

5-point checklist for lockdown lift

Have you considered the steps you need to take as lockdown lifts and work starts to commence again.

1) Timings

- Plan who you're going to bring back and when from your team
- Which suppliers will you need to engage with and when, as demand rises
- Forward-plan for customers; will you have a big influx when doors are open or do you need to look at planning your marketing to create new business?

2) Safety Plan

- What procedures do you need to put in place? For example: hand sanitising stations, limiting number of people in and out of premises
- Regular cleaning, including daily wipe downs of contact surfaces
- How can you ensure safe social distancing where necessary?
- Can you arrange a staggered return to work and operations?

3) Reassurance plan

- Make sure you're up to date on best practice from the government
- Consult HR to ensure you're compliant and staff feel supported
- Set up regular meetings with staff, suppliers and customers - how are they coping, what can you do to help, what do you need to provide?

4) Communication

- Schedule weekly, if not daily, catch ups with your team - include something light hearted like a quiz night to boost morale
- Have regular catch ups with your suppliers, weekly or fortnightly, keep them close so that they can support you if demand increases or drops off
- Use the channels available to communicate with your customers: pick up the phone, post on social media or send them an email

5) Looking forward

- Have a clear, measurable and achievable plan for the next 12 weeks, review every week and update accordingly
- Plan ahead for your cashflow, this will identify any potential issues that may arise
- What services and/or products are you going to start offering again?
- What services and/or products are you going to stop offering?
- What new services and/or products are you going to offer?
- Consider how your business and our economy will change and take action

Please note: This is not an exhaustive list of steps that every business will need to take, however is a guide to planning the steps you may need to consider as businesses start to reopen