

# CORONAVIRUS

Practical steps you can take to help your business, and how we can help

We're committed to supporting our customers who may be impacted by coronavirus (COVID-19).

We've collated a list of practical considerations and potential solutions that may help your business.

If your business has been impacted by coronavirus (COVID-19), our teams are here to support you. If you need our help talk to your **Relationship Manager** or email [sales@lombard.co.uk](mailto:sales@lombard.co.uk)



## Need help keeping track of what's happening?

See the latest guidance:

### UK Government

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

### NHS

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

### WHO

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

## 1. LOOK AFTER YOURSELF AND YOUR PEOPLE



Follow Public Health England (PHE) recommended precaution to help prevent the spread of infection.

If you or your employees must come to work, consider increasing cleaning regimes for surfaces such as desks, keyboards, door handles and similar high-touch areas, using anti-bacterial solution. Have hand sanitiser gel readily available for your staff and customers to use.

Advise employees and contractors to consult [national travel advice](#) before going on business trips.

Employees to self-isolate, even if asymptomatic, when returning from **Category 1 country / areas**.

**Certifying absence from work:** medical evidence is not required for the first 7 days of sickness (source: [Gov.uk](#)). After 7 days, it is for the employer to determine what evidence they require.

Statutory sick pay will be made available from day one when self isolating, instead of day four.

In addition to the statutory sickness payments, the government has announced a wage-support scheme for workers, who otherwise would have been made redundant. Please check [Government's Coronavirus Hub](#) for the latest advice and guidelines.

### How we can help ...

You may find the services of our Partner Brands, [NatWest Mentor](#)<sup>1</sup> service helpful. They provide expert advice on employment law & HR, health & safety and environmental management.

<sup>1</sup> Please be aware that Mentor services incur a cost.

## 2. BUSINESS CONTINUITY PLAN (BCP)



Identify your essential operations and human resources plans if employee absence is a threat. Gather confirmation of the chain of command and back-ups for critical roles.

Review if your IT infrastructure can support an increase in remote working, and any additional technology requirements, such as video or digital telephonic software.

Create an internal communications plan to ensure that BCP updates and changes can be communicated in real-time.

Have a disaster recovery plan in place with a framework to ensure continuity of operations if your primary physical space is unavailable.

Assess the risk level of any vendors or other parties that your business depends on and gather confirmation from critical vendors that they have a robust BCP and are able to deploy as needed.

Identify any potential constraints on working capital, funding or future payments.

### How we can help ...

If you have any concerns about funding or payments, please contact us to discuss. We may be able to offer support.



### 3. CASH FLOW AND WORKING CAPITAL

Businesses can experience delays and disruption to their supply chain, as stock availability may drop, and supply lead-times lengthen. The knock-on impact could include raw material, stock, component price increases, and potentially the need to seek alternative sources.

New suppliers unfamiliar with their buyers may require advance payment, or bank guarantees.

#### How we can help ...

##### Funding

Our Asset Finance solutions could help future-proof your business by providing tailored funding so your business can invest or release working capital for greater automation or efficiency.

Our services are tailored to the needs of most sectors, if you would like to hear more about what sectors and products we offer please contact your local Relationship Manager or send an email to [sales@lombard.co.uk](mailto:sales@lombard.co.uk)

You could also find out more on our [web-site](#).

**We have also put some measures in place to help support you if you're experiencing financial difficulties as a result of the outbreak, which could include up to 6 months repayment holiday.**

NatWest Group, Lombard's parent company, has pledged £5bn of working capital support for SMEs during the coronavirus outbreak.

We have a range of solutions that could help you manage your trading risks and also provide tailored funding to ensure your supply chain remains healthy – keeping supply, demand and the flow of trade consistent during volatile times.

## OTHER FUNDING OPTIONS

**Government-backed, and guaranteed loans** – Coronavirus Business Interruption Loan Scheme (CBILS) and for larger businesses Covid Corporate Financing Facility (CCFF).

Talk to us if you need additional support.



For more information please contact your Relationship Manager or email [sales@lombard.co.uk](mailto:sales@lombard.co.uk)

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