

Returning your business to the new normal

A COVID-19 Officer could help your business manage ongoing risks



As COVID-19 restrictions start to be lifted, companies that had to close their doors or scale back considerably are now managing their return to the new normal. To ensure your business meets its Work, Health & Safety obligations, you need to implement COVID-19 specific risk management strategies.

To give your business the best chance of a safe return and spearhead your risk management processes, Willis Towers Watson recommends appointing what we call a “COVID-19 Officer”.

What can a COVID-19 Officer do for your business?

- Consult with management and other stakeholders to develop realistic and compliant policies and procedures that can be issued and referred to by employees and your customers
- Review current relevant policies and procedures and make recommendations for improvements
- Conduct company-wide social distancing training
- Present at WHS committee meetings and/or tool-box talks

- Enforce and report on social distancing and hygiene protocols in line with company, local and federal guidelines
- Police compliance with COVID-19 protocols
- Coach and mentor employees and management on a personal level on COVID-19 guidelines to ensure robust implementation of policies and procedures
- Review contractor management processes in respect to COVID-19.

All our COVID-19 Officers have the following qualifications, skills and attributes:

- Experience in infection control
- Passionate about safety
- Minimum Cert IV in Health and Safety
- Knowledge of state safety and workers' compensation laws
- Strong interpersonal skills and the ability to build strong relationships internally as well as externally
- The ability to work with people on a personal level as well as enforce regulations onsite.

Next steps

Our COVID-19 Officers can be engaged to perform everything from a gap analysis and report on existing processes, to a full-time presence, either on site or virtually. We can help your business get back on track. Get in touch with your Willis Towers Watson consultant if we can help.



About Willis Towers Watson

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Willis Australia Limited | ABN 90 000 321 237 | AFSL No. 240600
CKA Risk Solutions Pty Ltd | ABN 33 109 033 123 | AFSL No. 276915

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