




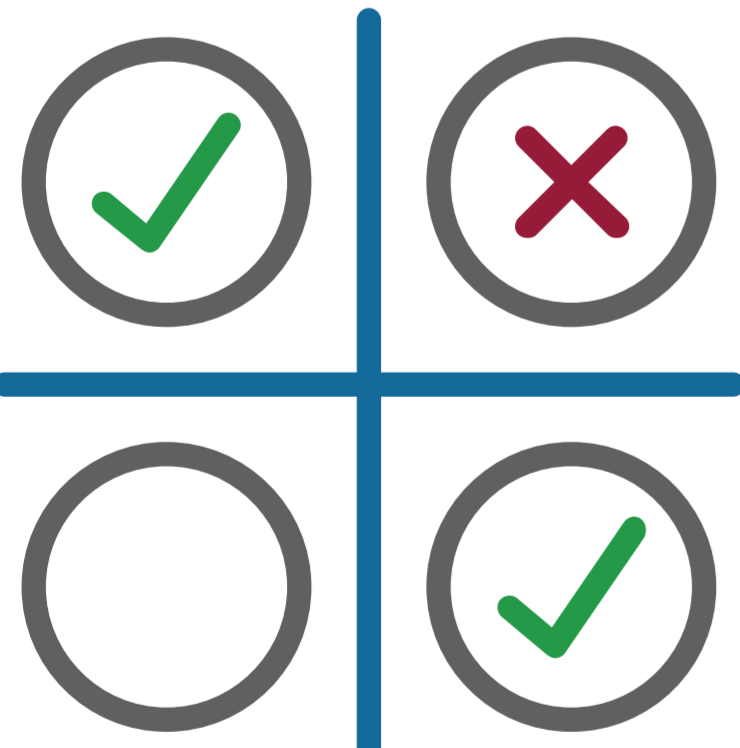

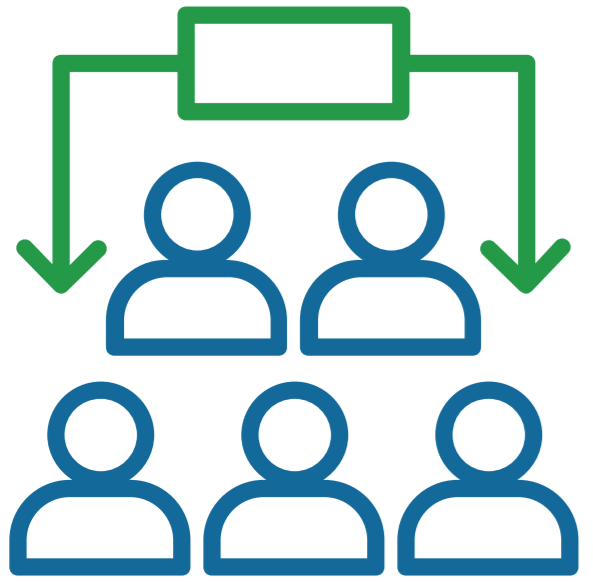


CORONAVIRUS (COVID-19): MITIGATION OF COVID-19 BUSINESS IMPACT

ISSUE	IMPACT	RISK MANAGEMENT
<p>Employee Wellbeing</p> 	<p>The primary concern for organizations should be on protecting employees with guidelines, new policies, and constant communication.</p>	<p>An infectious disease response plan provides open communication to all employees. Additionally, systems, processes, and policies enable working from home at a global scale, with high productivity.</p>
<p>Supply Chain</p> 	<p>With China as the factory of the world, the slowdown of their production will have a domino effect on retail, electronics, energy, auto parts, construction, and more.</p>	<p>Evaluate inventory levels and establish possible mitigations like prebooking shipping, prioritizing critical processes, or finding new suppliers that can fill production gaps.</p>
<p>Liquidity</p> 	<p>The economic downturn of capital markets combined with a reduction in production due to limited inventories and production slow down businesses' access to credit.</p>	<p>Perform financial stress tests on company liquidity to help leadership make the right decisions and understand how to react if the markets keep turning down.</p>
<p>Talent Scarcity</p> 	<p>Talent sourcing has never been harder, and companies that provide a good employee experience will be much better positioned to manage impacts to strategic functions.</p>	<p>Ensure existing staff receives the care necessary and flexible work conditions required to handle health risks and improve communications.</p>
<p>Customer Demand</p> 	<p>Revenue within many industries will be impacted. While certain goods may be acutely impacted, other industries may see higher demand.</p>	<p>Investing in digital-first initiatives will help serve increasingly online customers, and omnichannel customer support can help address customer pain points.</p>
<p>Shifting Priorities</p> 	<p>C-suite leaders, and teams in general, must focus on the creation of rapid response teams, strategies to weather the storm caused by COVID-19, and adapting to markets.</p>	<p>Agile principles help organizations adapt quickly to change, increasing the speed at which hypothesis testing and optimization can be performed.</p>
<p>Cybersecurity</p> 	<p>Cybersecurity experts have recently issued alerts about new scams aiming to exploit people searching for support and data online.</p>	<p>Reminding employees of security protocol, including their need to stay alert to phishing events and report them, helps avoid major system</p>
<p>Partnership</p> 	<p>Engaging with clients as partners means managing together to ensure teams respond with the level of quality, commitment, and performance expected of them.</p>	<p>Demonstrate to your clients the value of your partnership and the extent to which your strengths can supplement their needs.</p>