

# SIX-WEEK COVID-19 OPERATIONS PLAN

This six-week covid-19 operations plan lays out some of the tasks and actions that a small-medium business operator may need to implement during the lockdown period. Some tasks might not be relevant for all operators and additional tasks might be added as appropriate. Initially a four-week lockdown period was anticipated by the Government however, this plan anticipates a minimum six-week lockdown. The plan can be adjusted to suit the business and the timeframe. This resource was developed by Te Rōpū Pakihi Inc, the Kapiti-Horowhenua Māori business network for its membership and others to utilise as they deem fit.

	EMPLOYMENT	FINANCE	OPERATIONS MANAGEMENT	SALES
<b>WEEK 1</b> 25 March - 1 April	<ul style="list-style-type: none"> <li>Initial staff plan</li> <li>Staff Communications</li> <li>Remote working arrangements in place</li> <li>Establish meeting schedule and arrangements for lockdown period</li> </ul>	<ul style="list-style-type: none"> <li>Assess liquidity</li> <li>Cashflow forecasting</li> <li>Seek advice from accountant, business mentor, peer support i.e. Māori business network</li> <li>Communications with Bank</li> </ul>	<ul style="list-style-type: none"> <li>Remove perishables from commercial premises</li> <li>Ensure commercial premises are secured for lockdown</li> </ul>	<ul style="list-style-type: none"> <li>Communicate with clients about covid19 trading arrangements</li> <li>Assess whether the business can service 'essential businesses' or trade online and thus keep trading – may require change of product / service</li> </ul>
<b>WEEK 2</b> 2 – 8 April	<ul style="list-style-type: none"> <li>Staff update</li> <li>Assess government subsidies criteria</li> <li>Staff agreement to apply for wage subsidy</li> <li>1on1 check-in managers and cascading communications to teams</li> <li>Assess staffing reductions in hours and redundancies</li> <li>Arrange counselling support for impacted employees</li> </ul>	<ul style="list-style-type: none"> <li>March invoicing completed</li> <li>Landlord liaison for rent relief</li> <li>Communications with creditors and debtors</li> <li>Assess debt arrangements and refinance to minimise financial outgoings during lockdown</li> <li>Complete those EOY processes that can be completed</li> <li>Talk to accountant</li> <li>Contact IRD to organise an instalment arrangement for any tax debt (prov. tax due 7 April)</li> <li>Cancel any existing travel or event arrangements</li> </ul>	<ul style="list-style-type: none"> <li>“Re-tool” as able and appropriate</li> <li>Client communication plan (what messages, by whom and when)</li> <li>Contingency planning</li> <li>Cancel any unnecessary outgoings (paid advertising etc)</li> </ul>	<ul style="list-style-type: none"> <li>R&amp;D for new product lines to suit covid19 trading environment</li> <li>Complete costing and pricing activity</li> <li>Update database, initiate contact with customers to update their details</li> <li>Survey customer needs</li> <li>Increase online marketing, social media communications</li> <li>Direct market new goods and services</li> </ul>
<b>WEEK 3</b> 9-15 April	<ul style="list-style-type: none"> <li>Communications managers/staff</li> <li>Wage subsidy received and implemented</li> </ul>	<ul style="list-style-type: none"> <li>Debtor/creditor communication / management</li> <li>Assess cashflow</li> <li>Monitor global and NZ economic predictions</li> </ul>	<ul style="list-style-type: none"> <li>Plan for re-opening</li> <li>Communicate with suppliers (your plans, their plans)</li> </ul>	<ul style="list-style-type: none"> <li>Competitor intelligence gathering (what are their reopening plans?)</li> </ul>

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WEEK 4 16-22 April	<ul style="list-style-type: none"> <li>• Communications managers/staff</li> <li>• Assess staffing arrangements and adjust</li> <li>• Seek HR advice if necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Pay Employer deductions (DED) to IRD on 20 April</li> <li>• Update cashflow forecasts based on latest info, sales (if any) and new staff plans</li> <li>• Communicate updated cashflow forecasting to Bank</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare re-opening advertising and client communications</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• What products and/or services will be prioritised for relaunch on reopening</li> <li>•</li> </ul>
WEEK 5 23-29 April	<ul style="list-style-type: none"> <li>• Communications managers/staff</li> <li>• Review policies – working from home, sick and annual leave</li> <li>• Assess current working arrangements and begin to think about your post-covid business model</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor cashflow</li> <li>• Debtor and creditor communication / management</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Assess current operations arrangements and incorporate into post-covid business modelling</li> <li>• What strategic opportunities now exist as a result of covid-19</li> </ul>	<ul style="list-style-type: none"> <li>• R&amp;D for covid-19 and beyond</li> <li>•</li> </ul>
WEEK 6 30 April – 6 May LOCKDOWN OVER?	<ul style="list-style-type: none"> <li>• Communications managers/staff</li> <li>• Staff back onsite during first week following childcare and other arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• Make Feb/Mar GST payment to IRD</li> <li>• April invoicing completed</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Production lines operating at full capacity</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Orders taken during lockdown being filled and despatched</li> <li>•</li> </ul>



Kāpiti-Horowhenua Māori business network

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