

COVID 19 operational considerations

KNOWN

Most companies and government are working remotely or limited operations or closed
 Any form of travel discouraged regardless local or international
 Schools and public institutions set to reopen 14 April
 Disaster management act in play with severe restrictions on any hospitality operations
 High %age of cancellations for current and future March to May 2020
 Little or no new business being booked March to July
 Some new bookings entering in August but higher %age September
 Expect full booking rebound +20% from Oct 2020 onwards

PUBLIC NOTIFICATIONS ADVISEABLE

Indication whether your operation is open for business or not and to what extent (limited or full or partial)
 Indication of Covid 19 preventative measures in place to safeguard guests & staff (communicated in establishment, B2B, B2C and own website)
 Promote where possible #savetourism with slogan "don't cancel just postpone."

UNKNOWN (expected income vs expenses)

Low Impact (high %age of local trade)	Medium Impact (50% local 50% international)	High Impact (high %age of international)
Initiate internal preventative measures with regards to hygiene	Initiate internal preventative measures with regards to hygiene	Initiate internal preventative measures with regards to hygiene
Consider 20% of inventory to be closed and send same proportion of staff on leave (UIF can be claimed under circumstances)	Consider 50-70% of inventory to be closed and send same proportion of staff on leave (UIF can be claimed under circumstances)	Consider complete shut down
Closed 20% can receive maintenance or refund if planned	Keep open rooms in same block or floor	Assess cash flow to cover 3 month continuity
Comply to bars and restaurant rules as per disaster management act	Closed 50-70% rooms can receive maintenance or refurb if planned	Implement skeleton staff structure to safeguard assets
Reduce best available rate to lowest tier due to compressed rate in compset and prevent over pricing	Comply to bars and restaurant rules as per disaster management act	Admin staff where possible to work remotely
Assess cash flow to cover 3 month continuity	Offer breakeven +10% rate tiers	Close and communicate all inventory online B2B, B2C, own website
Claim business interruption from insurance if covered	All channel to be open from low to high yield	Communicate closure to all suppliers and service providers and initiate freeze period under force majeure
Offer to use credit for future bookings or offer voucher but not to refund where possible	Weekly promotional offers to database	Plan reopening measure with relaunch budget
Manage incoming revenue, initiate promotions for post pandemic rebound	Assess cash flow to cover 3 month continuity	Claim business interruption from insurance if covered
Admin staff where possible to work remotely	Communicate suspension of non essential services for duration of curfew	Offer to use credit for future bookings or offer voucher but not to refund where possible
Refreshed training on preventative measures	Reduce operational hours and/or shifts	Refreshed training on preventative measures
Withhold payments or dividends to bolster cashflow	Implement skeleton staff structure	
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