporting capability		
Follow up outstanding payments and request payment		
Accounts payable process		
Review and update accounts payable process and ensure full reporting capability		
Inventory and dispatch process		
Conduct stocktake if applicable		
Review and update inventory processes and reporting		
Review dispatch processing and capabilities for each alert level and establish procedures accordingly		
Debt / capital structure		
Review debt structure and contact bank and other financiers to discuss options		
Review drawings from business and adjust future drawings		
Determine whether a capital injection is required		
Overhead expenses		
Review overhead expenses and negotiate terms with utility suppliers where possible		
Gross profit margin		
Review processes and implement strategies to reduce re-work, errors, double handling and wastage		
Review the margins across departments and product or service lines and determine if low margin products or services should be discontinued		
Discuss process improvement strategies and increasing efficiency with team		

Identify areas for possible task or process automation		
Sales levels		
Identify key areas to focus on to grow sales		
Identify new opportunities or business advantages that you may focus on in accordance with each alert level		
Unused assets and equipment		
Determine whether there are any assets or equipment that could be sold		
Asset purchases		
Identify essential asset purchases and arrange lease or loan		

Bank assistance	Responsibility of	By when
Contact bank and or other financiers to discuss options		

Insurance	Responsibility of	By when
Review current insurance policies		
Contact insurance broker to discuss any potential cover for COVID-19 related claims as well as ensuring the business has adequate cover for all other risks		

IRD support		
Review support offered by IRD and monitor support options as requirements may change or evolve regularly		
Contact accountant to discuss best options for tax relief		

Government support package	Responsibility of	By when
Review government support package and determine what the business qualifies for		
Apply for relevant government support		
Review new support packages after each government announcement		

Additional notes	Responsibility of	By when

Follow up actions not documented in the business continuity checklist	Responsibility of	By when
Send completed or draft business continuity checklist to your accountant		

Project work / follow up		