CORONAVIRUS (COVID-19): RETURNING TO THE WORKPLACE - KEY ISSUES FOR EMPLOYERS AND DEALING WITH A 'NEW NORMAL'

LIVE WEBINAR

Wednesday 20th May | 13.00 UK / 14.00 CEST

AGENDA

SPEAKERS

- Medical update on COVID-19 in Europe

- Returning to the Workplace – key issues and top tips
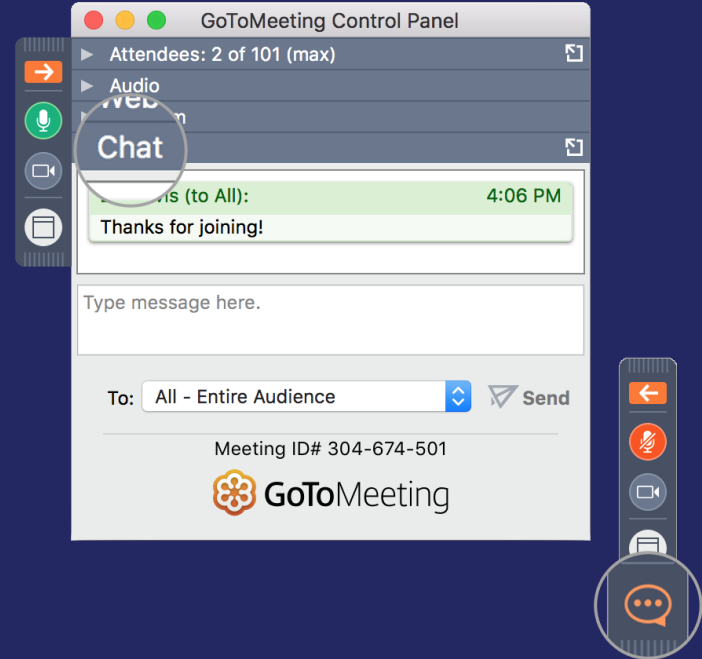
- Q&A

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Regional Medical Director
International SOS

INSTRUCTIONS

- All participants are in "listen only" mode

- Please submit your questions via the 'chat box' on the right hand side of the control panel

Top tips for returning to the workplace

1. **The importance of planning ahead**
2. **Ensuring a safe return to work**
3. **Flexibility**
4. **Managing your workforce**
5. **Review of contracts and policies**
6. **Physical health**
7. **Mental health**
8. **Culture**

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The importance of planning ahead

The safe return to work

Flexibility- a range of approaches to return

MANDATORY RETURN
- Can staff be forced to return?

WORK FROM HOME
- Can we cope with staff continuing?

FURLOUGH
- How long will this be available?

SICK LEAVE
- What if employees are caring for others?

UNPAID LEAVE
- When might this apply?

DISCIPLINARY ACTION
- How far can I enforce requirements?

VOLUNTARY RETURN
- Should I just let staff return when ready?

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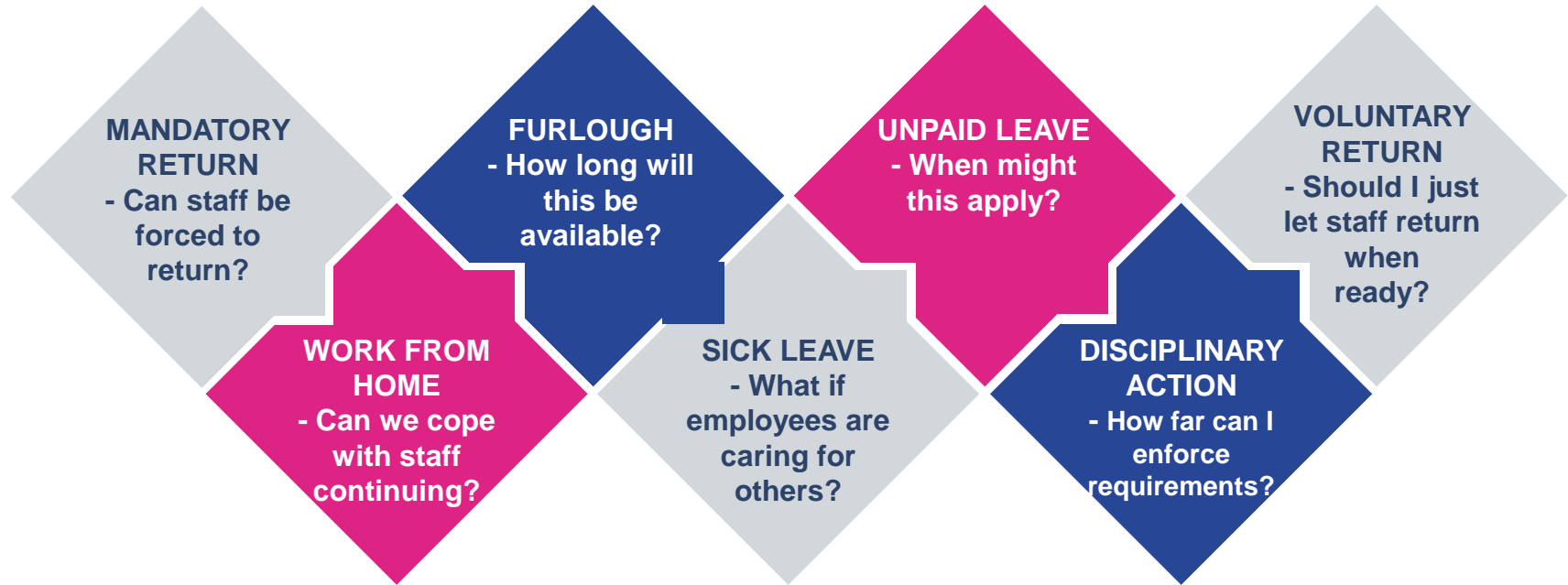
Managing your workforce

Communications

Clear, frequent and open communications delivered in a timely way

Awareness of diversity & discrimination issues

Different groups will experience the return very differently and will perceive risk differently

Continued engagement with employee representatives

Works councils and trade unions may be key influencers of employee opinion

Building trust within and across the workforce

A clear, strong response to the current challenge will build trust

Thinking ahead

Businesses need to prepare for the next phase of the ongoing crisis

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Changes to contracts and policies

Review contractual terms in light of proposed return arrangements.

If contractual terms need amendment, initiate process.

Handbook/policy changes where non-contractual changes are needed.

Remember collective consultation may be required

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Physical health considerations

Personal Protective Equipment (PPE)

- What protection?
- For which staff?
- At whose cost?

Hygiene and checks

- Are facilities available?
- Are expectations clear?
- Screening?

Social Distancing

- Are systems in place?
- Are messages clear?

Vulnerable employees

- Have they been identified?
- Is an approach in place?
- Data privacy

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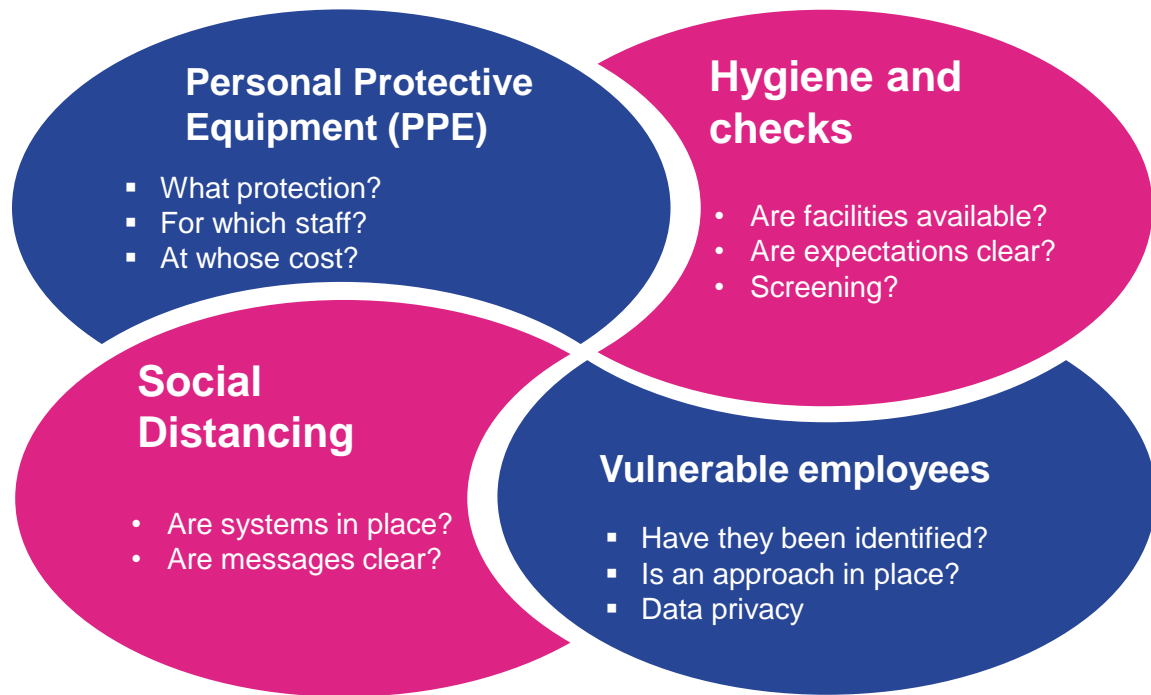
Mental health considerations

Lockdown issues

Staff will have very different experiences of lockdown: some will want to continue lockdown and feel scared of it ending; others will be desperate to return, and others may be struggling with worries about those close to them. These very different experiences all need to be considered.

Mental health in the spotlight

Questionnaires, pulse surveys and informal discussion may all alert employers to mental health issues being experienced by staff. Consider anonymity and data privacy issues.

What support is available?

Most employers offer employee assistance programmes and wellbeing and mental health support. Publicising these resources and ensuring ease of access is essential to such programmes serving their purpose.

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The impact on culture

The approach to the return from lockdown should be consistent with your corporate culture and values.

The approach may even be an opportunity to build and develop the culture of the organisation.

The experience of lockdown may itself have changed the corporate culture, with technology and virtual working becoming more accepted.
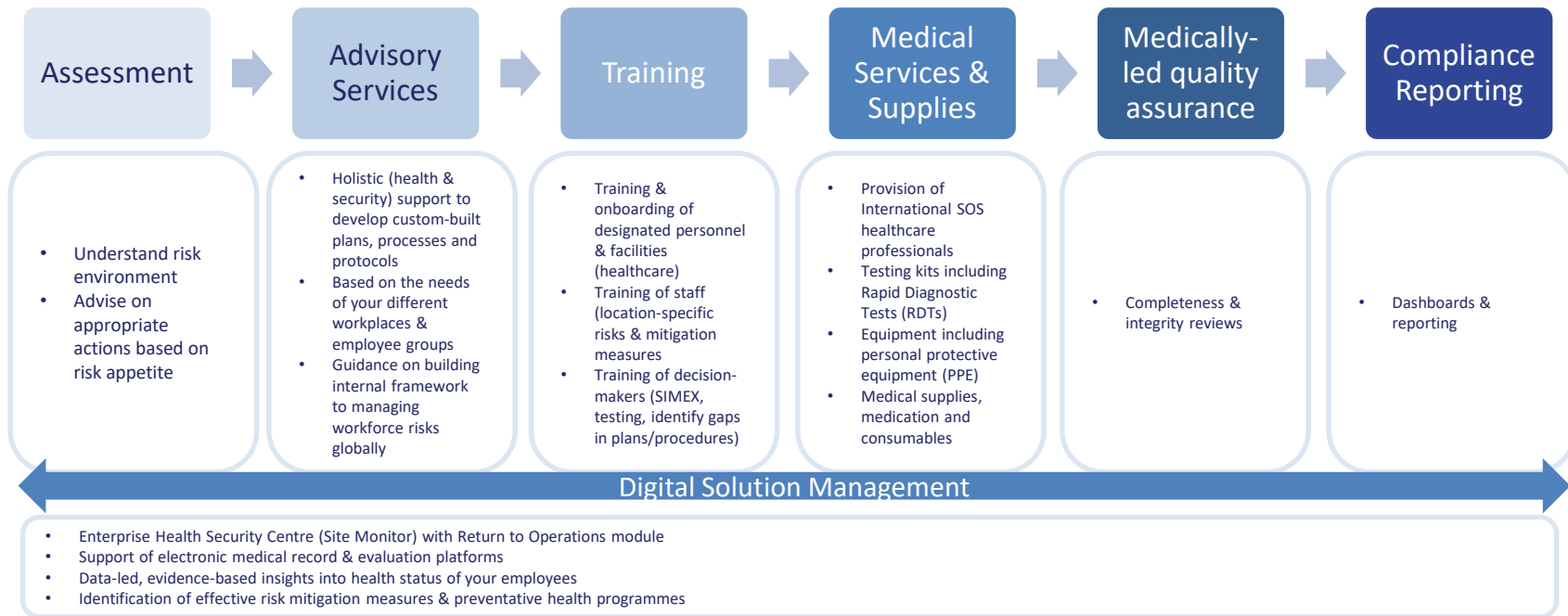
But lockdown may have damaged your culture, and the return may also be a time to repair and rebuild connections and values.
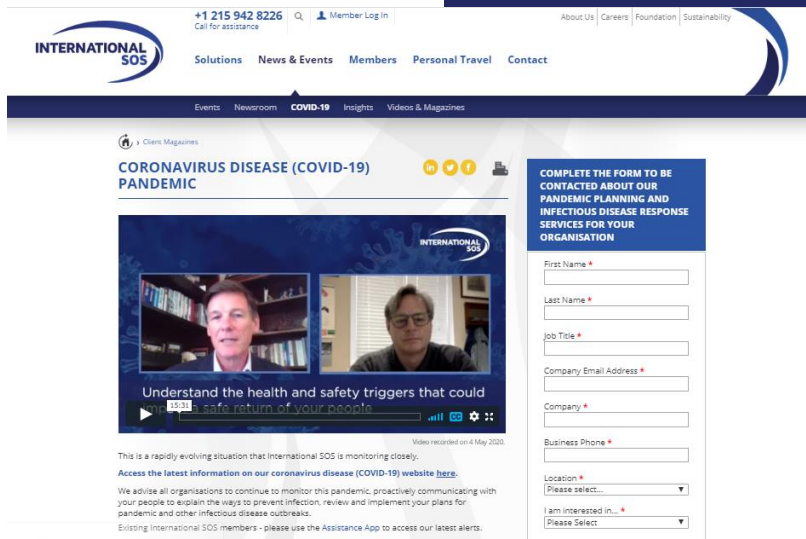
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Top tips for returning to the workplace

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7. Mental health

8. Culture

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WorkSafe

Either as an integrated solution, or through a selection of elements most fit for your organisation, obtain **end-to-end medical & security support** ensuring that you receive an International SOS-standard quality of **care for your employees.**

Assessment	→	Advisory Services	→	Training	→	Medical Services & Supplies	→	Medically-led quality assurance	→	Compliance Reporting

Assessment	Advisory Services	Training	Medical Services & Supplies	Medically-led quality assurance	Compliance Reporting
• Understand risk environment • Advise on appropriate actions based on risk appetite	• Holistic (health & security) support to develop custom-built plans, processes and protocols • Based on the needs of your different workplaces & employee groups • Guidance on building internal framework to managing workforce risks globally	• Training & onboarding of designated personnel & facilities (healthcare) • Training of staff (location-specific risks & mitigation measures) • Training of decision-makers (SIMEX, testing, identify gaps in plans/procedures)	• Provision of International SOS healthcare professionals • Testing kits including Rapid Diagnostic Tests (RDTs) • Equipment including personal protective equipment (PPE) • Medical supplies, medication and consumables	• Completeness & integrity reviews	• Dashboards & reporting

⟵ **Digital Solution Management** ⟶

- Enterprise Health Security Centre (Site Monitor) with Return to Operations module
- Support of electronic medical record & evaluation platforms
- Data-led, evidence-based insights into health status of your employees
- Identification of effective risk mitigation measures & preventative health programmes

**THANK YOU
FOR ATTENDING**
The webinar recording and materials will be emailed to you shortly.

PLEASE COMPLETE OUR BRIEF FEEDBACK SURVEY AT THE CLOSURE OF THIS SESSION

For any further enquiries, please contact:
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