

## Managing COVID-19's Business Impacts

Given its rapid spread, the novel coronavirus (COVID-19) is now an unprecedented health crisis of global concern. While you may have planned for emergency situations that could impact your operations, you may not be fully prepared for COVID-19's prolonged effects on staff welfare, operations, supply chains, and the broader economy.

It is important that you take the time to review your current resilience capacity and develop strategies to manage the situation now and into the future.

During this time of crisis, Marsh can offer you expert guidance on a range of issues challenging your organisation. Our response and recovery solutions can help you respond and recover from this pandemic and be better prepared for the next one.

## 1) What do I need to do right now?

- a. Crisis response: The time for action is now; implement your response protocols and monitor their effectiveness
- b. Safeguard staff: Assess how your people will be impacted,

- listen to their concerns and communicate regularly
- Protect the core: Identify the people that are critical to operations and focus on ensuring their resilience
- d. Resilience Hardening: Stress test that systems and processes will work and upgrade
- e. Calculate costs: Record your incident response spend and ensure you have access to funds to continue managing the pandemic
- f. Communicate/collaborate: Talk with your suppliers/customers and look for where you can support one another





## 2) How will this impact my business?

- Quantification: Determine the potential spread of the pandemic and link that to your operations and recovery strategies
- Supply chain risk / restructure: Identify your "at-risk" products / services and focus on how you can ensure their continuity
- c. Workplace safety: Provide a safe place of work for all staff, especially for those asked to work in difficult circumstances
- d. Stakeholder advocacy: Engage with your local communities to identify how you can better collaborate and support one another

e. Revenue stream interruption: Calculate the potential impact to your revenues across your key products / services

## 3) What do I need to do to recover?

- Preparing claims: Find advocacy support to guide you through managing your claims with your Insurers
- b. Insurance programme: Determine whether your changing operations will require additional insurance coverage or whether there are opportunities for cost saving
- c. Resilience programme re-design: Upgrade your existing business recovery plans to ensure you maintain readiness to respond

Our colleagues will be reaching out to you to start a support dialogue; it is important to Marsh that we offer assistance to you in these unprecedented times.

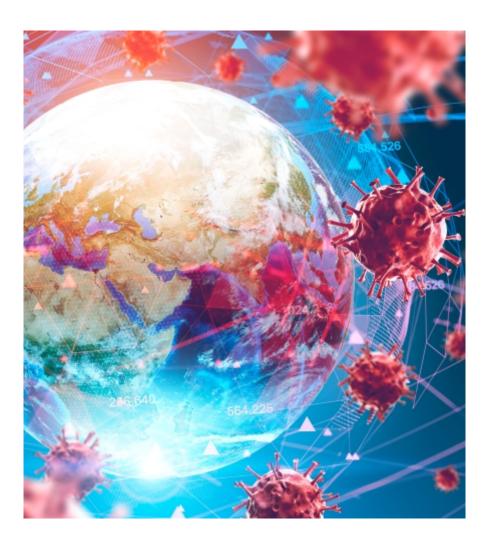
Your resilience in these unprecedented times is important to Marsh. We will reach out to you to initiate a dialogue around the challenges your business is facing and the assistance that our experts can provide.

In the meantime, you can access real-time insights and information from our resource center at

https://www.marsh.com/na/campaigns/coronavirus-stay-informed.html

or join one of our regional webcasts on the impacts of COVID-19.

You can also email us at marketingafrica@marsh.com or contact your local Marsh representative.



Marsh (Nambia) (Pty) Limited is one of the Marsh & McLennan Companies, together with Guy Carpenter, Mercer, and Oliver Wyman.

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh (Nambia) (Pty) Limited shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Any statements concerning a cutuarial, tax, accounting, or legal matters are based solely on our experience as insurance brokers and risk consultants and are not to be relied upon as actuarial, accounting, tax, or legal advice, for which you should consult your own professional advisors. Any modeling, analytics, or projections are subject to inherent uncertainty, and the Marsh Analysis could be materially affected if any underlying assumptions, conditions, information, or factors are inaccurate or incomplete or should change.

Marsh (Nambia) (Pty) Limited makes no representation or warranty concerning the application of policy wordings or the financial condition or solvency of insurers or re-insurers.

Marsh (Nambia) (Pty) Limited makes no assurances regarding the availability, cost, or terms of insurance coverage.

The content of this document is subject to copyright protection. Reproduction of the content, or any part of it, other than for non-commercial educational or personal use only is prohibited without prior written consent from Marsh (Nambia) (Pty) Limited.

 $Copyright @ 2020 \, Marsh \, (Nambia) \, (Pty) \, Limited. \, All \, rights \, reserved.$