PREPARE FOR SETBACKS

Owner absence continuity checklist

Name _____ **Business** _____ **Date** _____

You will finish with
A one-page list of your active jobs, urgent payments and key contacts, and one trusted person who knows where it is.

1. Tick what depends only on you

Imagine you cannot work for the next two weeks. **Owner dependency** (work that stops when you are away, because no one else knows how to do it). Tick each item that would stop.

- **CHECKLIST**
  - ☐ Replying to customers and keeping promises
  - ☐ Doing or checking the work
  - ☐ Ordering from suppliers
  - ☐ Paying rent, wages and suppliers
  - ☐ Sending invoices and collecting money
  - ☐ Telling staff what to do

The tables below record what someone needs for the most urgent gaps: jobs, payments and contacts. Who may do the rest goes on your "Continuity contact sheet".

2. Active jobs

List every job or order that is in progress now.

Customer and phone	What I promised	By when
e.g. Mrs Dlamini, 082 000 0000	Fix kitchen tap	Tue 14 May

3. Urgent payments

Write the payments that must not be missed. Start with the three most urgent.

Payment	Amount (R)	Due date	How it is paid
e.g. Rent	2 500	1st of month	Debit order
e.g. Wages	1 800	Every Friday	Cash from till

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Payment	Amount (R)	Due date	How it is paid

4. Key business contacts

Write your five most important customers, suppliers or staff. (Advisers such as your accountant go on the Continuity contact sheet.)

Name	Who they are	Phone	Why someone may need them
e.g. Sipho	Stock supplier	072 000 0000	Order goes in every Monday

WARNING

No passwords on this page

Write where things are, never passwords or PINs. A bank may need formal authority before someone else can pay from your account.

Make it findable

Where I will keep this page (e.g. red file in the office drawer)

Trusted person I will tell, and by when (e.g. my sister Thandi, this Sunday)

When to redo this

Update the active jobs table every week, and before any time away. Check the payments and contacts every 3 months, because an old list sends your helper to the wrong customer or bill.

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