

COVID-19 Action Plan

Australian Amusement, Leisure and Recreation Association



COVID-19 Business Readiness Checklist

HOW TO USE THIS CHECKLIST

This checklist is designed to make you think about your readiness, any policies you may need to put in place, risks in your business and outside your business.

It should help you make a plan and take action.

1. If you already have a plan, compare your plan to the checklist items and add any items that are missing and relevant to your business.

- For each item that is missing or different to your plan follow the steps in 2) below
- If you have something in your plan that is not in our checklist please let me know by clicking on the comments button in the original email or message me.

2. If you don't have a plan yet. Please make one. A plan will help put your and your team's minds at ease.

- Review each checklist item and determine if it is relevant to your business.
- Think about possible positive and negative impacts for each checklist item (there will be opportunities brought by the Coronavirus outbreak)
- Determine the best course of action for your business.
- Write down the problems you need to solve.
- Write down your guesstimate of the impact it may have on your business (best, expected, worst case)
- Write down things you can do to reduce the impact.
- Rate the things you can do by impact on solving the problem and effort (this is a simple approach to assess cost /benefit).

3. Take step back, a break, grab a coffee, whatever - to take your mind off it for 15-30 min

Come back and rank each of the impacts and solutions.

Take the top 5-10 items and formulate a plan.

You cannot do everything so it's important to focus on the key things for your business and remember you're not alone.

Why be concerned about Coronavirus?

As you will be well aware Coronavirus extremely effective a spreading within our communities. It is not particularly deadly, so what is all the fuss about?

- First, there are a lot of unknowns which scare people.
- Second, it is highly infectious. Far more than common flu and previous Coronaviruses e.g. SARS/MERS (but not as deadly)
- Third, people that are severely affected need intensive care, and may need help with breathing. This combined with the need to quarantine means the use of ICU units – these are in relatively short supply, making it easy for our hospital systems to become overwhelmed.
- The contagiousness of the virus also means that many staff will be unavailable (in quarantine) at any given time (when the Doctor in NSW tested positive over 50 other staff in the same hospital went into quarantine). How can we run hospitals without staff?

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1. ENSURE A SAFE WORKPLACE (Physical Workplace Risk)

- How do people move about within your workplace - can movement/interaction be reduced?
- Could the types of fittings you have be carrying risk (eg. hard to clean soft furnishings)?
- Can you reduce the number of team members interacting physically with customers (eg. phone/web/reduce frontline team)?
- Is your workplace hygiene adequate to reduce risk (eg. antibacterial wipes/hand wash, safety gear requirements)?

2. PLAN FOR A SHUTDOWN (Planning Risk)

- Can your business function if people cannot travel to your workplace (work from home plans)?
- Do you have a clear policy should someone in your business become infected (who/what/where/how long)?
- Do you have a clear communication plan in a shutdown including those people not onsite (who/what/how)?
- What do you need to do to reopen (Sanitisation, Communication, Team Management, HR)?
- Do you have a clear communication plan (Team/Customers/Guests/Suppliers/Regulatory Bodies)?
- Do you have a policy should other things out of your business control a shutdown (schools, transport etc)?
- Do you know your rights and your team members rights should you be forced to shut down your premises?
- Do you know your rights and your team members rights should you be forced to lay off team members?

3. STRESS TEST YOUR FINANCIALS (Financial Risk)

- Can you seek a moratorium on business loan repayments or reduced schedule of payments?
- Do you have 3-6 months Working Capital (money to pay team members, suppliers, utilities etc)?
- Can you secure short term cash facilities (overdraft facilities/cash loans)?
- Do you have a stable Cash Flow model (Cash flow is king right now!! Be realistic about short-term profit expectations)?
- Can you reduce/stretch finance payments (reduce loan payments, negotiate rents, ATO payment plans)?
- Can you improve cash receipts (chase invoices, sell receivables, leverage new 'scarcity' markets)?
- Can you reduce cash outflows (reduce inventory/stock, stop non-essential purchases, defer payments)?
- Have you called your insurer/broker to get a moratorium on insurance costs – for the period that your rides are not operational?

4. SECURE YOUR SUPPLY CHAIN (Customer Service Risk)

- What is the likely change in demand for your products? (Health products may go up, luxuries may go down)?
- Are your suppliers at risk of running out of products/services (through high demand/low capacity)?
- Do you have alternative suppliers for key products (will they supply? Take credit)?
- How will you be effected by overseas producers restricting supply (travel bans/manufacturing capacity)?
- What will happen to lead times when demand/capacity changes?

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5. TALK TO YOUR TEAM (Team Risk)

- Be honest, open and fair with your team (and more often than not, they'll do the same).
- Be clear on your plan and share that with your team.
- Share with your team their options if there is a shutdown, or what is available to them if they are facing unemployment (Centrelink).
- Get organised with support plans for people with no income.

6. LOBBY AND ADVOCATE (Industry Risk)

AALARA is actively and aggressively lobbying on your behalf, you can too!

- Have you checked out the letter templates within the email to use to lobby your local MP?
- Have you used the templates to tweak with your details and email to heads of Government? (key contacts sheet below)
- Contact MPs in country show areas and explain the economic impact that no local shows will have on the local community?
- Have you requested Government heads to adopt the New Zealand package here?
- Speak to your local radio stations/newspapers to let them know of the immediate impact COVID-19 has had on the entire industry, not to mention the drought, floods and bushfires.

STATE AND FEDERAL SUPPORT INFO:

TAX-FREE CASHFLOW BOOST FOR EMPLOYERS

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/boosting-cash-flow-for-employers>

SUPPORTING APPRENTICES AND TRAINEES

<https://www.employment.gov.au/supporting-apprentices-and-trainees>

AUSTRALIAN CHAMBER OF COMMERCE COVID-19 EMPLOYER GUIDE

<https://www.victorianchamber.com.au/business-support/crisis-information/covid-19-coronavirus-resources>

Coronavirus Health Information Line: 1800 020 080

LifeLine: 13 11 14