**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:**