



# moving forward, **TOGETHER**

## YOUR “BACK TO BUSINESS” TOOLKIT

Every industry and organization is faced with the same challenge due to the impact of COVID-19: What does getting “back to business” look like and how will we move forward? Sedgwick can be your partner in figuring this out, together. With our depth of resources, our configurable menu of solutions and our proven expertise in readiness and recovery, we can assess what’s best for your business and align the right support.

We know you're eager to get back to business. Back to a sense of normalcy, even if it's a “new normal” for the foreseeable future. As restrictions change, it's now time to begin planning and implementation efforts. It's time to welcome your employees and customers back safely and responsibly. And we're here to help.

From temperature check programs to readiness reviews of facilities and workplaces, we have designed a suite of services — and we know they may be different for everyone — that will help your business respond quickly and safely as COVID-19 restrictions evolve. We'll work with you to create and maintain a safe work environment, using best practices based on public health and safety guidelines and ensure you're ready to resume operations.

## 01 REOPEN

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## 02 RETURN

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## 03 RECOVER

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Our solutions are designed to fit your specific needs through three key phases: reopen, return, recover. They are available a la carte or as a combination of services; many can be customized. Our dedicated back to business concierge process is designed to help walk through your needs and determine your coordinated strategy for progress.

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Contact one of Sedgwick's back to business representatives to discuss how our solutions can be tailored for you.

**W.** [sedgwick.com/backtobusiness](https://www.sedgwick.com/backtobusiness)

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## 01 REOPEN

- Pre-opening site inspection services
- Industrial hygiene and disinfection
- Facility safety and cleaning
- Ergonomic evaluation and workplace social distancing
- Preparedness assessment services

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## 02 RETURN

- Temperature screening and support
- Fit for work programs
- Clinical consultation
- Behavioral health coaching
- Surgery preparedness
- Testing and healthy return to work solutions

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## 03 RECOVER

- Vaccination tracking
- COVID-19 exposure investigation
- Unemployment claims management and tax services
- Absence management solutions





## Pre-opening site inspection services

Sedgwick can provide site safety inspections prior to reopening to ensure buildings are set up properly and equipment is in good working order. Safety inspections are provided by professionals with commercial training and expertise. Our team goes through a comprehensive site safety check to complete a thorough review of the site's interior and exterior, fire safety and emergency equipment, electrical safety and overall housekeeping. Once the check is completed, an inspection report is provided along with any necessary recommendations. Should repair or restoration services be needed, we can assign an appropriate contractor.



## Industrial hygiene and disinfection

We can provide certified industrial hygienists and experts to help with your planning efforts as you prepare to reopen. The team can perform coronavirus-related site testing, develop business-specific cleaning and disinfection protocols, provide disinfection contractor oversight and assist with business preparedness. As leaders in industrial hygiene consulting, Sedgwick's experts have combined their decades of experience with the CDC's cleaning and disinfection protocols to support our clients' needs as businesses reopen and people return to the workplace.



## Facility safety and cleaning

To ensure your facilities are ready for employees and customers, Sedgwick's repair solutions team will provide approved contractors to clean buildings and their contents in accordance with CDC guidelines. This service can be provided with or without added industrial hygiene consultation support. Options include 24-hour emergency response, employee safety training, assessments and inspections, contents pack-out and cleaning, environmental/hazardous cleanup, and fabric and textile cleaning.



## Ergonomic evaluation and workplace social distancing

As quickly installed remote workstations become long-term or even permanent for some of your workers, our experts can complete work site ergonomic evaluations for preventative care, and virtual ergonomic inspections for work-from-home employees. The evaluation of workstations and instruction on proper setup can be very helpful in avoiding repetitive motion and other claims. We can also offer consultative services and support redesign of work areas, floors and operations to allow for additional distance between employees in the workplace. These services can include development of enhanced safety protocols for clients regarding contagious diseases.



## Preparedness assessment services

As you prepare to transition employees back into the workplace, we can help you do so safely while ensuring they stay well during an uncertain future. Through a preparedness assessment and inspection, Sedgwick's safety professionals will walk through the physical and administrative controls necessary for you to get back to business. In addition, we will outline necessary processes for dealing with future diagnosed cases, exposures and absence issues – offering tools and resources to help you develop a formal infectious disease response plan. Adopting and implementing the recommendations made as a result of this assessment will not only address your ability to respond to COVID-19, but will also help prepare for any future outbreaks.



## Temperature screening and support

Sedgwick understands the importance of protecting your employees currently delivering essential services or those moving back into the workplace as you take steps to resume operations. We can offer on-site and telehealth options for workplace temperature screenings as one measure of care. Services are delivered or supported by Sedgwick clinicians or clinical partners that may include home health aides, licensed practical nurses or registered nurses (HHA, LPN or RN), who are also trained in infectious disease management. Services are customizable based on client preferences, such as specialty and expertise of clinical resources, telehealth versus on-site, pre- and mid-shift options, number of resources provided and the level and complexity of interaction during screening.



## Fit for work programs

For employees who have been out of their typical routines and may be deconditioned, particularly for heavy labor-focused roles, we can offer fit for work programs to get them back to business ready, physically and psychologically. Our program can be designed to incorporate injury prevention strategies, on-site industrial rehabilitation and return to work options. We can support those who have been out of work – not only due to COVID-19 restrictions, but also those whose return from injury has been altered due to the pandemic – utilizing a combination of instructional videos, conditioning exercises and activities, and modified duty guidance.



## Clinical consultation

Sedgwick has a dedicated telephonic service with 24/7 access to triage nurses who offer recommendations and direction for employees who have been exposed to COVID-19, or fear they have been exposed and need to know whether to seek medical care. For clients using our clinical consultation services, one call to Sedgwick will provide access to a trained nurse who will determine the care and resources needed, including referring the employee to their physician or a COVID-19 testing center.



## Behavioral health coaching

For some employees, returning to their previous workplace after the COVID-19 pandemic is a welcome change – and for others, it may be difficult. The process can include some initial hurdles as well as ongoing challenges for employees who are anxious about returning to work. Sedgwick offers behavioral health coaching solutions that include valuable support services and tools to ease the transition for these employees and help them manage their concerns so they can get back to their jobs and be productive.



## Surgery preparedness

With the postponement of non-urgent surgeries, it is more important than ever for injured workers who are awaiting surgery to stay connected with a surgery nurse. The surgery nurse will provide prehabilitation activities to ensure the employee stays healthy and is in optimal condition going into surgery in order to achieve the best outcomes. The surgery nurse will also work with the treating provider and Sedgwick's network partners to promote early scheduling for surgeries, helping avoid backlog and delays as surgical centers reopen.



## Testing and healthy return to work solutions

When it comes to employee safety and well-being, some common questions that businesses face during the reopening phase are: When is the right time for an employee to return to work? How should employees be phased back into business operations? Which employees should continue to work remotely to protect their health and the health of others? Which tests should be used to screen employees and why? Employee health and well-being should not only be checked at the time of reopening but also in the weeks and months ahead. Such measures will help instill customer confidence and mitigate the risk or impact of a COVID-19 resurgence.



## Vaccination tracking

When supporting the health and safety of your workforce, being able to track the status of vaccination records within the population can make a significant difference. Sedgwick provides a simple, secure intake platform to give employers a bird's-eye view of vaccination programs and progress – as well as an opportunity to care for your employees on an individual level and help them through any concerns.



## COVID-19 exposure investigation

We know that maintaining a safe environment and a healthy workforce is your priority. One proactive, precautionary method to consider is a workplace exposure investigation, which can help isolate any incidents and contain further spread of the virus. Once an employee is known to be infected, we can engage our team and technology to identify who they have come into contact with inside your work environment.



## Unemployment claims management and tax services

Without a centralized, consistent process for managing unemployment claims, it can be challenging for employers to control costs and monitor all aspects of their program. Even as employees come back from furloughs, businesses may still be dealing with administration and compliance issues related to the recent increase in unemployment claims. Sedgwick's expert team provides comprehensive consulting services for your organization's unemployment process, including assistance with COVID-19 claims and state-specific guidance. We also provide a wide range of services to help clients analyze unemployment tax liability, manage tax accounts, audit charges and uncover possible savings.



## Absence management solutions

As federal, state and municipal disability and leave programs adapt in response to the COVID-19 outbreak, staying on top of tracking and compliance becomes a growing challenge. We will continue to monitor and share analysis as provisions expand to accommodate the new realities workers are facing each day. We have also expanded our offerings to also accommodate small to mid-size organizations that are impacted by the [statutory](#) changes.





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### Caring counts®

Each year, millions of people and organizations across the globe count on Sedgwick to take care of their needs when something unexpected happens. Taking care of people and businesses is at the heart of everything we do.

Sedgwick's global footprint and expert resources enable us to mobilize and respond quickly in times of need, as our experts have proven following hurricanes, storms and other events requiring the coordination of multiple teams at a moment's notice.

With our in-depth experience, we are well positioned to assist clients as they continue their COVID-19 response, working to get their businesses running at full speed and bringing employees back to work. Sedgwick creates customized solutions in collaboration with employers, insurers, public agencies and business partners. We have the resources, technology and expertise in place to implement and scale a comprehensive plan to support our clients' health and safety efforts for their employees – and help them get back to business.

Through the dedication and expertise of 27,000 colleagues across 65 countries, Sedgwick takes care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact the bottom line. In these unprecedented times, we can help organizations set a new precedent and get back to business as usual.