Supports for Businesses Impacted by COVID-19

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Prepared by the Department of Business, Enterprise and Innovation

Rialtas na hÉireann
Government of Ireland
# Table of Contents

**Foreword** .......................................................................................................................... 4  
**Introduction** ....................................................................................................................... 5  
**Jobs Stimulus Package** ....................................................................................................... 7  
**Government package for businesses in Kildare, Laois, Offaly and Dublin** ...................... 8  
  Further assistance for businesses in Kildare .......................................................................... 8  
  Further assistance for businesses in Dublin ............................................................................ 9  
**€16m Package announced for Pubs, Bars and Nightclubs** .................................................. 10  
  1. Practical Steps and Engage with Revenue ........................................................................ 11  
     1.1. Practical Steps ............................................................................................................. 11  
     1.2. Engage with Revenue ............................................................................................... 11  
     i. Revenue ‘Warehousing’ of COVID-19 related tax debt for businesses ...................... 11  
     ii. Reduction in the standard rate of VAT ...................................................................... 12  
  2. Business Supports – Loans, Grants, Vouchers, Training & Mentoring ............................. 13  
     2.1. €450m Strategic Banking Corporation Ireland (SBCI) ............................................. 13  
     2.2. COVID-19 Working Capital Scheme ....................................................................... 13  
     2.3. Additional €500m COVID-19 Funding for Future Growth Loan Scheme for SME’s,  
         Farmers and Fishing ................................................................................................. 14  
     2.4. €2 billion COVID-19 Credit Guarantee Scheme ....................................................... 14  
     2.5. Microfinance Ireland ................................................................................................. 15  
     2.6. €2 billion Pandemic Stabilisation and Recovery Fund (PSRF) .................................... 15  
     2.7. Restart Grant Plus ...................................................................................................... 16  
     i. Restart Grant Plus for B&B’s ..................................................................................... 17  
     2.8. Enterprise Ireland Supports ....................................................................................... 17  
     i. €180m Sustaining Enterprise Fund .............................................................................. 17  
     ii. Sustaining Enterprise Fund for Small Enterprise ..................................................... 18  
     iii. COVID-19 Online Retail Scheme ............................................................................ 19  
     iv. Sustaining Enterprise Fund – High Potential Start-Up (HPSU) .................................... 19  
     v. Lean €2,500 Business Continuity Voucher ................................................................ 19  
     vi. Powering the Regions – Enterprise Centre Fund ..................................................... 19  
     vii. COVID-19 Business Financial Planning Grant ....................................................... 20  
     viii. €2,500 Lean Business Improvement Voucher ......................................................... 20  
     ix. COVID Products Scheme .......................................................................................... 20  
     x. Enterprise Ireland Business Response Plan COVID-19 ............................................. 21  
     xi. eILearn ...................................................................................................................... 21  
  2.8. Local Enterprise Office Support ................................................................................... 21
Supports for Businesses Impacted by COVID-19

3. Other Government Supports – Revenue, Employment Affairs & Social Protection, Guides for Business

4. Reopening Society and Business


4.2. Return to Work Safely Protocol

4.3. Health and Safety Authority (HSA): COVID-19 Templates and Checklists

5. COVID-19 Rapid Response Funding Call

5.1. Successful Projects

6. Stay up to Date

6.1. Call Centre & Helplines

6.2. Other helpful links

Appendix 1 – COVID-19 Business Continuity Checklist

Department of Business, Enterprise and Innovation – Business Support Call Centre

Telephone +353 1 631 2002
Email infobusinesssupport@dbei.gov.ie
Foreword

The past few months have had a devastating impact. The personal and economic toll that COVID-19 has taken on every family, community and business is unprecedented.

We have seen businesses throughout the country respond with determination and an ability to adapt in what have been extremely difficult circumstances.

The government must do everything it can to help these businesses re-open and get people back to work. The July Stimulus will form a major part of our response. It is our plan to help our country recover, to repair the damage that has been done and to restore confidence and prosperity. Step by step, we will help businesses get back on their feet.

This document is intended to act as a practical guide to help businesses contend with the challenges posed by COVID-19, by setting out all the relevant information in one place. It includes information on grants, low cost loans, vouchers and training opportunities and I hope you find it useful.

My Department is also operating a Business Support Call Centre to advise businesses that are affected by COVID-19. The Call Centre can be contacted at 00 353 1 631 2002 / infobusinesssupport@dbei.gov.ie. Monday – Friday, 9:00 am – 5:00 pm.

Leo Varadkar T.D.

Tánaiste and Minister for Enterprise, Trade and Employment
Introduction

The COVID-19 pandemic has presented unprecedented challenges for businesses in Ireland and across the globe. The new circumstances have presented great difficulties for employers and employees alike. The Government is continuing to address the changing situation and to assist companies and has introduced a range of measures and supports in this regard. This online, downloadable Guide was compiled to provide a comprehensive resource for businesses trying to manage their way through this current situation. This Guide contains detailed information on a huge range of supports from this Department and other Government Departments and Agencies and advice on other practical steps businesses can take at this time.

To ensure ease of access to this information, the Guide is divided into 6 sections and also includes an Appendix which contains a COVID-19 Business Continuity Checklist which outlines some of the key risks to businesses as well as preparatory actions that can be taken to respond.

Part 1 highlights several practical steps that businesses can initially take such as talking to your bank, checking your insurance details and engaging with Revenue.

Part 2 sets out in detail the business supports that are available, ranging from loans to grants to vouchers to mentoring. These include the €450m Strategic Banking Corporation Ireland (SBCI) COVID-19 Working Capital Scheme, the expanded €300m Restart Fund for Micro and Small businesses, Enterprise Ireland supports including the €2,500 Lean Business Continuity Voucher and the €5,000 Business Financial Planning Grant as well as supports from the Local Enterprise Offices (LEOs) like the Trading Online Voucher and the Mentor Programme.

Part 3 of the Guide outlines other Government supports that are available to businesses. Details are provided on, the Employment Wage Support Scheme and short time work supports. In addition, links are provided to other important resources like the NSAI Workplace and Retail Protection and Improvement Guides, details on the commercial rates waiver and amendments to planning and development regulations.

**Part 5** provides information on the COVID-19 Rapid Response Funding Call which was developed by the Government’s research and innovation agencies to help respond to the COVID-19 pandemic. This Call was an agile and adaptive initiative to support development of innovative solutions (including STEM-based, social/behavioural science) that can have rapid demonstrable impact on the current COVID-19 crisis in Ireland.

**Part 6** of the Guide highlights those websites where up-to-date official information is available. In addition, details of the DBEI Business Support Call Centre, the Occupational Health and Safety Helpline and the NSAI COVID-19 helpline are also provided.

As the COVID-19 situation changes, Government supports also change to address new difficulties and provide solutions and guidance.
On 23 July 2020 the Government announced the €7.4 billion July Jobs Stimulus. The stimulus will help get Ireland’s businesses back on their feet and get as many people as possible back to work quickly. It is the next stage in Ireland’s response to the COVID-19 crisis, building on the extensive enterprise and labour supports already deployed.

The Jobs Stimulus will help businesses to retain existing jobs and create new ones with the below supports.

**Employment Wage Support Scheme (EWSS):**
The new Employment Wage Subsidy Scheme (EWSS), provides a flat-rate subsidy to qualifying employers based on the numbers of eligible employees on the employer’s payroll. The EWSS, operated by Revenue, has replaced the Temporary Wage Subsidy Scheme and is expected to run until 31 March 2021.

**Additional €300m for the Restart Grant Plus:**
The Stimulus provides an additional €300 million for the Restart Grant Plus to further support enterprises as the economy reopens and resumes activity. The maximum grant available will rise to €25,000 (up from €10,000) and the minimum payment will be €4,000 (up from €2,000). Further payments may be available to businesses who have already received grant aid. A number of businesses not previously included in the scheme, such as B&Bs, will now be eligible. A €20 million restart fund for the Tourism sector will also be introduced.

Applications for the Restart Grant Plus are now available through Local Authorities.

Applications to Fáilte Ireland, who will administer the funding to non-rate paying B&Bs, will open over the coming weeks.

**Extended Commercial Rates Waiver:**
The commercial rates waiver is being extended for a further 3 months and will now be in place until end-September 2020. Updates will be available on housing.gov.ie and from Local Authorities.

**€2 billion COVID-19 Credit Guarantee Scheme:**
The €2 billion COVID-19 Credit Guarantee Scheme, which will see Government provide an 80% guarantee for a wide range of credit products from €10,000 to €1 million up to a maximum term of 5.5 years.

**€55m for Liquidity and Enterprise Investment:**
A package of liquidity and enterprise investment measures worth €55 million will be put in place to support small and micro companies through Microfinance Ireland and Local Enterprise Offices. This will include measures to reduce interest rates on lending.
Government package for businesses in Kildare, Laois, Offaly and Dublin

The Government has announced a package of measures for businesses in Kildare, Laois and Offaly, which have been adversely impacted by renewed COVID-19 restrictions. Affected Counties will be prioritised for existing grants, loans and vouchers.

- Eligible businesses will now be entitled to a 20% top up, bringing the new minimum for affected counties to €4,800 and the new maximum to €30,000.
- Those that applied and received a grant previously, can re-apply and receive a second grant, with 20% additional on the new rate.

€1 million is being ring-fenced for the Local Enterprise Offices (LEOs) in the three counties to increase engagement with local businesses to ensure they are aware of the loans, grants and vouchers they are entitled to.

Fáilte Ireland is being allocated €1 million to undertake a promotional campaign focused on increasing the appeal of these counties to visitors and drive bookings.

For more information, please visit the Topped up Restart Grant Plus

Further assistance for businesses in Kildare

The Tánaiste and Minister for Enterprise, Trade and Employment Leo Varadkar TD announced that the Government will provide further assistance to businesses in Kildare, following the decision to extend restrictions.

Restart Grant Top Up
Kildare businesses will receive a further 20% top-up to the Restart Grant Plus, equivalent to a 40% uplift overall, bringing the new minimum grant to €5,600 and the maximum grant to €35,000.

Increased Enterprise Agency Assistance
The Local Enterprise Office in Kildare will step up assistance to impacted businesses. One to one specialist expertise and mentoring will be provided to impacted businesses, helping them reassess their financial plans. A virtual 'Sustaining Business' open day will be held.

Marketing Grants
Marketing grants under the Technical Assistance for Micro Exporters (TAME) programme will be reinforced to help businesses to get their message out that they are open for business. Up to €2,500 is available. A publicity campaign will be run locally to ensure businesses are aware of all the funding options available to them.
Applications prioritised
Applications from Kildare for all existing schemes will continue to be prioritised

For more information, please visit Further assistance for businesses in Kildare

Further assistance for businesses in Dublin
On 18 September 2020, the Tánaiste and Minister for Enterprise, Trade and Employment Leo Varadkar TD announced a package for Dublin business, following on from the decision to move to Phase 3 in the county to save lives and protect our most vulnerable.

Restart Grant Top Up
Dublin businesses impacted by 25% or more fall in turnover will now be entitled to a 30% top-up, bringing the new minimum for affected counties to €5,200 and the new maximum to €32,500. Those that applied and received a grant previously, can receive the top up of 30%.

Increased Agency support
Applications from Dublin will be prioritised for the wide range of existing loan and voucher schemes available to assist businesses affected by COVID-19 through the July Jobs Stimulus and other Government initiatives. This includes the LEO Trading On-Line Vouchers, MicroFinance Ireland COVID-19 Loan Fund and access to liquidity and investment finance schemes

Promotional campaign
The Dublin Local Enterprise Offices, in conjunction with local Chambers of Commerce and other business representative groups, will undertake an awareness, media and promotional campaign to let businesses know what grants, mentorship and low-cost loans are available to them. A dedicated helpline will be established to help companies access relevant enterprise supports.
The Tánaiste and Minister for Enterprise, Trade and Employment Leo Varadkar TD, the Minister for Finance Paschal Donohoe TD the Minister for Public Expenditure Michael McGrath TD, and Minister for Justice Helen McEntee TD, announced a further €16 million support package to help pubs, bars and nightclubs, recognising the economic impact of COVID-19 on their businesses and to assist planning and adaptation for their reopening.

The measures introduced are as follows;

**Restart Grant Plus 40% Top Up**
Those businesses remaining closed and planning their reopening can now receive a minimum of €5,600 and a maximum of €35,000 under the Restart Grant Plus. This can be used to help additional expense and adaptations associated with reopening when the time comes.

**Waiver of fees and duties**
Waiver of court fees and associated excise and stamp duties relating to the renewal of pub and other liquor licences in 2020.

**Waiver of excise duty**
Waiver of excise duty on on-trade liquor licences on renewal in 2020.

These measures are in addition to the existing Restart Grant Plus, Tourism Adaptation Fund, the wage subsidy scheme, commercial rates waiver, liquidity supports and tax measures (such as warehousing of tax debt and reduction in VAT).

For more information please visit [€16 million package for pub, bars and nightclubs](#)
1. Practical Steps and Engage with Revenue

1.1. Practical Steps
There are some practical steps that you can take in the short-term to help your business:

- Talk to your bank
- Manage your cashflow
- Use available government supports
- Seek financial and business planning advice
- Check your insurance cover

1.2. Engage with Revenue
If you have concerns about your ability to pay your tax liabilities speak to the Revenue Commissioners, who have advised:

"On an on-going basis, Revenue engages with viable businesses experiencing temporary cashflow or trading difficulties that affect the timely payment of tax. Revenue works very successfully with businesses that engage early to resolve their tax payment difficulties. Revenue will engage with any viable business that experiences temporary cashflow difficulties, including difficulties arising from exceptional circumstances such as the COVID-19 (Coronavirus) outbreak." Revenue.

It is vitally important that businesses affected by the pandemic and unable to pay tax liabilities as they fall due, continue to file their tax returns on time so that they may take advantage of these forbearance measures.

Revenue has also posted advice for businesses experiencing trading difficulties as a result of COVID-19. This includes information on tax returns, the application of late payment interest, debt enforcement, tax clearance and customs.

For more information, visit Revenue’s COVID-19 information and advice for taxpayers and agents and Revenue measures to assist SMEs experiencing cashflow difficulties as a result of COVID-19.

i. Revenue ‘Warehousing’ of COVID-19 related tax debt for businesses
Businesses that have had to close or have been significantly impacted by the restrictions will not be able to enter into arrangements to clear the COVID-related tax debt, pay their normal trade and other non-Revenue creditors, make any necessary restructuring to deal with the new trading arrangements in the context of social distancing, build up their stock, etc. In that context, Revenue will Warehouse Deferred Tax Liabilities associated with the COVID-19 crisis. This will represent a direct support for affected businesses where a commitment to a phased payment arrangement is not possible.
Arrangements will be put in place to allow debt that cannot be paid during the COVID-related period, to be warehoused interest-free for a year from recommencement of trading, during which time there will be no debt enforcement action taken by Revenue in respect of the debt. Prior to the expiry of the warehousing period, the business will be expected to engage with Revenue to reach an agreement on an exit strategy more suited to the specific business needs and the need for continued viability.

The scheme will apply to businesses in all sectors of the economy who have been negatively impacted by COVID-19.

For further details please visit Revenue: Warehousing of COVID-19 related tax debt for businesses.

**ii. Reduction in the standard rate of VAT**

A six-month reduction in the standard rate of Value-Added Tax (VAT) from 23% to 21% will apply, effective from 1 September 2020.

For more information, please visit Revenue: Reduction in the standard rate of VAT
2. Business Supports – Loans, Grants, Vouchers, Training & Mentoring

2.1. €450m Strategic Banking Corporation Ireland (SBCI) COVID-19 Working Capital Scheme

Working capital is a measure of the short-term liquidity of a business and finances the day to day running of a business. This includes cashflow for operational purposes.

Eligibility applications for the COVID-19 Working Capital Scheme are now being accepted through the SBCI website.

Who is it for?
Viable and eligible businesses (including sole traders) with up to 499 employees who are exposed to the impacts of COVID-19.

Qualify for the COVID-19 Working Capital Scheme
To qualify for eligibility to the scheme, businesses need to meet one criterion related to the impact of COVID-19 on their business and one criterion related to innovation. The details of the criteria can be found at SBCI.

Key Features
- loans from €25,000 up to €1.5 million
- loan period of up to 3 years
- no security required for loans of up to €500,000
- competitively priced loans (maximum interest rate of 4%)
- you may be able to avail of a 3-month interest-only payment period

For more information, see DBEI Government Supports for COVID-19 and SBCI
2.2. Additional €500m COVID-19 Funding for Future Growth Loan Scheme for SME's, Farmers and Fishing

The Strategic Banking Corporation of Ireland (SBCI) administers this Scheme. Eligibility applications for the Future Growth Loan Scheme are currently being accepted through the SBCI website. This Scheme provides longer-term loans to COVID-19 impacted businesses. Information on the release of lending under this Scheme can be monitored through the SBCI website.

Key Features
- loans from €25,000 to a maximum of €3,000,000
- loan terms ranging from 7 to 10 years
- no security required for loans of up to €500,000
- competitively priced loans (maximum interest rate of 4.5%)
- you may be able to avail of interest-only repayments at the start of the loan
- SME's may be able to avail of between a 3 to 6-month interest-only payment period (depending on the total loan duration)

For more information, see DBEI Government Supports for COVID-19 and SBCI.

2.3. €2 billion COVID-19 Credit Guarantee Scheme

The COVID-19 Credit Guarantee Scheme is provided by the Government of Ireland to facilitate lending to Micro, Small and Medium-sized Enterprises, and Small Mid-Caps adversely impacted by COVID-19.

This includes Primary Producers – Agriculture/Fishing. The COVID-19 Credit Guarantee Scheme facilitates the provision of liquidity and working capital to businesses with an initial focus on term and working capital loans.

The Scheme enables a borrower impacted by COVID-19 to access credit. The borrower contributes to the cost of the Scheme by paying a guarantee premium on the credit advanced. This premium is separate from and is in addition to the cost of the credit advanced.

Key Features
- loans from €10,000 up to €1 million are available for SMEs who would not otherwise be able to access bank loans
- loan period of between 3 months to 5.5 years
- interest rates will be below market rate
- up to 12 months interest / or capital moratoria are possible
- Loan Amounts =<€250,000 will be unsecured (unless it is a requirement of the product feature e.g. asset finance, invoice discount facilities).

**Please note: Loans will be made available up to end of December 2020**
2.4. Microfinance Ireland

The **COVID-19 Business Loan** from Microfinance Ireland is a government initiative to support micro-enterprises, through the current period of uncertainty, who are or may be impacted by the coronavirus in Ireland.

**Who is it for?**
Micro-enterprises (including sole traders, partnerships or limited companies) employing less than 10 full time employees and with a turnover of less than €2 million per annum, who are finding it difficult to access finance through banks and other commercial lenders and experiencing a negative impact on their business from COVID-19 that equates to a minimum of 15% of actual or projected turnover or profit in the business.

**Key Features**
- business loans between €5,000 and €25,000 for eligible micro-enterprises
- loans may be used for working capital and required business changes as a result of COVID-19
- loan terms up to 3 years (shorter if appropriate)
- the terms include a 6 months interest free and repayment free moratorium, with the loan to then be repaid over the remaining 30 months of the 36-month loan period.
- interest rate of 4.5% if an application is submitted through a Local Enterprise Office. 5.5% if submitted directly to Microfinance Ireland
- no fees and/or hidden costs with fixed repayments and with no penalty for early repayment
- no security required

For more information, please visit [DBEI Government Supports for COVID-19](https://www.dbei.gov.ie/), and [Microfinance Ireland](https://www.microfinance.ie/)

2.5. €2 billion Pandemic Stabilisation and Recovery Fund (PSRF)

The **Ireland Strategic Investment Fund** (ISIF) will make available a new €2 billion fund to support medium and large enterprises in Ireland affected by COVID-19. The new fund, to be known as the Pandemic Stabilisation and Recovery Fund (PSRF), will have €2 billion in total capital and will be made available through a sub-portfolio within ISIF.

**Who is it for?**
The PSRF will focus on investment in large and medium enterprises employing more than 250 employees or with annual turnover in excess of €50 million. ISIF may consider investing in enterprises below these levels if they are assessed to be of substantial scale and of significant importance at national or regional level.

**Key Features**
- the fund will act as an accelerator, investing on a commercial basis in businesses that can meet the investment requirements and can use ISIF investment to return to long-term viability.
- Investments can be across the range of instruments from senior debt, hybrid instruments to equity, and can be tailored to take account of the particular circumstances of each investee. This will enable businesses to access the capital they need in the most appropriate form that best suits their individual circumstances.

- In making investments, ISIF will seek to maximise the quantum of additional capital that the investee business can access from its existing shareholders and banks, from potential new co-investors and from European sources (such as the European Investment Bank), thereby minimising the amount of ISIF capital that may be needed.

For more information, please visit [Pandemic Stabilisation and Recovery Fund](#).

### 2.6. Restart Grant Plus

To further support enterprises as the economy reopens and resumes activity, additional grant funding of €300m will be provided to businesses through an enhanced Restart Grant.

The maximum grant available will rise to €25,000 (up from €10,000) and the minimum payment will be €4,000 (up from €2,000). Firms that previously applied for the Restart Grant will be eligible to apply for a second top-up payment to a total combined value of the revised minimum and maximum grant levels.

**Who is it for?**

The criteria for accessing the scheme will include enterprises that have:

- 250 employees or less
- Turnover of less than €100,000 per employee
- Reduced turnover by 25% as a result of COVID-19
- Non-rateable B&Bs, sports clubs with commercial activities and trading charity shops are now eligible

Under the revised Restart Grant, support will also be provided for enterprises that could not access the original grant scheme. Non-rated B&Bs and rateable sports businesses will be eligible for a grant payment of €4,000.

Applications for the enhanced grant are available through the [Local Authorities](#). Non-rated B&Bs will be eligible to apply.

** The closing date for receipt of applications is 30 September 2020.**
i. **Restart Grant Plus for B&B's**

The Restart Grant Plus for B&B's is now open for applications. Grants of €4,000 will be available to B&Bs that do not pay rates to their Local Authority. The grant allocation will assist B&B owners with the costs of re-opening and operating their businesses.

B&Bs in the counties of Kildare, Laois and Offaly will receive an increased grant amount of €4,800 due to the public health measures introduced in August by the Government to reduce the spread of COVID-19 in those three counties.

Applications for the Restart Grant Plus for B&Bs will be processed in two phases:

- applications for B&Bs under the National Quality Assurance Framework (NQAF), through direct approval by Fáilte Ireland, will open from the 14th September until the 28th October 2020
- further details on the application process for B&Bs which are not approved under National Quality Assurance Framework (NQAF) will be announced shortly

For more information, please visit [Fáilte Ireland](https://www Failteireland.ie).

### 2.7. Enterprise Ireland Supports

#### i. €180m Sustaining Enterprise Fund

An EU approved €180 million Sustaining Enterprise Fund in line with EU State Aid rules, has been established to provide financial support to Irish companies affected by the coronavirus outbreak.

The fund will be administered by Enterprise Ireland as part of a suite of emergency supports to help Irish companies that are seriously and adversely affected by the COVID-19 pandemic. This support will be available to assist companies with 10 or more employees to access the necessary liquidity and funding to sustain their businesses in the short to medium term.

The Scheme will operate as an additional support to the Strategic Banking Corporation of Ireland (SBCI) [COVID-19 Working Capital Scheme](https://www.sbcicovid19.ie) and supports available from banks and other financial providers.

**Who is it for?**

The Sustaining Enterprise Fund of up to €180m is open to eligible companies that:

- employ 10 or more full-time employees
- are operating in the manufacturing and internationally traded services sectors
- for SMEs - have applied for funding from a financial institution, including, where appropriate, through the SBCI COVID-19 Working Capital Loan Scheme
- for large companies – have completed a formal application process for funding with an appropriate financial institution.
Key Features
• a non-repayable grant of up to 50% of a funding package (up to €200,000) is now available
• funding of between €100,000 and €800,000 available
• no repayments for the first 3 years
• businesses qualifying under this EU supported scheme will be offered a Repayable Advance of up to €800,000.
• The Sustaining Enterprise Fund will be used to support the implementation of a Business Sustainment Project Plan which must be provided by the company outlining the eventual stabilisation of the business and a return to viability.
• the funding is open to all Enterprise Ireland, IDA and Údarás na Gaeltachta clients and other companies employing 10 or more in the manufacturing and internationally traded services sector.
• the first port of call for liquidity support will continue to be the SBCI/banks. This new Sustaining Enterprise Fund will be a distinct offer of funding support via a repayable advance which would only be provided where all SBCI/bank options have been fully exhausted.

For more information, please visit [Enterprise Ireland](ENTERPRISE-IRELAND-URL)

ii. Sustaining Enterprise Fund for Small Enterprise
As part of the Sustaining Enterprise Fund, Enterprise Ireland will also administer a specific Sustaining Enterprise Fund for Small Enterprise. This fund will provide a €25,000 to €50,000 short term working capital injection to eligible smaller companies to support business continuity and strengthen their ability to return to growth in 3 years time.

Who is it for?
The purpose of the fund is to sustain eligible manufacturing and internationally traded services companies who have been impacted by a 15% or more reduction in actual or projected turnover or profit; and require access to liquidity to sustain business continuity.

Key Features
Under this fund, eligible companies can apply for up to a maximum of €50,000 per undertaking in the form of repayable advances. Funding available to companies is based on the following threshold:
• companies with an annual turnover in their most recent financial statements not exceeding €1.5 million can apply for funding up to €25,000
• companies with an annual turnover in their most recent financial statements greater than €1.5 million but less than €5 million can apply for funding up to €50,000

For more information, please visit [Sustaining Enterprise Fund for Small Enterprise](SUSTAINING-ENTERPRISE-FUND-URL)
iii. COVID-19 Online Retail Scheme

The new €5.5 million COVID-19 Online Retail Scheme is open to eligible Irish-owned retail enterprises that had 10 or more employees on or before 29 February 2020 and have the potential to sustain or create jobs, generate growth in online transactions and with an ambition to internationalise their business in the future.

Successful applicants will receive funding support of up to 80% of project costs, with a maximum grant of €40,000.

**The deadline for this call is 3:00pm on Monday, 28 September 2020**

For more information, please visit COVID-19 Online Retail Scheme

iv. Sustaining Enterprise Fund – High Potential Start-Up (HPSU)

Equity investment of up to €800,000 on a co-funded basis, is available for innovation-led high potential start-ups (HPSUs), that are developing and commercialising new or substantially improved technologies, products, processes or service offerings.

For more information, please visit Sustaining Enterprise Fund - HPSU

v. Lean €2,500 Business Continuity Voucher

The Lean Business Continuity Voucher is available to eligible companies to access up to €2,500 in training or advisory services support related to the continued operation of their businesses during the current pandemic. The voucher may be used to obtain services from approved providers.

The services may be in the form of management advice OR training of management or staff within the company or a combination of both.

It is expected that this support would be delivered online in most cases.

The service provided should focus on the Operations of the company in terms of;

- crisis response where appropriate,
- sustaining Operations including process re-engineering (Lean, etc),
- planning for resilience post crisis.

For more information, please visit Enterprise Ireland COVID-19 Supports

vi. Powering the Regions – Enterprise Centre Fund

The Powering the Regions – Enterprise Centre Fund, administered by Enterprise Ireland, provides financial support to enterprise centres impacted by the COVID-19 pandemic.

Eligible enterprise centres can apply for funding of a minimum of €10,000 and up to a maximum of €150,000.
vii. COVID-19 Business Financial Planning Grant
The COVID-19 Business Financial Planning Grant, worth up to €5,000, is a support for all Enterprise Ireland clients. It is also targeted at those manufacturing or internationally traded services companies that employ 10 or more full-time employees.

The grant is designed to help companies to develop a Business Sustainment Project plan. This is a robust financial plan, including the preparation of documentation required to support applications for external finance from banks and/or other finance providers (including Enterprise Ireland).

This grant will enable companies to engage the services of an approved Financial Consultant to develop this plan for use when applying for bank or investor funding and when developing their own medium-term financial strategy.

Enterprise Ireland will work with these companies on a one-to-one basis to support the implementation of the plan.

Key Features
- 100% funding of up to €5,000 to access an approved financial consultant
- help the company to understand its immediate financial position, secure the finance it requires to survive and provide a framework to sustain the business
- open to all Enterprise Ireland clients and companies employing 10 or more in the manufacturing and internationally traded sector

For more information, see Enterprise Ireland COVID-19 Supports

viii. €2,500 Lean Business Improvement Voucher
The €2,500 Lean Business Improvement Voucher is for a Training project of up to 3 days carried out by an approved external advisor/trainer directly with an eligible company. It is expected that the 3 days will be spread over a longer period so that there is time for the company to implement changes between sessions.

It is expected that this support would be delivered online in most cases.

The project should focus on the Operations of the company in terms of:
- crisis response where appropriate
- sustaining operations including process re-engineering
- planning for resilience post crisis.

For more information, see www.enterprise-ireland.com/businessresponse

ix. COVID Products Scheme
The scheme allows for up to €200m in targeted State support to facilitate the research and development of COVID products, to enable the construction or upgrading of testing and upscaling
infrastructures that contribute to the development COVID-19 relevant products, as well as to support the production of products needed to respond to the outbreak.

The scheme will be delivered through IDA Ireland and Enterprise Ireland under the terms of the Temporary Framework, which is aimed at supporting the research, development, and production of COVID-19 related products in Ireland.

**Key Features**
- The COVID Products Scheme will accelerate the production of vital medicines, potential vaccines and essential medical equipment.
- The Scheme allows for grant aid of up to 50% of eligible capital investment.

The COVID Products Scheme press release can be found on [DBEI: COVID Products Scheme](#)

**x. Enterprise Ireland Business Response Plan COVID-19**

Enterprise Ireland has a number of supports available to help businesses mitigate the impact of COVID-19. Their COVID-19 Business Response Plan outlines the supports available. Available online at: [Enterprise Ireland Business Response Plan for COVID-19](#)

**xi. eiLearn**

Enterprise Ireland's eiLearn is an online learning resource where you can access over 400 pieces of customised content designed for Irish SMEs.

**2.8. Local Enterprise Office Support**

The Local Enterprise Office network stands ready to assist businesses to address the critical challenges presented by the COVID-19 virus pandemic. Businesses which are seeking support to assist with business continuity and preparedness connected to the COVID-19 outbreak, may apply for a COVID-19 Business Loan subject to certain conditions and criteria. This offer is in addition to the current range of business supports for microenterprises.

Local Enterprise Offices can offer supports that can help your business respond. These include:

**i. COVID-19 Business Loan**

The COVID-19 Business Loan from Microfinance Ireland (MFI), in partnership with Local Enterprise Offices, is a Government-funded initiative to support small businesses through the current period of uncertainty.

It is designed for micro-enterprises that are:
- having difficulty accessing bank finance and
- impacted, or may be impacted negatively, by COVID-19 resulting in a reduction of 15% or more in turnover or profit

For more information, see section 2.4. Microfinance Ireland on page 15 of this booklet.
ii. Micro-Enterprise Assistance Fund
The new Micro-Enterprise Assistance Fund will help businesses with fewer than 10 employees, which are ineligible for existing grants, with a grant of up to €1,000 to help them adapt and invest to rebuild their business.

For more information, visit your Local Enterprise Office online at LEO.

iii. Trading Online Voucher Scheme
An initiative under the Government’s National Digital Strategy, the expanded Trading Online Voucher Scheme helps small businesses with up to 10 employees to trade more online, boost their sales and reach new markets.

The Scheme is administered by the LEO’s on behalf of the Department of Communications, Climate Action and Environment. There is up to €2,500 available through the Local enterprise Offices, with co-funding of 10% from the business.

Funding can be used towards adding payment facilities or booking systems to your website or developing new apps for your customers. The voucher can also be used towards subscriptions to low-cost online retail platform solutions to help companies quickly establish a retailing presence online.

Flexibilities to the Trading Online Voucher scheme are now in place allowing businesses apply for a second voucher where they have successfully utilised their first one.

To qualify for the scheme, businesses must have:
- limited or no e-commerce presence
- no more than 10 employees;
- less than €2m in turnover;
- be trading for at least 6 months and
- be located in the region of the local enterprise office to whom they are applying

(Additional T&Cs apply)

For more information, visit your Local Enterprise Office online at LEO.

iv. Local Enterprise Office Financial Supports
For existing companies and potential start-ups that meet eligibility criteria (such as employing 10 or fewer people with the potential for growth and job creation), Local Enterprise Offices can also offer financial supports to help manage current market challenges:
- Priming Grants
- Business Expansion Grants
- Feasibility Study Grants
- Technical Assistance for Micro-Exporters Grant
v. **LEAN for Micro**

LEAN for Micro is available to LEO clients to help build resilience within small companies.

Under this programme, clients can avail of consultancy support with a LEAN Expert (a qualified practitioner), who will work with the company to introduce lean principles, undertake a specific cost savings project and assist the company in benchmarking its performance.

LEAN for Micro can also be used to help implement new remote working and physical distancing guidelines.

For more information, visit your Local Enterprise Office online at LEO

vi. **Mentoring**

A free of charge service under the Local Enterprise Office Mentor Programme, clients work with an experienced mentor to identify solutions to areas of exposure within their business. With advice and guidance from their mentor, clients develop strategies that are more robust, which address issues and maximise potential opportunities around COVID-19 challenges.

For more information, visit your Local Enterprise Office online at LEO

vii. **Training and Webinars**

Local Enterprise Offices have moved training programmes, workshops and networking meet-ups online, covering areas such as

- cash management in a crisis,
- leading your business through COVID-19
- advice for employers impacted by the crisis.

Most training programmes are free of charge or a nominal fee may apply in some cases. Places can be booked online through your Local Enterprise Office.

For more information, visit your Local Enterprise Office online at LEO
3. Other Government Supports – Revenue, Employment Affairs & Social Protection, Guides for Business

On 24 March 2020, the government announced the National COVID-19 Income Support Scheme. This provides financial support to Irish workers and businesses affected by the crisis.

**Employment Wage Support Scheme (EWSS)**
The new Employment Wage Subsidy Scheme (EWSS), provides a flat-rate subsidy to qualifying employers based on the numbers of eligible employees on the employer’s payroll. The EWSS, operated by Revenue, has replaced the Temporary Wage Subsidy Scheme and is expected to run until 31 March 2021.

**Enterprise Support Grant**
The Enterprise Support Grant for businesses impacted by COVID-19 is available for eligible self-employed people who close their COVID-19 Pandemic Unemployment Payment on or 18 May 2020. This will provide business owners with a once-off grant of up to €1,000 to restart their business which was closed due to the COVID-19 pandemic.

**Short-Time Work Support**
Short-Time Work Support is a form of Jobseeker’s Benefit and is a non-taxable income support payment for people who have been temporarily placed on a shorter working week by their employer.

Employees of businesses that need to reduce hours or days worked can avail of the Department of Employment Affairs and Social Protection Short-Time Work Support.

**Bord Bia:**
**COVID-19 Hub**
Bord Bia’s ‘Navigating Change’ COVID-19 Response programme offers a suite of supports for food, drink and horticulture businesses affected by COVID-19.

**Bord Iascaigh Mhara:**
Bord Iascaigh Mhara is providing COVID-19 business support to the seafood sector.

**Commercial Rates:**
**Commercial Rates Waiver**
With limited exceptions, all businesses will be granted a waiver of commercial rates for the six months to end-September 2020. Updates will be available on housing.gov.ie and from Local Authorities.
CRO:

**Filing of annual returns**
The Companies Registration Office (CRO) has extended current Annual Returns Arrangement for companies.

Cross-border companies:
InterTradeIreland's [Emergency Business Solutions](#) offers professional advice, to the value of €2,250, to address key business challenges related to COVID-19.

The [E-Merge programme](#) provides €2,800 consultancy support to help cross-border businesses develop online sales and eCommerce solutions.

**Department of Children and Youth Affairs:**

**€75 million funding for reopening Early Learning and Childcare Services**
The Department of Children and Youth Affairs has announced a [funding package of €75 million for reopening early learning and childcare services](#). The grants will help with additional costs associated with reopening after COVID-19.

**Department of Employment Affairs and Social Protection:**

**Joint First Responder Support Service**
The Department of Employment Affairs and Social Protection and the Department of Business, Enterprise and Innovation will provide a joint First Responder support service through the [Intreo Offices](#) and development agencies, [Enterprise Ireland](#) and [IDA Ireland](#) in each region to provide tailored supports for impacted firms.

**Design Sector:**
The [Design & Craft Council Ireland](#) delivers a range of support and development programmes, including webinars and FAQs in response to COVID-19

**Employment Permits:**

**Employment Permits System Contingency Arrangements**
The Department of Business, Enterprise and Innovation (DBEI) has implemented a contingency plan to ensure that the Employment Permits system will continue to operate in all scenarios, see [COVID-19 Employment Permits System Contingency Arrangements](#)

**Fáilte Ireland:**

[COVID-19 Business Supports Hub](#)
In response to the COVID-19 crisis and the impact on the tourism sector, the Fáilte Ireland COVID-19 Business Support Hub is targeting its supports to respond to the most urgent challenges and threats tourism businesses are now facing.

**Guidelines for re-opening**
Fáilte Ireland has published sector specific re-opening guidelines to support the re-opening and recovery of the tourism and hospitality sector.

**€26m COVID-19 Adaptation Fund**
A €26m COVID-19 Adaptation Fund to support tourism and hospitality businesses who have incurred related adaptation costs.

**Grants:**
**Grant Supports**
The full range of Enterprise Ireland, IDA Ireland, Local Enterprise Office and Údarás na Gaeltachta grant supports will be available to firms to help with strategies to innovate, diversify markets and supply chains and to improve competitiveness.

**NSAI:**
The National Standards Authority of Ireland (NSAI) has compiled a number of resources in response to COVID-19. To access any or all of the resources below, please visit NSAI updates and resources in response to COVID-19

**COVID-19 Guide for the Retail Sector**
The NSAI has published a COVID-19 Retail Protection and Improvement Guide to help retailers manage business continuity during the COVID-19 emergency. It addresses risks to both workers and the public.

**Shopping Centre Recovery and Protection Guide**
The NSAI has published guidelines for shopping centres restoring business operations following a disruption or closure due to the COVID-19 pandemic.

**Standards for medical supplies made freely available**
The NSAI and SAI Global have developed the COVID-19 Response Package which will provide free access to Standards for medical devices and personal protective equipment.

**Workplace Protection and Improvement**
The NSAI has published a Workplace Protection and Improvement Guide outlining preventative measures businesses can take to prevent the spread of COVID-19.

**Barrier masks for consumers**
NSAI has developed a Specification Written in Fast Track (SWiFT) to address an urgent need for a consensus-based specification for non-medical and non-PPE masks (barrier masks) for the general public.

**Manufacturing and Importing**
The NSAI has produced a Quick Guide to manufacturing and importing PPE and Medical Devices to ensure compliance.

**Online Collaboration:**
**Online COVID-19 platform to help firms collaborate**
Companies aiming to help healthcare responses to the COVID-19 crisis can now collaborate via a new online COVID-19 platform. Spearheaded by InterTradeIreland and TechIreland, the cross-border platform allows businesses to see quickly, in and beyond their region, who they can work with to combat the many supply chain and manufacturing challenges generated by the pandemic and meet pressing public need.

**Posters & Signs:**
**Posters and signs for your premises**
The Department of Health has issued a range of COVID-19 posters and graphics including new stay safe guidelines for work, home, public transport, outdoors and shopping.

Posters, leaflets and other resources for use in workplaces and communities are also available on the HSE website at COVID-19 posters and resources and the HSA website at hsa.ie/covid19.

**Restaurants:**
**Restaurants to operate as takeaways**
Amendments to Planning and Development Regulations temporarily allow restaurants to operate as takeaways - whereby members of the public can order food for collection for consumption off-premises or have food delivered for consumption off-premises - without being required to obtain change of use planning permission to operate as takeaways.

**Skillnet Ireland:**
**The ReBound Initiative**
The Skillnet Ireland ReBound initiative offers guidance to SME owners and managers on implementing the Return to Work Safely Protocol.

**Supply Chain:**
**Supply Chain Workers**
The Department of Health (DoH) has prepared COVID-19 guidance for supply chain workers. The guidance document is part of the cross-government response to COVID-19 and is available to download on gov.ie: COVID-19 guidance for supply chain workers.
Supply or Donate:

How business can help with supplies and services to respond to COVID-19

From the Office of Government Procurement (OGP) webpage for information on how to supply or donate the goods or services of your business please go to how business can help.

Support for Artists:

COVID-19 Support for Artists and those working in the Arts Sector

The Department of Culture, Heritage and the Gaeltacht (DCHG) recognises that COVID-19, and the public health measures necessary to slow the spread of the virus, have had an unprecedented effect on the cultural sector.

A new €10 million pilot Performance and Production Support Package was announced under the July Jobs Stimulus to assist planning for events in the context of COVID-19.

The Department of Culture, Heritage and the Gaeltacht has provided details of the COVID-19 supports for artists and those working in the arts sector.

Supports for the Sports Sector:

€70 million support for the sports sector

The Department of Transport, Tourism and Sport has announced a funding package of up to €70 million has been approved to support the sport sector.

Teagasc:

Teagasc is available to provide support on issues facing farm businesses in light of COVID-19.
4. Reopening Society and Business

This section highlights the 5 Level Framework for Restrictive Measures, the Return to Work Safely Protocol and the Health and Safety Authority COVID-19 Template and Checklists.


Ireland is moving from a short-term emergency response approach to a medium-term approach to managing risk and repairing the damage that COVID-19 has inflicted on society.

The Framework for Restrictive Measures will help us to go about our daily lives as much as possible, while managing the behaviour of the virus. The Framework consists of 5 Levels.

The lower Levels will be activated when there is low incidence of the disease, with isolated outbreaks, low community transmission. The higher Levels will be used to deal with higher incidences of the disease.

It will be possible for different regions and counties to be at a different Level to the National Level, depending on the incidence of the virus in that particular region or county.

At all times the priority guiding the plan will be to keep our schools open, while keeping people safe and protecting the resilience of our economy and communities.

The 5 Level Framework can be viewed online: Resilience and Recovery 2020-2021: Plan for Living with COVID-19.

4.2. Return to Work Safely Protocol

The National 'Return to Work Safely Protocol' was published on Saturday, 9 May 2020.

The National Return to Work Safely Protocol is a useful guide for businesses in making their assessments and adapting their workplace procedures and practices to comply fully with the COVID-19 related public health protection measures. It sets out in very clear terms for employers and workers the steps that they must take firstly before a workplace reopens, and then while it continues to operate.

The HSA (Health and Safety Authority) will be the lead agency in terms of overseeing compliance with the Protocol in the workplace. If employers or employees need further guidance on the Protocol, the HSA Helpline can be contacted at 1890 289 389 or wcu@hsa.ie.

The Protocol is available online at Return to Work Safely Protocol.
i. Data Protection: Return to Work Safely Protocol

The Data Protection guidance document has been prepared to assist in providing the necessary clarification to employers (and their representatives) where the measures set out in the Return to Work Safely Protocol may result in the processing of personal data.

The Data Protection protocol is available online at Data Protection Return to Work Safely Protocol

4.3. Health and Safety Authority (HSA): COVID-19 Templates and Checklists

The HSA checklists and templates have been prepared to help employers, business owners and managers to get their business up and running again and to inform workers about what they need to do to help prevent the spread of Covid-19 in the workplace.

They have been drafted based on the Government’s Return to Work Safely Protocol and should be read in conjunction with the Return to Work Safety Protocol. Employers and workers must work together to keep workplaces safe. These checklists will help you to do that.

To view or download the templates and checklists, please see HSA: COVID-19 Templates and Checklists

i. HSA Return to Work Safely Online Course

The course has been developed by the HSA to help you to understand the Return to Work Safely (RTWS) Protocol requirements for returning to work.

The Return to Work Safely Induction course will take approximately 20 minutes to complete, and a certificate is available on completion.

The course is available at Return to Work Safely Online Course
5. COVID-19 Rapid Response Funding Call

Science Foundation Ireland (SFI), Enterprise Ireland (EI), IDA Ireland, The Irish Research Council (IRC) and Health Research Board (HRB) developed a coordinated Rapid Response Research and Innovation programme to help mitigate and manage the COVID-19 pandemic by unlocking the potential of Ireland-based researchers and innovators to join the global efforts.

All five agencies worked together to ensure that excellent ideas to tackle COVID-19 from across the Irish research community can be supported.

The coordinated response was comprised of two complementary streams. Having two focus areas allowed for sufficient specialisation and coordination while optimising available resources.

5.1. Successful Projects

26 COVID-19 research and innovation projects to complement existing third-level research activity.

On 29 April 2020 the Government announced details of the first 26 projects that will receive €5 million funding under the newly-established national, coordinated research and innovation response to the COVID-19 pandemic, complementing the ongoing research work already underway in higher education institutions.

For more information, please visit: Government announces 26 new COVID-19 research and innovation projects

Minister Humphreys announces 11 new COVID-19 research and innovation projects building on previous investment.

On 9 June 2020 the Minister for Business, Enterprise and Innovation, Heather Humphreys TD, announced an investment of €1.4m in 11 projects under the SFI-coordinated research and innovation response to the COVID-19 pandemic.

Projects include remote blood-pressure monitoring in pregnancy, development of tests for antibodies, addressing supply chain challenges and computer modelling the impact of COVID-19.

For more information, please visit: 11 new SFI COVID-19 research and innovation projects

Minister Harris announces €5.5m in funding to 41 new projects through COVID-19 Rapid Response Research and Innovation Programme.

On 24 September 2020 the Minister for Further and Higher Education, Research, Innovation and Science, Simon Harris, TD, has today announced an investment of €5.5 million in 41 projects under the SFI led COVID-19 Rapid Response Research and Innovation Programme.

For more information, please visit: 41 new COVID-19 Research & Innovation projects
Videos
Below are short videos detailing 2 of the 26 new research projects announced to tackle COVID-19 on 29 April 2020.

- Inspire Research Group, NUI Galway: COVID-19 Research Project
- Professor Catherine Comiskey, TCD: COVID-19 Research Project
6. Stay up to Date

As the situation around COVID-19 continues to develop, so too do the Government supports available. For up-to-date information on the range of Government supports available to address COVID-19-related challenges, please visit:

Government of Ireland – COVID-19
Department of Business, Enterprise and Innovation – COVID-19

6.1. Call Centre & Helplines

i. DBEI Business Support Call Centre

The Department of Business, Enterprise and Innovation (DBEI) has established a Business Support Call Centre for information on the government supports available to businesses and enterprises affected by COVID-19.

Tel: +353 1 631 2002 (Monday – Friday, 9:00 am – 5:00 pm)

Email: infobusinesssupport@dbei.gov.ie

ii. Occupational Health and Safety Helpline

For information on workplace health and safety please contact the Occupational Health and Safety Helpline.

Tel: 1890 289 389 or +353 1 614 7000

Email: wcu@hsa.ie

iii. COVID-19 related prevention and recovery measures in the workplace

For support in relation to improving your COVID-19 related prevention and recovery measures in the workplace, contact the NSAI COVID-19 helpline.

Tel: +353 1 807 3800

Email: covid-19-support@nsai.ie

For more information, advice and guidelines from across government visit gov.ie/covid19
6.2. Other helpful links

- Competition and Consumer Protection Commission (CCPC) – COVID-19 Information Hub
- CCPC – Guidance for Business: COVID-19 Face Masks
- Common measures across most insurers for business customers in response to COVID-19
- Data Protection Commission – Data Protection and COVID-19
- Department of Employment Affairs and Social Protection (DEASP) – Information for employers and employees
- DEASP – Short Time Working Supports
- DEASP – Pandemic Unemployment Payment
- Department of Foreign Affairs (DFA) - Travel Advice
- Department of Health – Updates
- Enterprise Ireland – COVID-19 Supports
- EU Export Controls for Personal Protection Equipment
- Food Safety Authority of Ireland (FSAI) – COVID-19
- Government of Ireland – July Jobs Stimulus Package
- Government of Ireland – Guidance for Supply Chain Workers in relation to COVID-19
- Government of Ireland – What to do when arriving into Ireland
- Government of Ireland – Return to Work Safely Protocol
- Government of Ireland – Roadmap for reopening society and business
- Health and Safety Authority (HSA) – COVID-19 Advice for Employers and Employees
- Health and Safety Authority (HSA) – COVID-19 FAQ for Employers and Employees
- Health and Safety Authority (HSA) – Placing PPE on the EU market: New conformity procedures
- Health Services Executive – Information on COVID-19
- Health Protection Surveillance Centre (HSPC) – Advice and Guidance
- Health Service Executive (HSE) - Information on COVID-19
- Local Enterprise Office – COVID-19 Pandemic: Business Response
- National Standards Authority of Ireland (NSAI) – Barrier Masks for Consumers: Requirements
- Revenue: Temporary COVID-19 Wage Subsidy Scheme
Appendix 1 – COVID-19 Business Continuity Checklist
Responding to a COVID-19 Outbreak

Business Continuity Checklist

The following is a checklist of some of the key risks to the continuity of your business activities during the outbreak of COVID-19 and of preparatory actions that can be taken to respond.

Many of the actions are the same as you would have prepared during any type of similar threat such as preparations for influenza pandemics. Your organisation should consider appointing a planning coordinator and/or team with defined responsibilities and budget for planning and for preparedness. A deputy should also be appointed.

If your organisation already has a business continuity planning process, you should consider addressing COVID-19 within that process. In relation to COVID-19, it is particularly important that your organisation uses the national resources, posters and guidance that are available and updated on a regular basis to reflect the rapidly emerging situation.

The links to COVID-19 resources are available here:

<table>
<thead>
<tr>
<th>Information</th>
<th>Link</th>
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<tbody>
<tr>
<td>For Employers and Employees</td>
<td><a href="http://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersemployeesguidance/">www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersemployeesguidance/</a></td>
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<tr>
<td>FAQs</td>
<td><a href="http://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/frequentlyaskedquestions/">www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/frequentlyaskedquestions/</a></td>
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<tr>
<td>Posters</td>
<td><a href="http://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/posters/">www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/posters/</a></td>
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<tr>
<td>Guidance</td>
<td><a href="http://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/">www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/</a></td>
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## Planning Activities

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<th>Not Started</th>
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<td></td>
<td>1.1 Assign responsibility for planning and preparedness to a senior executive and a deputy</td>
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<td>1.2 Obtain information on COVID-19</td>
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<td>1.3 Consult within the company, with workers and worker representatives</td>
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<td>1.4 Consult with suppliers on measures they are taking and on potential disruptions to supply chains</td>
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<td>1.5 Assess ‘high level’ impact on your business and attach appropriate priority to the planning process</td>
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<td>1.6 Develop a business continuity plan</td>
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<td>1.7 Establish authorities, triggers and procedures for implementing plan</td>
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<td>1.8 Test the plan in exercises</td>
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<td>1.9 Share best practice with other businesses</td>
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<td>1.10 Revisit plan periodically</td>
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## Business Issues to Address

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<th>Not Started</th>
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<td>2.1 Identify critical activities and the employees and inputs required to maintain them</td>
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<td>2.2 Consider the possible impact of employee absences</td>
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<td>2.3 Consider the possible impact of disruption to the supply of inputs from suppliers in Ireland and overseas suppliers</td>
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<td>2.4 Examine the likely impact of COVID-19 on your market and on your customers' requirements</td>
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<td>2.5 Identify and agree strategic imperatives</td>
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<td>2.6 Understand the business need for face-to-face meetings should there be community transmission of COVID-19 with a risk of person to person spread. Consider the potential for remote working.</td>
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<td>2.7 Establish authorities, triggers and procedures for implementing plan.</td>
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<td>2.8 Consider the issues for business related travel due to COVID-19</td>
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<td>2.9 Consider the financial management implications due to COVID-19</td>
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<td>2.10 Examine the extent to which others will be dependent on your business due to COVID-19</td>
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<td>2.11 Consider the circumstances under which you might decide to scale back or suspend operations due to COVID-19</td>
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# Measures to Underpin Continuity

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<td>3.1 Nominate deputies</td>
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<td>3.2 Cross-train, and identify alternative sources of labour</td>
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<td>3.3 Communicate with staff in a manner appropriate to the current state of COVID-19 phase as guided by national recommendations</td>
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<td>3.4 Prepare emergency communications plan</td>
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<td>3.5 Plan for increased take-up of employee welfare services</td>
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<td>3.6 Prepare policies on sick leave and compassionate leave due to COVID-19</td>
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<td>3.7 Prepare policies on foreign travel during COVID-19 event</td>
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<td>3.8 Plan for the needs of staff overseas</td>
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<td>3.9 Make arrangements to assure supplies during the COVID-19 event</td>
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<td>3.10 Consider the possibility of changes to your product, your service, or your interaction with customers, due to COVID-19, and plan for any changes you consider appropriate</td>
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<td>3.11 Review insurance coverage</td>
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Responding to Workplace Risks due to COVID-19

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<td><strong>4.1</strong> Prepare policies on hygienic behaviour for employees and visitors to premises as guided by national recommendations. Adhere to respiratory etiquette and hand hygiene policies.</td>
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<td><strong>4.2</strong> Plan to provide for hand washing, hand hygiene, tissue disposal and other facilities as per national recommendations</td>
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<td><strong>4.3</strong> Plan for frequent and effective cleaning of the workplace as per national recommendations</td>
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<td><strong>4.4</strong> Prepare policies as per national recommendations to advise those who are infected, or are suspected to be infected with COVID-19</td>
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<td><strong>4.5</strong> Plan measures to reduce face-to-face contact with customers / suppliers and between employees from different sites</td>
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<td><strong>4.6</strong> Identify work organisation measures that can be taken to reduce potential for employees who are in the workplace to infect each other</td>
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<td><strong>4.7</strong> Prepare policies on flexible work locations (e.g. teleworking) and flexible working times (e.g. shiftworking)</td>
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<td><strong>4.8</strong> Provide ICT infrastructure to support teleworking and remote customer interaction</td>
</tr>
</tbody>
</table>

Signed

(Executive Responsible)