

Business lockdown check list to do/contact suppliers

Task	Action	Contact details	Notes including dates	Tick when complete	Tick when reinstated on opening
Check all forward orders	Review any orders with suppliers and cancel where appropriate.				
Insurance company	Call insurance to let them know the business is going to be empty for a long time and check policy wording possibly increase time vacant 60/90 days				
Card payment provider	Card machine make sure monthly minimum charges are stopped. Card machine rental – call and ask if they can reduce this or ideally pause payments.				
Epos system	Epos system contact and ask to pause the contract.				
Electricity supplier	Call electricity to see if a reduction in the standing charge is possible.				
Water supplier	Water utilities call to see if a reduction can be obtained on return waste and any other charges.				
Landlord or Mortgage provider	Approach the landlord/mortgage company and ask for a rent holiday ideally (or reduction, best to go with the holiday option first).				
Waste collection	Waste – call/email waste collections to stop collections until you reopen.				
Telephone and Internet provider	Worth contacting and explaining the business is in severe difficulties and asking how they can help. You may be able to forward calls to an alternative number or mobile depending on your phone system.				
DVLA	SORN your business vehicle if this is not being used to obtain tax back. You need to take a judgement call based on your situation and how long you think the crisis may last.				

Ensure lights and heating (other than frost control) are off or if on a timer revise settings	Walk the business in your mind and think through any cost saving measures.				
Window cleaning	Most likely the window cleaner will not be operative. Check you are not making payments.				
Check all Standing Orders or Direct Debits	There may be monthly payments from items not on this list. Check your statements and please share if you find anything we have missed.				
Advise alarm company the building will be empty	Check any notification settings with the alarm company and advise them you are closed. It will do no harm to ask if they are offering anything to help businesses that are closed.				
Loss Prevention	Empty cash tills and leave drawers open. Empty safe and leave door open, assuming only cash is held. High value items may be removed from windows in high risk locations.				

Credit: Thanks go to Emily Hepworth at Persephone Violet for sharing the information and the thought that has gone into risk limitation and cost control.

Malmesbury Town Team or The Retailer Group does not offer financial, legal or tax advice and cannot accept responsibility for decisions taken by any business. We recommend official government websites are used to validate information.