



## Working with supply chain partners in a crisis

During April and May 2020, Forum organisations discussed how their relationships with their supply chains become front of mind as they worked through how they could operate or support each other during Covid-19.

Some of the tactics which were useful in their relationships with clients, and with their supply chain are listed below.

- As the supply chain lead, being cognisant of the need to retain talent in the long-term
- Regular and supportive communication between all supply chain partners, including communicating how you plan to work at every Alert Level
- Any issues that were discovered were raised and addressed quickly
- Sharing pandemic plans and procedures, and consulting with clients and supply chain to ensure they can work. This conversation needs to involve all the parties involved, not just the supply chain lead dictating what will happen.
- Where pandemic plans and procedures work well, adopt them and share with other contractors
- Where possible, committing to some minimum hours of work and pay to keep crews and equipment locked and loaded during the short term with the aim of retaining talent in the long term
- Consider adapting your billing and invoicing cycles, for example, accepting weekly invoicing and reviewing payment terms from 90 to 30 days.