



## Business Action Plan for COVID-19

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## **Action Plan for Your Overall Business**

In these extraordinary times that we live in, the main thing is to obviously stay safe and respect the advice from all the people that are working so hard to protect us and our families.

The panic and stress is real, so the first big piece of advice to you is to treat your business the very same way as we are told to treat ourselves and our family, by doing all that we can to keep our business safe.

I have put together an Action Plan for your Business which I hope will help. If you need any further help or clarification, please ring me or any member the RDA Team.

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## Build your fortress

Ref	Business Support Team	Action	Reason	Checklist	Notes
1	Communications for the business	Appoint a person to communicate the relevant information for the business	So that we collate the correct information in a sensible and accurate manner		
2	Tax Specialist	Speak to your Tax Adviser	ID what we are required to do		
3	Accountant	Set up a 30 Minute Call with them and seek their advice	To assist you with the plan and how to put a strategy in place for these times		
4	Business Adviser/Mentor	Set up a 30 Minute call and seek their advice on your new current role	To keep you on track with everything		
5	Insurance Broker	Set up a 30 Minute Call with them and seek their advice	Where do you stand from an insurance point of view?		
6	Financial Planning	Set up a 30 Minute Call with them and seek their advice	Where do you stand with your personal and business financial planning		
7	HR Management	Let people know who is dealing with HR	They are there top plan and help		
8	IT Specialist	Talk to your IT Provider	Are we secure home and in work		
9	Banking	Who will deal with your debt banking requirements	How can the banks help us in this time		
10	Regular Team Meetings	Create an agenda for internal meetings and external	To keep on track and to the point		
11	Customers Support	What to communicate to customers good and bad news	How can you help your customers		
12	Security	Review your security for the business	Physical security and IT Security		
13	Cashflow Team	Who is on this team	To protect the cashflow is the oxygen for the business		
15	Legal Team	Set up a 30 Minute Call with them and seek their advice	Contracts, Rent Agreements, Suppliers, Customers		



## Employee Action Plan

Ref	Action Plan Employees	Action	Other	Checklist	Notes
1	Communications with the staff	Appoint a person to communicate the relevant information for the staff	Daily Morning/Evening (5 Minute Meetings)		
2	Have phone numbers accessible to staff	Give the people the numbers they need			
3	Radically Honesty	Tell them the truth, nothing is worse than what they imagine in their heads			
4	Set up the protocols for working with each other	The do's and dont's HSE rules			
5	Set up protocols for working from Home	How does this work in reality			
6	Regular Breaks	Decide what breaks they need and more than normal			
7	Direction	Ask their advice on what to do			
8	No long term projects	Break Projects down to what is required today, this week and this month no further			
9	Laying off staff	Follow Guidelines from HR Ask for Advice	Guides in Appendix		
10	Paying staff while laid off	Pay through payroll if possible and will be refunded quickly through revenue	Reference in Appendix		



## Debt Management Action Plan

Ref	Item	Action	Other	Checklist	Notes
1	Communications with the Bank/Lender	Appoint a person to communicate the relevant Institution	You/Adviser		
2	List all Debts/Monthly Payments	By Bank/Type			
3	Do you need assistance here	Temporary Relief			
4	Discuss with Lender	Inform your bank contact			
5	Prepare a plan for them	Make it easy for lenders to help you.			
6	Interest Only Periods	This is temporary relief and you will have to go back on repayments in the near future			
7	Reduced Payments	Try where possible to build up the payments in a sperate account if you are seeking relief			
8	Help is available	Please do not be afraid to ask for help and assistance here	This should not effect you credit rating we are told that Govt are backing businesses here		
9	Do you require temporary facilities from the bank	There is help available from the banks lenders			



## Revenue Action Plan

REF	Collector General	Action	Other	Checklist	Notes
1	Communications with the Revenue	This may be difficult and my enquiries will be busy so speak to your tax advisor	Yes every business should have a tax advisor		
2	It is imperative to file returns on time even if you do not have the money to pay.	File all returns on time			
3	Interest/Penalties	Will not apply during the crises			
4	Tax Clearance	You will maintain current status			
5	Enforcement	Cancelled during current crises			
6	Tax Relief working from home	Some available			
7	Any current investigation	Should be postponed ask advisor			
8	Repayments due back to customer	Hopefully these will be processed quickly			



## Insurance Action Plan

Ref	Item	Action	Other	Checklist	Notes
1	Communications with the Broker/Company	Schedule a call with Broker			
2	Have we cover in place for Covid -19	Ask Q			
3	Are we covered to work from home	Ask Q			
4	What do we need to do from an insurance point of view	Ask Q			
5	Offices not being used	Have we still got cover			
6	Increased IT Cover	Do we need this if working from home or anywhere besides work			
7	Are we at risk with employees working from home	Ask Q			
8	Can we reduce cover	Ask Q			
9	What if we cannot pay the current premiums	Do we automatically lose cover			
10	Ask Professional Bodies you are members of what happens with Insurance	Ask Q			



## Cashflow Action Plan

Ref	Staffing	Action	Other	Checklist	Notes
1	Communications	Appoint a person to communicate the relevant information	Daily Cashflow meetings until understood		
2	Cashflow Planning	Prepare an initial cashflow that outlines current position	Please do not be overly optimistic/ pessimistic here		
3	Radically Honesty	Don't let fear stop you prostrating on completing this.	Please do not bury you hear in the sand on this.		
4	What are you Fixed Expenses	List all fixed Expenses	Ask Accountant for help here		
5	What are Critical Expenses that must be paid	Analyse these separately	Protection for Life etc Insurance Helath & Safety		
6	What can you stop paying non critical costs	List non critical for your business/personal plan			
7	Separate Debt Payments	List all Loans leasing by bank and type			
8	Prepare a post Covid 19 Cashflow Plan	Anything you get relief on at this time will have to be paid into the future			
9	Put A COVID 19 expenses heading together and record costs	Their may be relief available into the future for this.			
10	Cashflow Preparation	<b>1/1/1 Plan</b> Prepare one week plan Prepare 1 month plan Prepare 1 quarter plan Prepare 1 year plan			
11	Sharing of Cashflow	List who should get this information.	Remember this is prepared from information at hand today so will change		
12	Adaptable of Cashflow Planning	Ask advice on how this should be prepared	Should be flexible and adaptable		



## Financial Services Action Plan

Ref	Financial Services	Action	Other	Checklist
1	Communications with the advisor	Appoint a person to communicate the relevant financial advisor		
2	Have you got your Last Financial Review	Start here?		
3	Radically Honesty	You need a true reflection of where you are		
4	Review Protection	What cover have you in place in the business/personal	Do not stop these covers as you may not be able to get back when this is over	
5	Pensions	Where are you and what is the advice you should take		
6	Savings	Where are you and what is the advice you should take		
7	Income Protection	Ask about this cover and if you get sick here what to do.		
8	Private Health Insurance	Are you covered for Covid 19 and if so what happens here if you need hospitalisation		
9	Have you made a will?	I know this is a tough one to face and 98% or more wont be effected by Covid 19	It should spark the reality of updating this or at least begin a conversation about it.	



## Action Plan for Suppliers

REF	Suppliers	Action	Complete	Checklist	Notes
1	Communications with the suppliers	Appoint a person to communicate the relevant suppliers			
2	Sign out sheet for all equipment for home office	Full Details of all equipment for staff home office			
3	Proper Training on IT	List Immediate Training Needs			
4	Security for Off Site Needed	What are the security Requirements			
5	Is Encryption required on Equipment	Ask Q			
6	Is encryption required on Mobiles	Ask Q			
7	Consider Firewalls at home office	Ask Q			
8	Be Patient with IT Provider	They are swamped			
9	Can Phone System work at Home	Some systems can work			
11	Use Microsoft Teams	Training Needed			
12	How to Print at home	Ask Q			
13	Digital Filing of docs	Whats Needed			
14	Moving of Work Data	How to			
15	Staff Reporting of IT Issues	How to			



## Customer Action Plan

Ref	Customer	Action	Other	Checklist	Notes
1	Communications with customers where possible	Decide the mode of communication Remember the Order 1 By Phone 2 By Email 3 By Social Media	Frequency important depending on business type		
2	Radically Honesty	Tell them the truth			
3	Help your customers	Find novel ways to help them			
4	Take Direction	Ask their advice on what to do			
5	Outstanding debts	Talk to them about their debt to you.	Be kind this Virus will pass and you will need them then		
6	Prioritise their needs	Some Customers will be more dependant on you than you think	The 80/20 Rule		

If you need any further assistance in dealing with the impact of COVID-19 on your business, please do not hesitate to contact any of our staff at the emails below or call the office.

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