

## Contingency Plan

### More for your paws

Mobile pet grooming and animal care

## CONTINGENCY PLAN

Provide details of contingency for each component of the business plan provided:

Business plan component	How will non-conformance impact the business	What is the likelihood of non-conformance? (Low/Medium/High)	Explain why you rated the likelihood as low/medium/high	How can you mitigate the impact	How will this be communicated	How will this be monitored/reviewed
The Business (Plan summary, our mission, our vision, operations, key people)	All business operations as well as the mission, the vision and the key people's role have been clearly stated in the plan as well as how they will be conducted. Non-conformance can lead to complaints and loss of customers.	Low	The rating is considered low as it is very unlikely that these aspects of the plan will not be followed since it is the owners' responsibility and not affected by external factors.	Regular checks and revisions of the businesses policies and procedures to ensure proper business operations  Collect, analyse and act on gathered feedback	Staff meetings  Training sessions when new procedures are being introduced	Weekly by Liam
The Market (The problem, our solution, our target market,	Marketing activities are very important to promote the business and	Medium	The rating is considered medium as marketing activities might not have the expected	Use marketing and social media management software to ensure all	Staff meetings  Emails	Monthly by Yoseph

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advertising and promotion, pricing strategy, SWOT analysis]	help business expansion. Failing to meet the targets set in the plan can lead to reduced business sales.		result. At the beginning, it will be a "trial and error" process until the marketing team understands what works best.	marketing activities are being conducted  Join a marketing group to maintain up-to-date information on the best marketing tools/activities	Attend the marketing group sessions	
Risk Management [Risk assessment, insurance, laws we need to comply with]	Complying with all legal and compliance requirements is crucial for the business. Every aspect has been covered in the business plan. Failing to conform can lead to fines or even the business shut down.	Medium	The rating is considered medium as changes in law or compliance requirements can sometimes be hard to keep up with. Therefore, there might be cases where we find non-conformance with legal and compliance requirements.	Regular internal audits to ensure all legal and compliance requirements are being met	Staff meetings  Training sessions when new legal or compliance requirements are being introduced  Subscribe to government websites and animal care websites / professional associations to obtain the latest news on legislation	Monthly by Melissa

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					/regulations changes	
Goals and actions (Goals and objectives for next year)	There are specific business goals and objectives in our business plan that need to be achieved. If we do not conform to the actions suggested we might fail to achieve them and as a result, our business will fail	Low	The rating is considered low as conformance with the actions suggested to achieve the goals and objectives are directed to the business owners who are fully invested in achieving them.	Ensure we follow the actions suggested to achieve business goals and objectives  Use performance management tools to monitor our progress	Regular staff meetings	Weekly by Mellissa
The finances (Finance needed, sources of funding, policies and procedures that require the business to have enough resources of funding for required liquidity)	All finances have been calculated to ensure business success. Failing to meet budgetary requirements can lead to business shutting down.	Medium	The rating is considered medium as planning for external support of funding (bank loan) will not necessarily turn out the way it has been expected.  Also, the amount of expected sales may differ to the amount of actual sales.	Regular checks  Seek specialist advice	Weekly meetings with the accountant  All business owners to review finances every week and to ensure cash flow is positive	Weekly by Yoseph, Melissa, Liam and the business' accountant