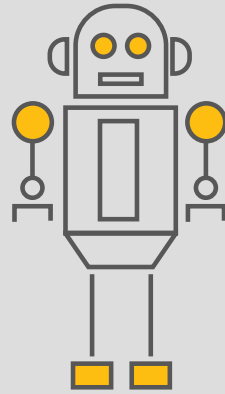


OFFER SUPPORT TO BOOST MENTAL HEALTH

- ▶ Use social channels on your company's intranet to lighten the mood and keep staff connected
- ▶ Encourage a set routine for working at home, including taking regular breaks
- ▶ Be understanding and consider flexible working for employees with younger children



BE AWARE OF INCREASED CYBER-THREATS

- ▶ Phishing attacks exploiting worries over COVID-19 - NCSC¹
- ▶ Ensure that your IT network is sufficiently robust enough to function
- ▶ Protect remote workers' IT equipment
- ▶ Remind staff to be vigilant - a single click can compromise your whole system and ability to continue to operate



ADDRESS THE ONGOING CONCERNS OF STAFF

- ▶ 1/5 of the workforce may be off sick - BBC News²
- ▶ Maintain regular, clear and honest communication
- ▶ Establish two-way engagement from senior leaders to all employees
- ▶ Ask employees for their views
- ▶ Make every effort to move as many staff as possible to remote working



LEVERAGE ALL THE SUPPORT YOU'RE ENTITLED TO

- ▶ UK SMEs employ approximately 60% of private sector workforce³
- ▶ Government support for job retention, cash grants, SSP relief package.
- ▶ Review your future financial plans now that the next quarter's VAT payment has been deferred
- ▶ Check if you're eligible for a Business Interruption Loan
- ▶ Regularly visit the Government's website: COVID-19: support for businesses



PROTECT YOUR FIRM'S WORKING CAPITAL

- ▶ The average SME has a cash buffer of just 27 days - JP Morgan⁴
- ▶ Ensure your cash flow forecast is up-to-date
- ▶ Review your business's fixed costs
- ▶ Identify non-essential overheads and discretionary expenses
- ▶ Think outside the box when it comes to the delivery of your product / service

Information sources

- 1 National Cyber Security Centre: Cyber experts step in as criminals seek to exploit Coronavirus fears
- 2 BBC News: Coronavirus: Up to a fifth of UK workers 'could be off sick at the same time'
- 3 National Federation of Self Employed & Small Businesses: UK small business statistics (business population estimates for the UK & Regions in 2018)
- 4 JPMorgan Chase & Co: Cash is King: Flows, Balances and Buffer Days