

Export Business Continuity Service



Mitigating the Impact of COVID-19

The Risk

The impact of COVID-19 is forcing companies to rethink and transform entire areas of their operating model, including global supply chain models, effectively managing cashflow, enabling flexible working, as well as potentially pivoting their customer base. It has already exposed the vulnerabilities of many organisations globally, and in New Zealand.

There's a huge amount of information online, but this includes lots of conflicting advice. So, how do you respond rapidly and effectively to this new and significant threat?

Lessons from Overseas

Deloitte experts in China, and across the world, have learned a great deal in the past few weeks.

The key areas of disruption to global businesses over the last few weeks have been in the areas of Finance, Supply Chain, Talent and Digital Capability.

We are sharing these insights in our global publications, on our website, [Deloitte.com](https://www.deloitte.com), and in our interactions with clients. We have assisted hundreds of clients across Asia Pacific, and in New Zealand, to help them respond and recover.

We are continuing to assess the situation, and gather information from Deloitte Global, the WHO and the NZ government to provide you with up to date information and advice.

Our Solution

Gaining clarity on your key vulnerabilities is essential in order to develop mitigation strategies. Deloitte will provide a half day **diagnostic lab** to help you identify key risks across the business and then develop simple action plans to mitigate these risks.

Together we will work through our COVID-19 Resilient Leadership Framework and our unique GrowthPLUS methodology to identify and plan for your risk areas. The output of this process is an executable plan for mitigation of those risks, with clear objectives and measurable results.

We will involve our subject matter experts in these conversations as appropriate, such as industry experts, risk management experts (including health & safety and cyber), tax and restructuring experts and business continuity planners.

This half-day lab provides you with a rapid response to COVID-19 to focus your efforts on doing the most impactful activities, and get you back to serving your customers.

We tailor our services to best suit our clients, and we will be pleased to provide additional support to assist with implementation of these strategies.

Deloitte Private has a team of experienced facilitators across New Zealand who already deliver strategy services to NZTE export customers.

Partnering with NZTE

We have teamed up with NZTE to support export businesses through this challenging situation. We are providing a hands-on, half-day workshop, which will be paid for by NZTE for their Focus 700 customers. This workshop addresses key areas to enable you to tackle the biggest issues and get you back to serving your customers. The workshop will:

- Ensure you've got the right team to execute
- Address the areas of the business that are most impacted by COVID-19
- Utilise our unique COVID-19 Resilient Leadership Framework and our GrowthPLUS methodology to uncover all risk areas and help to prioritise them
- Complete a highly targeted action plan for key risk areas using an OKR framework
- Follow up with you within two weeks to monitor implementation of the action plan



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COVID-19 Resilient Leadership Framework. Resilient leaders are defined by *what they do* along three dimensions

Priorities	Timeframes			Accountability
	RESPOND	RECOVER	THRIVE	
● Command Centre				CEO
● Talent and Strategy				CHRO, CSO
● Business continuity & Financing	Drive business continuity	Learn and emerge stronger	Prepare for the next normal	CFO, COO, CRO, GC
● Supply chain				COO
● Customer engagement				CMO
● Digital capabilities				CMO, CIO

We utilise a combination of our Resilient Leadership Framework and GrowthPLUS methodology to help our clients respond and recover from the impacts of COVID-19.

The Resilient Leadership Framework addresses the six priorities which have been identified as being the most impacted by COVID-19.

We also use our GrowthPLUS framework which addresses each area of the business, ensuring that the leadership team have considered all possible impacts, before prioritising activities. It ensures that action plans are executable, have clear objectives, and produce results that are measurable and easily monitored.

Our **facilitators are expert strategists** and have a minimum of ten years experience in working with the small to medium sized enterprise market. All our experts have helped their clients overcome their most insurmountable challenges, and have contributed to their success. They understand the challenges businesses face and will support you in making the right decisions for your organisation.

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