



## **APPENDIX 1 – MATTERS TO CONSIDER – MEETING TOPICS**

### **GUIDANCE FOR OUR CLIENTS - CORONAVIRUS (COVID-19)**

This resource is to support a meeting designed to help a team agree on a short-term tactical plan to support the UK government's objective to minimise and slow down the spread of Coronavirus to reduce pressure on the NHS.

The conversation includes time to gain a shared understanding of the problems but focuses primarily on listing and evaluating possible solutions and the creation of a short-term action plan.

Use this guide and the meeting agenda to answer the question:

#### **“WHAT ARE WE GOING TO DO ABOUT CORONAVIRUS RIGHT NOW?”**

The agenda and guide are not intended for use if the situation turns into an emergency, and it is crucial that follow-up meetings are scheduled. We recommend there is a weekly Coronavirus report and review meeting.

#### **Topic 1 – Introduction and purpose of the meeting**

- State the purpose of the meeting, to create a Coronavirus action plan to:
  - Reduce risk and financial impact
  - Support the government's objective to minimise and slow down the spread to reduce pressure on the NHS
  - Explore if there is an opportunity to provide support to the community
  - Review the situation report using the prompt questions
  - Get agreement of the level of risk to the business

#### **Topic 2 - Employees**

- Our duty of care
- Self-isolate
- Advise of sick pay
- Encourage employees taking sick days
- Consider a remote working policy
- Policy customer visits
- Encourage video / Skype / tele conference style meetings
- No shaking hands
- Policy on events
- Defer non-essential seminar training



### **Topic 3 - Customers**

- Advise customers of the firm's Coronavirus plans
- Fewer face to face meetings
- Use of video calls
- Courier papers rather than drop off
- Offer Coronavirus support
- Blog posts and newsletter

### **Topic 4 - IT & Cybersecurity**

Remote working and cybersecurity is a topical subject. In an effort to do the right thing by having people work at home to limit the impact of Coronavirus, you may create a bigger problem; home working environments are likely to be insecure and not risk assessed, e.g. home Wi-Fi and sharing of work devices with family members.

- What IT is required?
- Hardware
- Remote working
- Video conferencing
- What data security risks need to be addressed and managed?

### **Topic 5 - Marketing & Business Development**

- Events and exhibitions – cancel?
- Switch seminars for webinars
- Budget and resource
- Do we need to step up our investment?

### **Topic 6 - Purpose**

- What can we do to support the community?
- Sector
- Town or region

### **Topic 7 - Financial Impact**

Cashflow management is key.



Consider the impact of:

- Customers paying more slowly
- Bad debts
- Fewer new customers
- Risk of clients moving to lower-priced competitors
- Customers asking for lower prices because profits are hit
- Look at payment terms
- Offer customers time to pay
- Expenditure – cut non-essential
- Delay capital purchases
- Finance all capital purchases
- Avoid discretionary costs
- Contact your bank – if you have an overdraft can it be converted to a loan?
- Loan holidays
- Alternative funding for the business
- Bookkeeping, VAT and payroll – do we need our accountants help?

### **Topic 8 - Actions**

- Agreed actions
- To do or project
- Person
- Deadline/timeline
- Notes
- Who is producing notes?
- When and how are they to be circulated?
- The date for next review

### **SUMMARY OF ACTIONS TO BE TAKEN:**