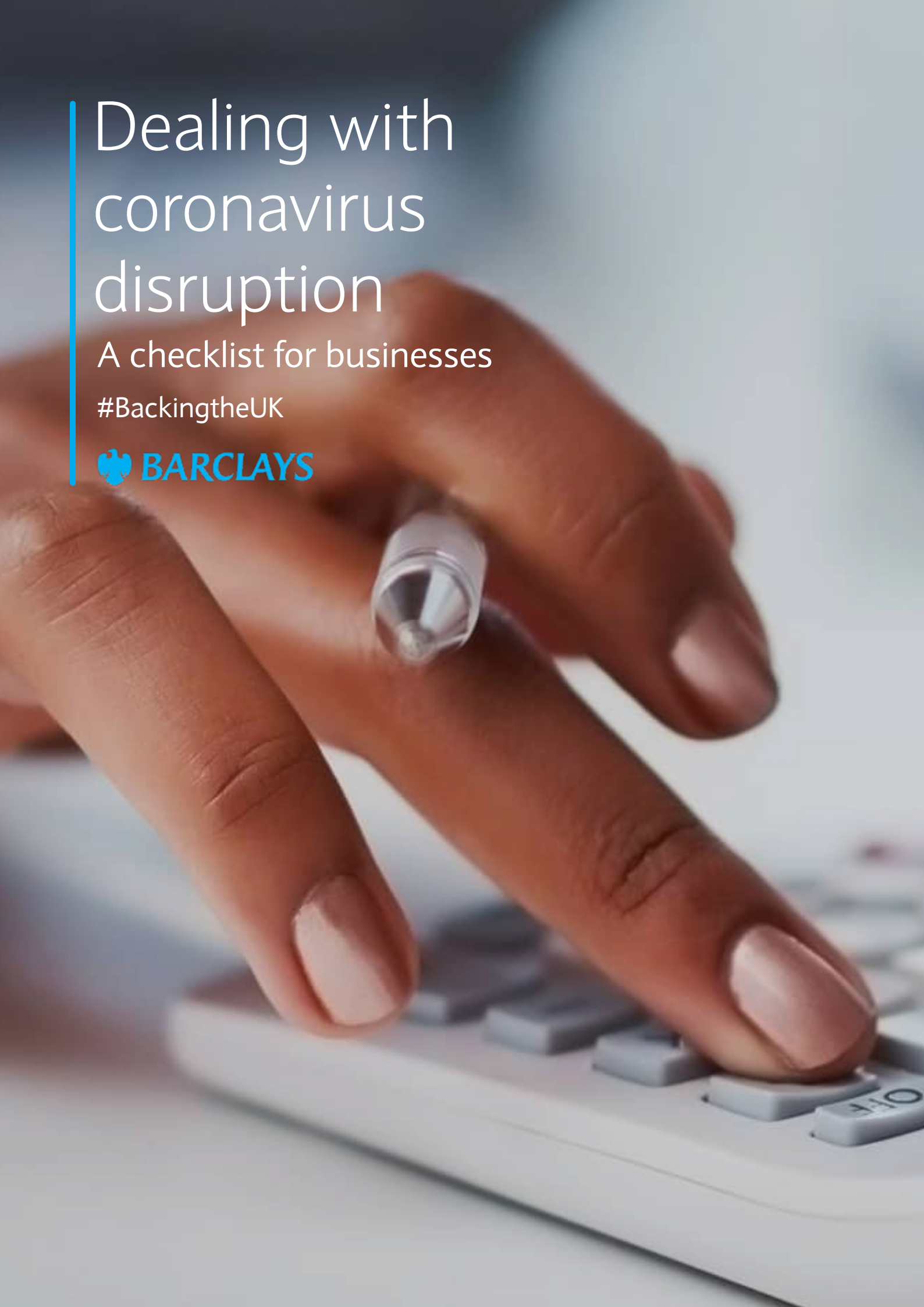


# Dealing with coronavirus disruption

A checklist for businesses

#BackingtheUK



If your business banks with us and has been impacted by the coronavirus situation, we've launched a dedicated helpline on **0800 197 1086**. It's open from **8am to 8pm, Monday to Friday**<sup>1</sup>, and lets you talk directly to our business managers for guidance, support and information. Or you can speak to your usual contact. As well as that, we've put together this document to show practical guidance and useful resources to support your coronavirus business planning.

## 1. Looking after yourself and your people

- Check the [government guidelines](#) to look after yourself, your family and your staff

## 2. Securing finance and managing cashflow

- Review [government financial support available](#) to your business as soon as possible. This includes:
  - The Coronavirus Business Interruption Loan Scheme (CBILS), providing additional finance to support long-term viable businesses experiencing cashflow pressures – visit our dedicated [coronavirus hub](#) for more information
  - The [Coronavirus Job Retention Scheme](#) and the [statutory sick pay rebate](#), if you employ staff
  - 12-month business rates holidays for all retail, hospitality, and leisure businesses in England, plus a [cash grant](#) of up to £25k per property
  - [The Bounce Back Loan scheme](#) supports small businesses with borrowing needs between £2,000 and £50,000, which have been affected by the coronavirus situation. Applications will be available via our Online Banking service
  - [Grant funding](#) is available for businesses, charitable and community organisations whose premises are used to run a retail, hospitality and/or leisure-focused business. Eligible businesses are entitled to a one-off, non-repayable grant of either £10,000 or £25,000 per property
  - Grants through the [Self-employment Income Support Scheme](#), if you're self-employed and meet the criteria (such as your profits not exceeding £50,000 per year). This may be worth 80% of your profits (not including any dividends you pay yourself), up to a cap of £2,500 per month
  - [Small Business Grant Funding](#), which you might be eligible for if you have a small business that occupies a property and receives small business rate relief or rural rate relief and tapered relief
  - [Business rates holidays](#) for the 2020-21 tax year for nurseries
  - Additional government support may be available to you if your business is based [Scotland](#), [Wales](#) or [Northern Ireland](#)
  - High growth and entrepreneurial companies may be eligible to apply for the coronavirus [Future Fund](#) scheme, a bridge funding scheme, which issues convertible loans to start ups and other innovative companies that are facing financing difficulties due to the coronavirus situation
  - The government has a number of other schemes and grants available to support small businesses affected by the coronavirus pandemic, read our guide [here](#)
  - The Time to Pay service – all business types may be eligible to defer [VAT](#) and [tax](#) payments. Call the HMRC's [Coronavirus tax helpline](#) on 0800 0159 559<sup>2</sup> for details
  - For further information use the government's [business support finder](#) to see what support is available for you and your business
- Talk to us about the tailored support we could offer your business directly, including:
  - 12-month capital repayment holidays on existing loans over £25,000
  - Pre-assessed lending limits, which can be accessed via the Barclays app<sup>3</sup> or Online Banking
  - Increased or new [overdraft facilities](#) and other working capital solutions to support cashflow problems<sup>4</sup>
  - Alternative financing options, such as [flexible borrowing](#) or [unsecured loans](#)
- Think about other ways to help [manage your cashflow](#)
- Consider whether you need help with managing [international trading arrangements](#) or [foreign exchange](#) exposure

## 3. Managing supply chain disruption

- Map your supply chain to see exactly who's involved and where hold-ups may occur – and keep your customers informed
- Keep in touch with your suppliers to understand their challenges and work together to develop solutions
- Consider how your business can spread its supply chain risk by sourcing new suppliers in different locations
- Consider renegotiating contracts, pricing or extended credit terms with suppliers
- Contact the [Department for International Trade](#) for advice and support on overseas supply chains, or take a look at the [government guidance](#) for businesses trading internationally

## 4. Maintaining business security

- Be extra vigilant about [cybercrime](#), payment scams and fake emails, particularly [CEO impersonation and invoice fraud](#). Cybercriminals will try to exploit the current situation
- Make sure all your employees are aware of payment protocols and that any payment request is verbally verified by a trusted source
- Maintain appropriate physical security procedures – for example, for managing cash, empty premises and unknown contractors
- With many businesses now operating remotely, and many people spending more time online, the government has launched [Cyber Aware](#) to help you stay secure online during coronavirus. Read their [small business guide](#) to help improve your cyber security easily and quickly

## 5. Building business resilience

- Think about ways to build your business resilience and [manage disruption](#) over the longer term
- Consider ways to reduce direct, indirect and overhead costs, such as reviewing service contracts and utilities
- Speak with your landlord to see if there is any flexibility over rent payments
- Check the terms and conditions of your insurance cover for business interruption
- Check with your suppliers before cancelling Direct Debits, especially those relating to business insurance or life insurance to make sure you don't invalidate key contracts or protection

## 6. Being open to diversifying

- Consider ways you could diversify your business and provide your goods or services in different ways to meet changing customer demand – such as home deliveries – or use your skills and resources to do something completely different
- Think about new ways to reach and serve your customers – for example, increasing your digital marketing activity and using social media

## 7. Getting further support and advice

- Visit our dedicated [Coronavirus Business Interruption Loan Scheme \(CBILS\) page](#) for up-to-date information on the government support schemes available and how to navigate them
- Use the [Barclays app](#)<sup>3</sup> or [Online Banking](#) – both available 24/7 – to stay in control of your money. If you're not already using our digital tools, search 'Barclays Online Banking' to register, or download our app on the App Store or Google Play

If you have a dedicated relationship manager with us, contact them by telephone, email or video call, or call us on **0800 197 1086**<sup>1</sup>. Or you can call our UK-based Everyday Banking team on **0345 605 2345**<sup>6</sup>

Up to £1m annual turnover	0345 605 2345	Monday to Friday, between 8am and 9pm and Saturday to Sunday, between 8am and 6pm
£1m - £5m annual turnover	0333 202 7455	Monday to Friday, between 8am and 7pm
£5m - £6.5m annual turnover	0800 027 1321	Monday to Friday, between 8am and 7pm
Agriculture customers	0333 202 7452	Monday to Friday, between 8am and 7pm

- Speak to your industry trade body for additional guidance and resources to support your business
- Call the [government helpline](#) for businesses or follow the [specific guidance for businesses facing challenges as a result of coronavirus](#)
- Visit the government's coronavirus website for more information on [financial support](#)
- Check with your local authority for regional and local support packages, including but not limited to LEP, chambers of commerce, apprenticeship providers and stakeholders, and Department for Education guidance on supporting apprentices and their employers
- Follow the guidance for employers and businesses from the [government](#) or [ACAS](#)

1. Lines are open Monday to Friday, 8am to 8pm, except bank holidays. Calls to 0800 numbers are free from a UK landline and international calls are charged at local rate. Mobile call costs may vary – please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes.
2. Opening hours are Monday to Friday, 8am to 4pm. The helpline will not be available on bank holidays. Please check call charges with your service provider.
3. Terms and conditions apply. You must have a current account with us, be aged 16 or over and have a UK mobile number to use the Barclays app.
4. New, extended or amended lending facilities are subject to Barclays Business credit policy and application processes.
5. After 12 June 2020, your normal charges and fees will apply. We'll debit these from your account from August 2020.
6. Calls to 0800 numbers are free from UK landlines and international calls are charged at a local rate. Mobile call costs may vary – please check with your telecoms provider. Calls to 03 numbers are charged at the same rate as dialling an 01 or 02 number. If your fixed line or mobile service has inclusive minutes to 01/02 numbers, then calls to 03 numbers are counted as part of this inclusive call volume. Please check call charges with your service provider when calling from abroad, as international charges may differ. Calls may be recorded so that we can monitor the quality of our service and for security purposes.