

Polson Higgs Advice XIII to customers re service (singles) Working at Level 2, Health & Safety, Re-engaging with Clients, IRD Small Business Loans and more . . .

Thursday sees the end of our bubbles. It will, without a doubt, be great to be able to catch up with friends and family, albeit in groups of up to 10. Our bubbles have, aside from helping to fight COVID-19, also created a sense of community. Adding to Thursday's excitement Budget 2020 "Rebuilding Together" will be announced. Last week we concentrated on working capital and the critical role it would play in your business success, in this newsletter we are going to look at some of the more practical issues of Level 2.

In this newsletter we will cover:

- Budget 2020
- The Polson Higgs Team and Level 2
- Working at Level 2
- Health & Safety
- Talk to your team
- Wellbeing
- Re-engaging with your clients
- It is about service
- Contact Tracing
- IRD Small Business Loans
- Getting paid
- Bit of a laugh

Budget 2020 – On Thursday, 14 May Grant Robertson will present one of the most significant budgets in New Zealand history, with COVID-19 changing our lives and the economy. The budget will contain the Government's policy road map for "Rebuilding Together". What will it look like for you and your business? The Team at Polson Higgs has arranged for the leading, independent, New Zealand economist, Tony Alexander, to provide a 1-hour review on the budget and its impact on **Friday, 15 May at 2.00 pm**. If you would like to register for the review **click here** . Use your Promotional code of **PHClient** to register for free.

The Polson Higgs Team and Level 2 – With the move to Level 2, we will be reopening our offices in Moray Place on **Monday, 18 May** in a safe manner. This will involve some of the team continuing to work from home and some of the team working from the office. The office will be open normal hours, but entrance will only be through the Moray Place door. You can still park in the carpark, but you will, however, have to walk around to the Moray Place entrance. Upon arrival you must report to reception on the first floor so they can record your details for contact tracing purposes. It is important that you make an appointment so we can manage visitors to the office and also to ensure that the person you want to see is in the office.

Working at Level 2 – The Government has announced that we will be moving to Level 2 at **11:59 pm on Wednesday, 13 May 2020**. There are a number of exceptions still (bars are a week later), but for the vast majority of businesses that means they can reopen and start to trade in a more normal fashion. If you have questions about how your business can operate at Level 2, then email us at covid19@ph.co.nz or contact MBIE. Set out below are some issues you should be considering as we move to Level 2.

Health & Safety – All businesses should have existing Health & Safety plans. These need to be updated to reflect the new reality of operating under Level 2. How will you keep your staff and clients safe? If you haven't looked at your health and safety it should be your number one consideration.

Talk to your team – It will be different for your team. There will be new ways to work, new procedures, changes to meal and break times to limit numbers. Everyone will still be 1 or 2 metres apart, a lot of changes. This may mean changes to employment agreements, or hours or places of work. If you have any questions about how to address these issues, or the best way to engage with your team our HR experts are happy to help - you can email them at HR@ph.co.nz.

Wellbeing – The last seven weeks have been challenging for everyone. It has been a stressful time for yourself, your staff and your clients. Level 2 won't reduce that stress, as business will still be difficult and a challenge as we adjust to the new normal. At the simplest level, we all need to take time for ourselves, be kind to others, and be prepared to listen. We had more information on wellness in our 3 April newsletter ([Client Newsletter](#)) that you may wish to revisit.

Re-engaging with your clients – For some businesses you will have had limited contact with your clients for the past seven weeks. You will need to re-engage with them to understand if their needs have changed and to ensure they know how you will be operating. For some businesses this will be a phone call with clients to talk about Level 2 and what it means for both of your businesses. It could be an email with the news that you're opening or the change to how you will operate, or a post on your Facebook page. The key is to ensure you reach out to your clients, and engage with them. Remember to update your website with the latest details and if appropriate for your business register with the [Dunedinstore](#) so that Dunedin locals can find you.

It is about service – Level 2 will see your clients start to purchase again. Like yourself, they will have been considering what is best for them and their business going forward. The level of service they receive will be a key consideration in that decision-making process. The reality is the new environment will be more competitive, and one of the best defences in a competitive environment is to ensure you are providing a great service. Make sure your team understands that client service is a key focus.

Contact Tracing – As we move down through the lockdown levels, contact tracing will become a very important part of the new normal. You can find out more about the Ministry of Health's guidelines on contact tracing [here](#). Polson Higgs has looked at the contactless tracing apps available currently in NZ and have reviewed them [here](#). If you want assistance with setting up a contact tracing system email us at BCP@ph.co.nz

IRD Small Business Loans – You can make applications for “IRD Small Business Loan (SBC) through IRD, as of this morning. The Small Business Cashflow loan is available to support businesses affected by COVID-19. The loan is available to support businesses in operation before 1 April 2020, who are experiencing at least a 30% decline in actual or projected revenue for any month from January 2020 to June 2020, compared to the same month last year. The loan must be used to pay for core business operating costs and must not be passed to shareholders or business owners. For more details about eligibility, terms, interest rates check out our [1 May Newsletter](#).

To apply you will need:

1. Your My-IR login and password
2. Bank Account number for receipt of loan proceeds;
3. Your New Zealand Business Number (NZBN)
4. Number of full time and part time employees;
5. Details of employees;
6. If you borrow less than the maximum loan amount available you are unable to request the balance at a later date;

Many of the fields may be pre-populated if you have already received the wage subsidy. Payment will be made within 5-10 working days. If approved you will receive a loan contract within 5-10 working days, if declined you will receive a letter. All correspondence will be administered through My-IR. If you have any questions about the Small Business Loans please talk to your Partner or Manager or email us on covid19@ph.co.nz

Getting Paid - The first source of working capital for most businesses is their debtors ledger. Those accounts sitting at 60 or 90 days are tied up working capital (the second source is discounting stock and selling it). Normally this would mean a more “aggressive” approach to your credit management, but in the current environment that carries a much higher reputational risk. The answer is to take a more empathetic approach, with earlier contact and allowing more flexible payment options. If you want to learn more about “**Getting paid in a**

Pandemic” then [click here](#) to register for a **free 15 minute webinar** on Wednesday, 13 May at 2.00 pm. (If you are not available at 2.00 pm you can still register and you will receive a recording to watch at your convenience)

Bit of a Laugh – Joseph Parker is more than a great boxer, it turns out that he is also a very funny guy, check out these clips - [Clip 1](#) / [Clip 2](#) / [Clip 3](#)

New Webpage - we have added a new page to our website and are gathering different resources for you to use. Check out **Polson Higgs Covid-19**

If you have a question about anything please don't hesitate to ask on covid19@ph.co.nz.

Stay safe and keep in touch.

Kind regards

Polson Higgs Team



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business
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