



Industry Capability Network

ICN COVID-19 Response

Helping businesses
navigate the COVID-19 crisis



COVID-19 has had enormous impacts on not only the health and safety of Australians, but the businesses and supply chains that keep our country running.

Industry Capability Network (ICN) provides a vital link between Australian and New Zealand companies and the projects that ensure their ongoing prosperity - delivering over \$30 billion in contracts across over 30 years of support.

From the very beginning of the COVID-19 threat, ICN has been monitoring the situation closely and preparing response actions for all our subscribers.

With over 200,000 page views per month and more than 5,000 new companies registered on ICN Gateway in the last financial year alone, we felt a responsibility to be on the front foot and deliver meaningful solutions for Australian businesses.

Our approach to managing COVID-19 and the restrictions, health impacts and HSE/OHS implications facing businesses has been twofold.

By developing and deploying these solutions quickly, we have been able to assist both Federal and State Governments, as well as arm our subscribers with the tools they need to safely continue operations and keep supply chain networks running.



THE COVID-19 RESPONSE PORTAL

ICN developed the COVID-19 Response Portal and an accompanying analytics tool, Business Intelligence Module to help businesses not only retain but grow strong supply chains during COVID-19. This data gives Governments and companies all of the information they need to analyse and improve project performance at their fingertips, with the assistance of the ICN Industry Advisers nationally.



THE ICN COVID-19 RESPONSE APP

In collaboration with Brisbane-based software and creative communications agency **IONYX** and business management consultants **QMI Solutions**, we have developed the **COVID-19 Response App**. This enables companies to continue their operations safely through simple health surveys. This means that staff, contractors and visitors can be screened before entry to job sites and workers can safely enter homes and other locations with a safeguard against potentially walking into a harmful environment.



How ICN is supporting local industry during the COVID-19 outbreak

ICN has an important role in the national effort to limit the affects of COVID-19 by working with local industry to match demand with supply and assist with supply chain shortages.



The COVID-19 Response Portal

The COVID-19 Response Portal was officially launched on March 23 to help businesses keep the supply chain wheels turning.

This portal is vital - not only to support the companies in our extended network but to ensure the community continues to receive the key services and products that they need.

Suppliers can easily access information on which products and services are in short supply because of COVID-19 and which regions of Australia need them the most.

If you are struggling to find ways to get your products and services to the people, this portal also provides a way to connect with other suppliers.

We also have our Industry Advisers on the ground assisting all levels of government to identify suppliers with the capability and capacity to manufacture and/or supply PPE equipment. In addition to that they are also helping to identify businesses with transferable technologies to extend their capability, retool and scale up to manufacture PPE and other priority health equipment.

And all companies that sign up have access to all of the support and resources that ICN has to offer.

Since the COVID-19 Response Portal was launched, there has been:

600+
EXPRESSIONS
OF INTEREST
SUBMITTED



MORE THAN
12,900
PAGE VIEWS

OVER
600
NEW BUSINESSES JOINED THE
ICN GATEWAY



Both the ICN COVID-19 Response App and COVID-19 Response Portal are available **FREE** to all small businesses and not-for-profit organisations.

The ICN COVID-19 Response App

- ✓ Customised Questionnaires
- ✓ Work From Home Risk Assessments
- ✓ Customer Site / Private Residence Screening
- ✓ Mental and Physical Health Alerts
- ✓ SMS, Email and Push Notifications
- ✓ Mental Health Questionnaire
- ✓ Global Coverage and Multiple Timezones

All it would take is one worker or contractor with COVID-19 to enter one of your business premises and all your operations could potentially come to a grinding halt. Every staff member would be required to be tested, isolated and could potentially face extreme illness, or worse, from the virus.

This also applies when it comes to the delivery and supply of products and services. Workers want to know they are not walking into a site where there is potential to be exposed to COVID-19.

Previously, many businesses in our network were managing this with manual check-in processes to determine the health of their workforce. This was slow, prone to inaccuracies and detrimental to productivity.

The ICN COVID-19 Response App automates this process. Workers, contractors and visitors

receive simply daily health checks that take less than one minute to complete.

These results are then funnelled to a central dashboard for management to view and alerts are automatically sent via SMS and email if a worker or visitor has potentially been exposed to the virus or is showing symptoms. That way you can control who has access to your site and protect all of your workers.

Conversely, if you have workers like delivery drivers, tradies etc that need to access other business sites or residential homes, you can use the ICN COVID-19 Response App to screen the health and safety of the occupants before entering.

And the ICN COVID-19 Response App also has a built-in mental health check so you can monitor how your staff are going in these challenging times.



"We are working hard to help small businesses become a part of the solution."

Warren Jansen
Executive Director, ICNL

Both the ICN COVID-19 Response App and COVID-19 Response Portal are available **FREE** to all small businesses and not-for-profit organisations.



Direct links to government agencies

ICN has industry advisers on the ground assisting all levels of government that are actively identifying suppliers with the capability and capacity to manufacture and/or supply PPE equipment and other essential COVID-19 products and services.

Through the COVID-19 Response Portal, we are assisting governments to identify businesses with transferable technologies to extend their capability, retool and scale up to manufacture PPE and other priority health equipment.

How to access the ICN Network and our COVID-19 response tools

ICN is the pivotal connection between major projects and the best suppliers in the region. We have a team of dedicated Industry Advisers; highly qualified Procurement and Engineering Consultants throughout the national network, who are able to assist project Buyers and Suppliers. Our websites also give you access to industry news, events, resources and support to help you connect your company to major projects across the country.



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You can learn more and contact us at:
<https://icn.org.au>.



To learn more about how the ICN COVID-19 Response App works and to register your interest, go to:
<https://icn.sprresponse.com.au>



For more information on the COVID-19 Response Portal please email:
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