

Leadership

- Has the leadership team identified the main risks and scenarios for employee health, customer and supplier wellbeing?
- Has the leadership team identified the main risks and scenarios for the business, the current and upcoming projects and customers?
- Has the leadership team identified the main risks and scenarios regarding finances in the near future? And are there other stakeholders connected to this?
- Is the leadership team having a daily (short) and weekly (long) huddle in anticipation of possible changes or developments?
- Has a communication strategy been agreed with all team leaders, regarding stakeholders?
- Is the leadership team communicating with the team DAILY to boost morale and keep everyone focused on key priorities.

Internal Collaboration

- Does everyone have clear objectives, tasks and vision for the foreseeable future?
- What are the most important things the team/company need to track and measure right now?
- Are there policies in place regarding personal and social hygiene?
- Do you have expectations and accountability in place regarding virtual working, phasing back strategy, new reality strategy?
- Does everyone have a personal plan on how to deal with issues such as childcare, caring for others, vacation/sabbatical, working from home, etc.?
- Should we proactively apply for financial assistance? Do we know the available options, rules and requirements?
- Assuming a continued increase in unplanned downtime for 2020, what projects, innovations and improvements have been on the shelf for a while can we now take on?

Client/Customer Retention

- What do we have to communicate to customers and how?
- Do we know our customer status and what their considerations are regarding our services / products? Who is responsible for collecting customer insights?
- What can we do for our customers at the moment?
- What other solutions can we offer our existing customers to increase our cash flow rather than incurring the expense to chase new customers?
- What can we do to keep moving forward on projects?
- How can we make it easier to do business with us?
- Is the sales team trained / briefed on how to actively build the sales pipeline for better times, so that you can quickly get back to work when business reinstates?
- What will our policy be on changes or cancellations?

Supply and Vendor Partnerships

- Do we have an overview of suppliers, partners and others within our chain? Where are the risks and what should we keep an eye on?
- What are our contractual risks?
- (Products) Do we have sufficient stock and alternative delivery options? (Services) Do we have access to key vendors/subcontractors?

Financial Management Strategies

- Have we formed a team (accountant, tax specialist, lawyer, banker, coach) who can assist in the near future, offering advice and assistance?
- Have we evaluated what expenses we can cut and what investments we need to keep?
- How can we optimize our cash conversion cycle (i.e., speed up cash flow) right now?
- What are our short-term financing options?
- Do we have a strict Accounts Receivables policy and what steps can/should we take now?
- Can agreements be made, or terms extended with creditors/suppliers?
- Do we know what tax incentives the government has made available and how to use them?

Growth Strategies

- Are there any actions that can be implemented to boost sales in a few weeks (even if it's not a great long-term strategy)?
- What are the greatest opportunities of this economic dip?
- What digital virtual solutions can we adjust in our business model to radically reduce costs or rapidly scale?
- What growth barriers can we solve now or in the long term, due to this situation