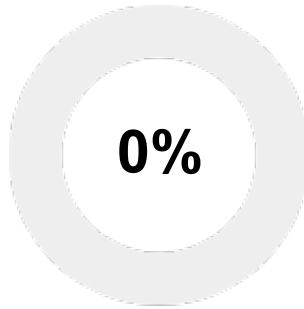


# Reclaro Aligning teams for remarkable results

## Coronavirus Crisis 1-3-5 Plan

I have successfully navigated Phase 1 of the difficult situation created by the Coronavirus. I have protected my business's cash position and supported my team and wider family through effective leadership, decisive decision making, and positivity impactful behaviour. I've added extra value to my customers and emerged stronger and ready for rebuild and expansion

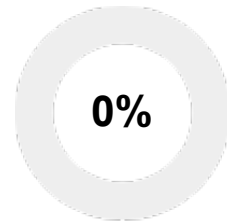
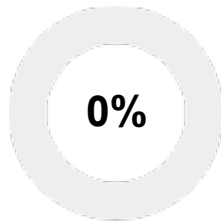
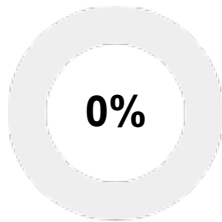


Completion Date  
31.07.2020

Months   Days   Hours

**04 07 11**

## Objectives





Protecting our cash position so that we remain cash positive throughout the Phase 1. Realisation and protection phase


Supporting our team and wider family, keeping them fully informed and enabling them to work productively, whilst sustaining business operations.

Actively work with our customers to support them. Seek ways to add extra value and help them remain positive

## Goals

 Carry out a full cash analysis.

 Communicate daily advising on updates and changes

 Proactively reach out to all customers and discuss a personalised impact plan

- ② Work out a contingency cashflow forecast and share with the team
  - ③ Proactively tackle outstanding debt
  - ④ Actively extend credit terms now
  - ⑤ Access all and available Government support
- ② Communicate weekly company wide from the top 'message from the top' (suggest video summary)
  - ③ Maximise use of technology to support inter team communication and protect culture (Zoom/Yammer/Slack/Microsoft Teams)
  - ④ Introduce training sessions with the team on stress management, mindfulness and self care
  - ⑤ Reward team members with recognition for all progress made
- ② Increase visibility to all customers incorporating new mediums such as voice updates or personalised videos
  - ③ Hold a team ideas session on ways to add more value to our customers
  - ④ Set up a monthly live webinar series with live Q&A so all our customers feel fully supported
  - ⑤ Review all pipeline and implement a customer by customer value added approach to reduce interruption in new business

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