CRITICAL INCIDENT MANAGEMENT PLAN
Death of Business Partner

Incident:

- Death of Business Partner (Director and or Shareholder)

Guiding Principles:

- Be proactive, not reactive
- Put people first
- Keep an open mind, never assume anything
- Deal in the facts
- Critical Incidents take precedence
- Document everything accurately, including time, date, place
- Act professionally and ethically always
- Consider preservation of your brand
- People affected by major trauma remember little of the first 24 hours after the event!!

Your Key Contacts and Specialist Services:

- Worksafe
- Company Accountant
- Company Lawyer
- Company Bank Manager
- Company IT provider
- Insurance company or broker
- Mastercraft National Support Office
- Public Relations Consultant

Your Immediate Action: (4 hours)

- Call and arrange to meet the deceased's spouse
- Avoid the spouse having to drive
- Meet with spouse
- Offer your condolences
- Ascertain what support the spouse requires in first 7 days
- Offer to notify and liaise with family members

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- Personally notify next of kin where requested (face to face where possible)
- Notify key business staff and request complete confidentiality
- Offer Spouse yourself as point of contact with authorities
- Contact Police and advise you are the family appointed contact
- Offer to complete victim formal identification process with Police
- Offer to provide assistance to children or other family members
- Arrange any logistical or transport matters where necessary
- Offer professional counselling services
- Ascertain whether anyone else was injured or deceased
- Ascertain if it was a 'work related' incident
- Notify Worksafe if a 'work related' incident

Following Your Immediate Action: (first 48 hours)

- Delegate roles to key staff
- Consider short term business closure versus remaining open for business
- Secure victim's personal possessions from your business premises and vehicles
- Follow up contact with spouse (preferably in person)
- Offer assistance to contact next of kin overseas
- Consider offering and providing any immediate financial support
- Consider assisting financially with catering, logistical and funeral requirements
- Notify all staff and request complete confidentiality
- Arrange to have any scheduled appointments notified of situation
- Return personal possessions to spouse when appropriate
- Document items, time, date and place property returned
- Notify your company Accountant
- Notify your company Lawyer
- Notify your company Bank Manager
- Personally advise all key customers by phone
- Advise Supply Partners
- Personally advise your all customers by email using pre-prepared notification
- Offer to assist spouse with funeral arrangements
- Consider preparing written press release (where media interest) and eulogy
- Consider contacting injured third party or other deceased family

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Your Legal Obligations and Considerations:

- Consider how the ownership of the business may change
- Update Companies Office Directorships and Shareholdings once confirmed
- Submit any claims on life insurance policy(s)
- Update all Supply Partners credit accounts
- Update insurance policies
- Update utility accounts including power, telecommunications, gas,
- Update bank account details
- Update council property records
- Update property ownership records with LINZ.
- Review prior Power of Attorney arrangements
- You may be required to give evidence at a Coroner's Inquest
- Consider Employee Assistance Programme for staff affected by the death
- Consider whether the Probate court process is required

Your Financial Considerations:

- Allow for assisting financially with funeral and related costs
- Are changes to access to accounting and payroll software needed
- Will a replacement second authorisation be needed
- Are changes to access to bank accounts needed
- Plan for potential loss of client revenue
- Consider whether business liabilities can be met
- A sale and purchase of shares may be required
- A valuation of the business may be required
- Consider whether additional capital may be needed
- Consider ability of business to borrow money
- Review personal guarantees in place with deceased
- Seek professional financial assistance
- Will there be a change in the available security for existing debt(s)
- Consider liquidity of business
- Consider short to medium term effects on cash flow
- Allow for the pending costs of legal, accounting and professional fees
- Consider cost of hiring replacement personnel

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Your Media Liaison Considerations:

- Protecting and preserving your brand(s) is important
- Only authorised people to speak to the media
- Contact Mastercraft National Support Office for assistance
- Consider engaging professional public relations company
- Prepare a media release
- Prepare a written death notice
- Closely monitor and filter all relevant social media activity

Your Human Resource Considerations:

- What functions, performed by the business partner, will need to be delegated
- What additional resources will be required to perform those functions
- Consider outsourcing those functions
- What implications will this have on your customers
- What implications will this have on staff moral and loyalty
- Will a new staff member need to be recruited to perform the business partners functions?
- Will another business partner be required
- Some staff may require EAP (Employee Assistance Programme) assistance

Your Business Continuity:

- Evaluate the loss of knowledge and experience
- Be aware of potential staff instability
- Delegate functions carried out by business partner to internal or external people
- Ensure ongoing work is completed in a timely manner
- Discuss ongoing business ownership / relationship with partner's spouse
- Take appropriate action to enable new business structure
- Update all legal and financial documents and authorities
- Ensure your Supply Partners and Customers are informed of your new business structure
- Maintain a focus on business sales, production and customer service during this time
- Ensure professional positive media releases are issued, where required
- Be proactive in dispelling any false information

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Your Moral Obligations:

- Treat your partners spouse with understanding and respect
- Offer grief counselling to all staff
- Act professionally and in the best interests of your business and staff
- Keep discussions and negotiations professional, fact oriented and free from emotion
- Keep staff updated regularly with accurate information
- Aim for a positive outcome for the business and spouse

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