



Beyond the Weighbridge

Business Continuity during COVID-19

COVID-19 virus impacts and
actions for your facilities.





Business Continuity During COVID-19

COVID-19 Virus Impacts and Actions

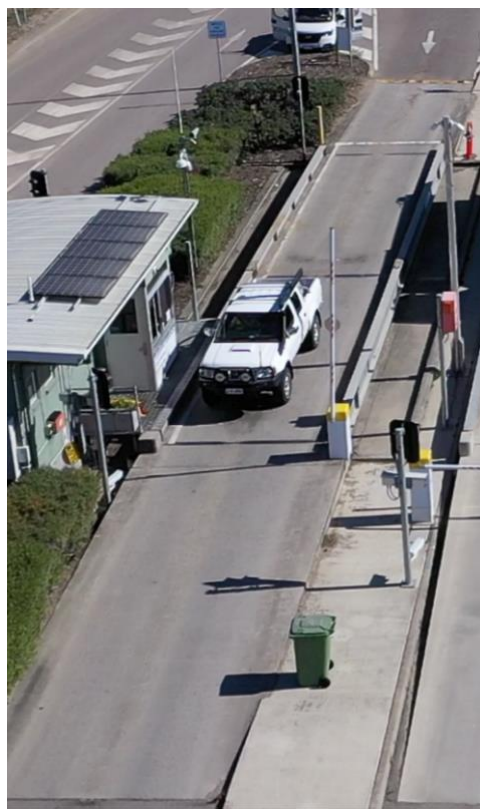
All organisations have been impacted in some way by the COVID-19 virus. It has forced everyone to examine how they interact and connect with customers, staff and suppliers. This unprecedented challenge has found a huge number of organisations caught with new challenges, needs and solutions.

We would like to help

As the leading waste management software company in Australia, Mandalay has been in contact with many customers to identify how we can best support them during these new challenges. The main themes identified across a majority of customers are below.

Continuity is crucial

What are the key questions that must be answered?



For waste management businesses, continuity is crucial. Most ask should transfer stations be shut down. Or, is there a better solution?

Our customers have identified the following key areas where they need help:

- Q. How do we minimise Face2Face contact at the weighbridge and transfer stations, while keeping operations running?
- Q. How do we change our handling of documents and tickets to be electronic or remote?
- Q. How do we become cashless and handle payments remotely?



Our team of experts

The Mandalay Consulting team is focused on front end operations and business processes of the waste industry. Our experienced operational experts consult specifically on waste management across the whole of Australia focusing on operational efficiencies, technology and data.

Mandalay will partner with you and your existing experts to ensure that outcomes align with organisational strategy and the requirements of regulatory compliance.

Consulting for COVID-19

Each situation is different, so solutions will be unique to each organisation and each facility.

If we have not already booked a meeting with you to discuss your organisation's Business Continuity Plan, we recommend the following:



Business Continuity Plan Individual Review

A **90-minute consultation call** that will be used to:

- Identify your business continuity plan and review in order to deal with this challenge.
- Identify what services are impacted, and how and what can be done to reduce the risk factors.
- Identify the issues you are facing and what are the priorities?
- We will share best practice and examples from our clients.

OUTCOME: Mandalay will provide a summary of the consultation call along with agreed actions.

\$500 (ex GST)





Reducing 'human interaction' within facilities

Based on the three points of 'human interaction' within facilities – **product selection**, **payment** and **ticketing** – we have highlighted key issues below along with examples of possible solutions for each. This list is not exhaustive, more detailed and facility specific examples will be provided as an outcome of our Business Continuity Plan Review.



Product Selection

Review your data setup to reduce interaction

A review of data setup can help to move your highly manual system to a more streamlined, minimising the level of human contact that is required.

Remove face to face contact by introducing technology

Installing intercoms or CCTV will reduce or remove the need for direct face to face contact, while still giving you the ability to manage and monitor customers at your facility.



Payment

EFTPOS – take cash out of the equation

Eliminating cash payments will remove the risk associated with your staff handling cash.

Remove the need for payment at the facility

- **Commercial Self Haul:** Requiring your commercial customers to maintain a pre-paid account will allow you to provide full automation and reduce or remove the need for face to face contact at the facility.
- **Account Holders:** Installing a Driver Control Station (DCS) will provide full automation for account holders. Give drivers the ability to complete the transaction with no fact to face contact required.
- **Resident Self Haul:** providing access to on demand entitlements in the form of vouchers or the option to pre-pay and account will reduce or remove the need for face to face contact at the facility.

Credit risk – remove the risk by requiring pre-payment

During these challenging times, credit risk may become an even greater risk with many of your commercial customers potentially beginning to find it harder to make ends meet. By moving to a pre-paid model, the potential for credit risk will immediately be removed.



Ticketing

Providing tickets to customers without the need for direct human contact can be achieved in a few ways.

Via a printer

An immediate solution may be to install a printer (within an all-weather unit) allowing customers to collect their ticket on exiting the weighbridge.

Direct to customers

A longer-term solution dependant on interest. Making tickets available to customers via digital means.



Next Steps...

Book a Business Continuity Plan Review with Mandalay

Following your initial Business Continuity Plan consultation call, Mandalay will provide a summary of the call and agreed actions. Recommendations will be specific to your facility and requirements, with delivery detailed if you wish to proceed with additional assistance from Mandalay.

If you wish Mandalay to proceed with a review of your Business Continuity Plan please contact us at sales@mandalaytech.com.

Mandalay will conduct further webinars in relation to business continuity with invitations to be circulated as dates are locked in.



Key Team Members



Simon Kalinowski / CEO

Simon is considered an emerging thought leader in the waste industry, particularly in the role data plays in leading the industry to meet the challenges faced in today's world and is a regular contributor to legislative reform discussions within the Australian waste industry. Simon is particularly passionate about leading meaningful change and the role industry professionals have in delivering an essential service.

 www.linkedin.com/in/simonkalinowski



Rex Heathwood / Head of Product

Rex has a strong commercial background combined with a highly diverse exposure across a broad range of industries and roles, so he is well equipped to ensure the best 'fit' applications are applied and executed. Rex currently oversees Product Management, Development and Support across cloud, Software as a Service (SaaS) and desktop platforms.

 www.linkedin.com/in/rex-heathwood



Rosemary Black / Head of Customer

Rosemary's areas of expertise include strategic business development, management and operations; performance management; sales and marketing; client and stakeholder engagement; financial and administrative governance including management of special projects. Rosemary has extensive experience across corporate and government sales often drawing upon relationship building techniques.

 www.linkedin.com/in/rosemary-black



Brendon Horswell / Head of Support

Brendon has extensive experience in the waste and resource recovery sector spanning NSW, ACT and Queensland. A passionate leader with a strong focus on safety, accountability and operational efficiency, Brendon challenges his teams to ensure decisions are made in everyone's best interest.

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Key Team Members



Allard Bernhofen / Business Development

Allard is a high performing business development executive with extensive experience in the Waste Industry. Allard has successfully created sales strategies that have led to positive sales growth and strategic expansion for organisations. He has focused his efforts around maintaining relationships that continue to increase resource recovery activity in both the public and private sectors within Australia.

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Lacey Webb / Senior Consultant

Lacey is a CPA qualified former CFO and industry experienced Waste Strategist & Consultant, specialising in Risk, Regulation and Compliance. Lacey is passionate about driving organisations to improve profitability and efficiency and her broad ranging financial, technical and operational experience allows her to lead change management across all levels of an organisation with ease.

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Beyond the Weighbridge

A collection of solutions to integrate data being captured across your waste ecosystem and transformed into usable information.

This is the future of waste.

Get in Touch

Mandalay is here to help with your Business Continuity planning. Contact us today.

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