

### What Are Your Pressing Coronavirus Issues?

#### Employee Wellbeing and Related Issues

- Sick leave and sick pay
- Introducing enforced leave and/or cancelling holidays
- Data protection issues with ascertaining travel plans (before or after holidays)
- Reporting policies
- Employee restrictions and alternative, or additional, duties
- Advice on preventing risk of/spread of infection
- Working from home – administrative roles
- Future use of furloughed workers

#### Operational Issues (Including Health and Safety)

- Where open and trading in accordance with permitted exceptions to enforced closures:
  - Availability and skills of workers
  - Assessing risks connected with changes to working patterns and responsibilities
  - Facilities for staff refreshments and breaks
  - Segregated shifts, provision of PPE such as masks, screening (and associated data protection issues)
  - Following Public Health England guidelines in the workplace, including in relation to distancing and hand washing
  - Hygiene measures – general and in event of employee illness
- Risk assessments for home working
- Advance preparation for any temporary closure, including in relation to employees and the domino effect on loan agreements and other contractual obligations
- Precautions in respect of closed premises
  - Routine maintenance and/or safety inspections
  - Security arrangements, including alarms, CCTV monitoring
  - Pest-proofing
  - Disposal of waste
  - Fire risk assessments
- Steps for re-opening in due course



#### Policy and Financial Health

- Exceptions from enforced closures/suspension of business activity
- Lobbying to protect your interests
- Insurance coverage, including business interruption insurance
- Contractual protections
- Alternative use of premises or venue by a third party in connection with COVID-19 response
- Support through rapidly changing and ongoing financial health needs (including accessing government/financial support packages, bank and other funding, business distress options, cash flow, forecasts, aborted deals, tax relief, pensions, protecting investments, etc.)
- Issues with paying or receiving rents pursuant to your leasehold interests in premises
- Continued compliance with licences and adequate coverage of licence holders

## Supply Chains, Including Logistics, Business Critical Infrastructure/Services

- Stock management and order cancellation in event of reduced demand and/or closures
- Dealing with supplier closures and product shortages in the event of continued operation under an exception from enforced closure
- Supply chain mapping, risk management and mitigation steps
- Contractual exposures – change in law, force majeure, frustration, material adverse change, termination, waiver, cancellation by customers, etc.

## Customer and Public Relations

- Communication of:
  - Steps taken for wellbeing of customers
  - Approach to closures of premises (and, in due course, re-opening)
- Key information on business/approach that all communications should include
- Briefings for customer-facing staff for responses to customer enquiries
- Data protection issues and protocols for the disclosure of sensitive personal data (for example health information of staff)

We can help you address these and other commercial, legal and coronavirus policy challenges you may have, including local law advice across multiple jurisdictions, utilising our global full-service team of lawyers and policy advisors. Our team would welcome the opportunity of discussing your pressing coronavirus needs with you.

## Other COVID-19 Support and Resources

- [COVID-19 Resource Hub](#) – 24/7 monitoring and regular updates on current coronavirus legal and business continuity issues across our global platform, including how business is responding to potential new and existing ramifications.
- [COVID-19 Contingency Planning Self-assessment Tool](#) – A complimentary mapping tool, including optional contingency planning template. Within 24 hours, you receive a summary mapping factors your business has not yet considered, together with benchmarking information collated from assessments completed by other businesses.

## Contingency Planning

In the meantime, our “top tips” for contingency planning for hospitality and leisure businesses are:

1. Assess what critical activities are, or (in the event of closure) will be, required for the delivery of your business objectives and key services and products to customers (including consideration of factors such as suppliers, logistics and retailing activities under permitted exceptions from closure or when you re-open).
2. Plan your contingency arrangements around the resources required to deliver those critical activities, including the minimum number of workers and the skills/qualification levels required (for example, personal licences for alcohol, food hygiene qualifications), the operation of particular business premises/venues and the IT facilities/equipment required (for example, customer reservations and communication facilities).
3. Consider what financial support is available from funders or the government and whether you have coverage under insurance policies, including for notifiable diseases and for business interruption.
4. Map potential supply chain issues to meet anticipated fluctuations in demand and, in particular, consideration of any disruptions in supply which may impact on re-opening to customers.
5. Remember that, in the event of operating with a skeleton staff and/or closure of some business premises, you will need to assess potential risks to health and safety in connection with changes to the business and ways of working and consider licence conditions and obligations.

## Contacts



### Elias J. Hayek

Global Head of Hospitality & Leisure  
T +44 20 7655 1366  
T +971 4 447 8719  
E [elias.hayek@squirepb.com](mailto:elias.hayek@squirepb.com)



### Nicola A. Smith

Director  
Environmental, Safety & Health  
T +44 121 222 3230  
E [nicola.smith@squirepb.com](mailto:nicola.smith@squirepb.com)