

Business continuity plan

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How we Operate:

Governance

Whether you are a small business or one with a board, the key at all levels is communication. Even if you do not know the answers, keeping staff, customers, suppliers and other stakeholders in the loop is important. Who do you need to keep in touch with?

Document how you will meet additional requirements - Health and safety, solvency. Great resources for profit and non-profit organisations at Institute of Directors New Zealand <https://www.iod.org.nz/#>

Your staff and team

Consider well-being and their ability to commit to changing environment, family issues.

Such as:

Personal needs of staff - disability, visas, wider family issues

Contact details

How to ensure staff safety, and public health requirements, particularly with change in alert levels

Immigration issues

Actions and lists:

How we Operate:

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Core products and/or services

What are your core products or services? What should be done instead of being side-tracked by low value work?

- Consider what provides most of your income – is it still relevant, can it be performed differently? What other areas of work can be promoted or adapted? Prioritise what is essential.
- What is critical to maintain essential contracts or essential services?

List and review agreements/contracts/terms of engagement to ensure continued compliance, force majeure clauses, penalties, ability to re-negotiate

Essential roles

Which tasks and roles are essential to deliver the core products and services?

- List those tasks and who does them? Are there issues in performing those tasks?
- What employment agreements do you have in place? What are the job descriptions?
- Critical personnel – back-up plans, support, succession plans, delegated authority
- Health and safety and PPE – what will new accreditation look like for the business? What are other industries doing?

List and review all staff and employment agreements/independent contractors and the type of work relationship – permanent, fixed term or casual.

Key customers/clients

Who are key and what options are available for delivery to them?

- Who provides most of the income?
- What is your ability to service these clients?
- What issues or needs do they have that you can solve?
- Have you set up clear communication channels and expectations?
- Review project deadlines

Review sales data and client agreements; gather intelligence.

How we Operate:

Actions and lists:

Cashflow and financial assistance

- Have you accessed appropriate government subsidies and are you ensuring that you meet compliance criteria?
- Cashflow and credit facilities – have you done a cashflow forecast for 6-12 months, considered the trigger points, have a plan to address those?
- Tax and other regulatory concessions – are you aware of what is available?
- Have you talked with your accountant?
- Do you have enough facilities to manage the new challenges?
- Do you have up to date information to make informed decisions that impact solvency?

Essential supplies/services

What is needed to maintain the delivery of your services/products?

- Supply chain – who supplies your resources? What are the time frames and issues such as source of materials (China or the US, for example)? What about transport, manufacture?
- Do you have contingency plans if routes are cancelled or borders are closed?
- What are your core infrastructure requirements such as internet, IT support, cybersecurity?
- How are you managing stock levels and storage, cashflow for supplies?

List all supply agreements and review terms; engage with suppliers to discuss potential issues.

Essential equipment

What tools, equipment and technologies are needed to deliver core products and services?:

- What specialist equipment is needed? What is the impact of any delays or supply chain issues?
- Do you have enough devices/connectivity for remote work?

List and review agreements with providers.

How we Operate:

Actions and lists:

Work locations and different ways of working

The lockdown has transformed the location and the way we work.

- Is it appropriate to continue working from your current premises or site?
- Have you checked health and safety considerations?
- Have you considered different shifts or set-up of workstations – mixture of home and premises?
- Have you checked your lease and had discussions with your landlord/tenant to work through rent and other outgoings?

Check terms of lease.

Insurance

Review insurance policies for the change in circumstances.

How we can help: Aspiring Law is available to answer any questions with regard to your business planning, including any of the above topics. Feel free to contact us at 03 443-0900. We are here to help.

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