

# COVID-19 People Risk Management – Returning to the new ‘normal’

## How to get your greatest asset back to work and thriving

Returning to the workplace at this uncertain time presents great challenges and opportunities for organisations with legislative obligations that need to be met.

According to recent global research by Mercer\*, just over one third of employers of essential workers surveyed have experienced issues with employees not coming to work because of fear of getting sick.

Australia’s Chief Medical Officer, Dr Brendan Murphy, says his biggest fear is a second wave of infection, and there is a real possibility of further outbreaks as restrictions ease.

**A moment of truth:** You have an opportunity to help alleviate fears around return to the workplace and demonstrate support and care for your people. This will enable a smoother transition, business continuity and better engagement with your people and customers.

## Are you prepared?

Employers can face significant costs associated with just a single case of COVID-19 in the workplace if they have not adequately prepared. The financial and non financial cost impacts that employers would face from just a single COVID-19 case would include:

- Employee absence
- Staff engagement and retention risk
- Site cleaning
- Claims and premium increases
- Business interruption
- Reputation and brand
- Industrial disputes
- Internal resources for issues management

**Can your organisation afford not to be prepared?**

“Almost 20% of global respondents in a recent Mercer survey\* have **no plans to develop a return-to-work policy** for those who contract the virus, yet the cost to a business of a single COVID-19 case can be significant.”

**Matt Bacon, Head of Mercer Marsh Benefits – Pacific**



\* Mercer Global Survey: How are companies adapting to the COVID-19 business and workforce environment? Total sample size: 1,363 organisations globally representing over 30 industries. 37% organisations have between 500 and 5000 employees. Results are live as at 20 May 2020.



### What you need to consider now

1. Ready for Return to work	2. Empowering your people	3. Building organisational resilience
Bring the right people back to the workplace, at the right time, and in the right way.  <b>Rise to the challenge</b> by complying with government rules and elevate health and safety in the context of the financial health of the business.	Make health and wellbeing initiatives available to reduce uncertainty and build trust with employees as they continue physical and remote work.  <b>Show leadership</b> by taking wellbeing, employee benefits and compensation to the next level.	Mitigate the likelihood and impact of employee infection and reinvent organisation models to meet the long-term needs of your new workforce.  <b>Get ahead of the curve</b> with better risk mitigation, planning and management.

### Action areas and how we can help

By looking at your full picture and budget, we can determine the right solution for your evolving context.

<ul style="list-style-type: none"> <li>• COVID-19 risk assessment</li> <li>• RTW “How to Guides”</li> <li>• RTW Readiness Assessment</li> <li>• Work conditioning programs</li> </ul> <p> More</p>	<ul style="list-style-type: none"> <li>• Safe health practices</li> <li>• Ergonomics “back to work”</li> <li>• Targeted wellbeing programs</li> <li>• Health and benefits</li> </ul> <p> More</p>	<ul style="list-style-type: none"> <li>• Exposure planning</li> <li>• Hybrid working arrangements</li> <li>• Claims and RTW support</li> <li>• Transition support services</li> </ul> <p> More</p>
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### We are here to help

We can help you meet your obligations, giving you peace of mind and allowing you to focus on your business.

We will:

- Undertake a coordinated risk assessment to identify COVID-19 risks and help to mitigate these risks
- Prepare a COVID-19 safe operational plan for your business to ensure you manage all risks and reduce your COVID-19 exposure
- Work with you to prepare your workforce for a safe return through body conditioning programs, mental health and wellbeing programs and return to work management

### Optimise your plans and budget now

To arrange a no obligation conversation with our market-leading team of people risk consultants, simply [complete this form](#) and we'll be in touch right away.

“MMB’s support has helped Eftpos to ensure that safety has been a key focus for our employees throughout the COVID-19 pandemic and that Eftpos is able to **effectively manage employee safety** moving out of lockdown and transitioning back to the office and to work.”

Viona Young,  
Chief People Officer,  
Eftpos

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