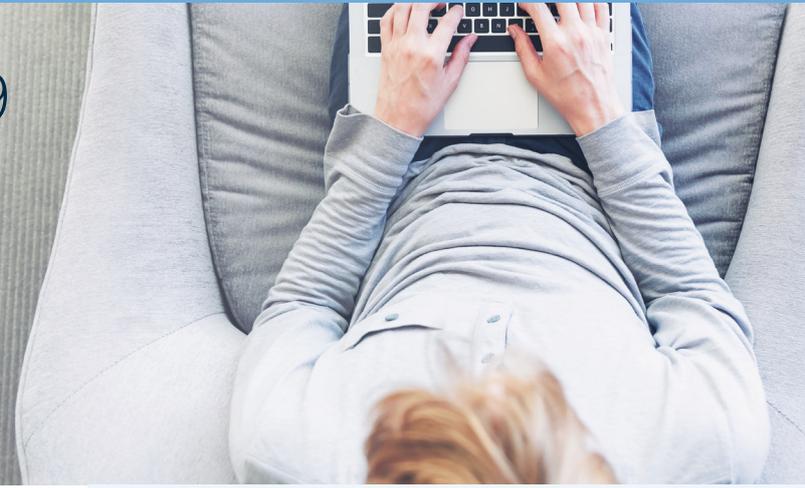


# Responding to COVID-19

## Gallagher Workplace Risk

As the COVID-19 situation evolves, Australian businesses are experiencing unprecedented challenges on a daily basis. In this guide, **Gallagher Workplace Risk** seeks to provide useful support programs and tools to assist businesses in facing these challenges.



The COVID-19 outbreak presents significant challenges for Australian businesses. With daily changes to government directives and increasing social and working restrictions, our everyday lives and working routines have been significantly impacted.

The level of uncertainty and media coverage can also create substantial anxiety and result in a sense of insecurity and instability on a business and people level.

The core mission of the Gallagher Workplace Risk team is to provide businesses with the tools and support to manage their workplace risks. You can count on us as a partner to work closely with you; providing technical guidance on preparing for and responding to the evolving COVID-19 outbreak.

**Gallagher Workplace Risk has a team of specialist health, safety and insurance professionals who are able to assist your business with the following:**

1. Meeting your employer duty of care to take all reasonably practicable steps to protect the health and safety at work of your employees, including planning for health and safety as part of business continuity efforts.
2. Design and utilise appropriate mechanisms to consult with employees, to assess the risk to health and safety of employees in any workplace and to select and apply necessary and practical control and support measures.
3. Identifying means to ensure that employees are cooperating with risk control measures; including where these measures are through work from home arrangements.

For a comprehensive overview of how your insurance products may respond please read;

<https://blog.ajg.com.au/business-risks-and-insurance-in-the-face-of-coronavirus?>

## Immediate business support services

Given the unprecedented circumstances businesses are experiencing, it is expected that there will be gaps in any organisations business continuity plans, safety processes and general risk management responses. Businesses who address these challenges pro-actively are best positioned to ride out the substantial impacts of COVID-19. Our highly experienced consultants are resourced and skilled to support all nature of immediate business needs

### Risk assessment of workplaces

Assessing work tasks to identify risk of exposure / infection and appropriate risk control measures (especially in higher exposure roles such as customer service and blue collar roles or tasks requiring business travel).

### Ensuring employees are well prepared for remote working

Creation of online forms, dashboards and automated workflows to assist with work from home arrangements.

### Crisis management and business continuity planning

Technical assistance for internal crisis management including assistance with building appropriate communications.

### Safety management system

Review of policies and procedures to ensure your safety systems address the risk appropriately.

### Support for internal safety and HR teams

Telephone and video conference support to compliment or free up your teams to deal specifically with COVID-19 response.

*Continued overleaf...*



**Gallagher**

Insurance | Risk Management | Consulting

# Responding to COVID-19

Support employees through changing and challenging times with positive workplace services.

## e-Learning Packages

Great for employees working from home- helps to maintain engagement and keep work focused on productive and meaningful business activity. We have a range of eLearning options, including these modules:

### Working from Home – how to work well

- Maximising a home set-up with what is available
- Daily routine and working habits to maintain productivity and healthy work practices
- Strategies to maintain motivation and engagement

### Maintaining Wellbeing

- How to monitor your mental health, understanding how you feel and how to self check-in
- Strategies to maintain positive mental wellbeing
- Strategies to ensure work supports wellbeing
- How to access workplace and community support
- How to ask for help

## Ergonomics & Health assessments for employees working remotely

Social distancing, working from home and various community safety changes are posing new risks for employee working environments.

### 30 minute telephone consultations

#### Ergonomic review

#### Mental health screening & more!

Our highly experienced and qualified Occupational Therapists and safety professionals are able to provide telehealth services which manage the new risks presented to your workforce. These 30 minute consultations include:

- **Daily routine and working habits** advice to maintain productivity and healthy work practices
- **Strategies to maintain motivation** and engagement with the broader workforce and workplace
- **Mental health screening** to identify any risks associated with the psychological impacts of this change
- **Provision of resources** for ongoing reference
- **Assessment summary** provided to a manager or workplace key stakeholder and safe to work certificate

## Workers' Compensation

Nationally there are a variety of authorities and insurers in the Workers' Compensation space who are all responding differently to COVID-19. Reach out to your Gallagher Workplace Risk consultant for advice regarding your specific policies.

## People Insurances

Understanding your policies is imperative. What is most important is having the right people answering your queries and the confidence that your broker has a direct line to your insurer. Each insurer's response to COVID-19 has been different and is still changing causing disruption to businesses. We can be an advocate for you at claims time and help connect our clients with Assistance companies who can offer advice, emergency services and other services above and beyond the insurer response. Key insurances to consider in this space include:

- Group or Personal Accident Insurance
- Corporate Travel Insurance
- Journey Insurance

To discuss how we can support your business during this time please reach out to your Workplace Risk Consultant or contact us on:

T: 1300 789 467

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