



## Post-COVID-19 return to workplace consulting

Restoring Stability: Implementing a safe reopening and return to work process

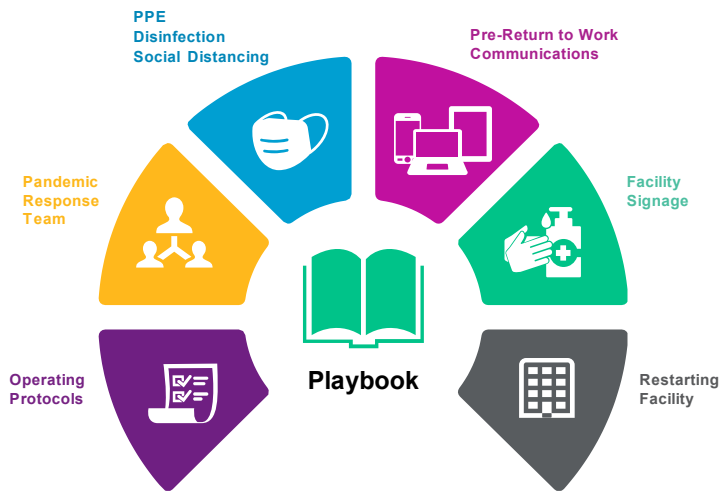
If your business was disrupted by COVID-19, it will take an orderly transition to successfully resume operations. Existing policies, procedures and even facilities themselves must be reconsidered to ensure compliance with guidelines from the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) as well as federal, state and local mandates.

Companies, operations, industries and geographies are unique and so is the level of assistance required to reopen. Our custom approach can be right sized so that you receive a custom playbook to help empower you to restart operations efficiently and effectively. We use response teams, assigned tasks, checklists, customizable signage, health and wellness guidance and embedded training materials that your management team can deploy to restart business operations while safeguarding employees to the highest safety level possible.

Our multidisciplinary team of worker safety consultants, property protection engineers and ergonomics professionals will provide you with the following consultation:

- **Development of custom return to workplace playbook** to prepare for a smooth transition in restarting machinery, equipment, operations and safely returning employees back to the workplace.

- **Testing and screening guidelines for returning employees** to ensure that symptomatic workers are identified, isolated and cared for.
- **Pre-return to work and first day communications** to effectively inform all team members of modified procedures through customizable infographics.
- **Operational changes** needed to help reduce transmission.
- **Social distancing** assistance including building entrance, working areas, break rooms, bathrooms and customer interactions.
- **Cleaning, disinfecting and PPE** guidelines to maximize employee safety and comfort in returning to the workplace and to help prevent the spread of COVID-19.
- **Returning employee training** including a customizable restarting business operations procedures presentation.
- **Health & wellness** including customizable COVID-19 awareness presentation materials on personal behaviors used to protect workers.
- **Labor relations** to ensure that the management team, salaried employees, cleaning crews, onsite health screeners and human resources are aligned.



Our holistic approach includes several pre-, first day and continued operation steps in the process:

1. Meeting virtually with your multi-disciplinary team (human resources, safety, risk management, benefits, operations, C-Suite, etc.) to establish scope and resources.
2. Identify gaps, discuss an implementation strategy and develop a game plan for the entire organization.
3. Develop a customized written playbook, training presentations, infographics and facility signage for each operation.
4. Develop a pre-return to work, first day and ongoing game plan for safely returning to operation.

*Each applicable policy of insurance must be reviewed to determine the extent, if any, of coverage for COVID-19. Coverage may vary depending on the jurisdiction and circumstances. For global client programs it is critical to consider all local operations and how policies may or may not include COVID-19 coverage. The information contained herein is not intended to constitute legal or other professional advice and should not be relied upon in lieu of consultation with your own legal and/or other professional advisors. Some of the information in this publication may be compiled by third party sources we consider to be reliable, however we do not guarantee and are not responsible for the accuracy of such information. We assume no duty in contract, tort, or otherwise in connection with this publication and expressly disclaim, to the fullest extent permitted by law, any liability in connection with this publication. Willis Towers Watson offers insurance-related services through its appropriately licensed entities in each jurisdiction in which it operates. COVID-19 is a rapidly evolving situation and changes are occurring frequently. Willis Towers Watson does not undertake to update the information included herein after the date of publication. Accordingly, readers should be aware that certain content may have changed since the date of this publication. Please reach out to the author or your Willis Towers Watson contact for more information*

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Even as you reopen, some of your employees may remain working from home. Our team includes safety and ergonomics experts who can provide needed services to help keep those colleagues safe.

Our Integrated Casualty Consulting group provides the customized services and proprietary resources you need to reopen with confidence. Talk to us about our experience helping your peers with orderly assessments and processes as they reopen doors and welcome employees, customers and clients to the new normal.

### Contact:

For further information on developing a custom playbook for re-starting business operations, email [RiskControl@willistowerswatson.com](mailto:RiskControl@willistowerswatson.com) or contact:

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