

7 priorities for a safer and healthier return to the workplace.

COVID-19: Finding your way forward with UnitedHealthcare Global.



As organisations plan the transition of operations back to the workplace, these priorities—from building preparation to clear communications with globally mobile employees—may help in creating a comprehensive approach.



1 Confirm your community is ready.

A clear understanding of community conditions is critical as you begin planning.

- Check with international and local agencies for guidelines including the World Health Organization (WHO), U.S. Centres for Disease Control and Prevention, European Centre for Disease Prevention and Control, Occupational Safety Health Administration (OSHA) in the U.S. and the International Commission on Occupational Health (ICOH) outside the U.S.
- Review key indicators of community stability such as a continued 10- to 14-day moving average decrease in new cases.



2 Assess your workspace readiness.

Appropriate changes to your work environment can help set up a smoother return.

- Prepare personal protective equipment as appropriate by occupation.
- Establish OSHA and ICOH recommended cleaning protocols.
- Obtain support services trained in decontamination in the event of a case of COVID-19.
- Create physical distancing by following your local government guidelines (most recommend a minimum of 1 metre+) around desk/work areas.
- Modify open floor plans by adding partitions.
- Display reminder signs of new guidelines throughout the building.



3 Prepare employees for return.

Your population and business type will help determine what workplace policies are necessary.

- Design a return-to-workplace approach for your local and international population, which can include a staggered return and fewer employees on site.
- Revise worksite policies as needed.
- Determine screening and testing policies, and the plan to carry them out.
- Establish guidelines for when a symptomatic employee must stay at home.
- Plan your response to a report of a suspected or confirmed COVID-19 case.



4 Communicate plan to employees.

Clearly sharing your plan will help set employee expectations.

- Emphasise your commitment to safety, health, education and training to employees.
- Plan for frequent basic reminders such as physical distancing, frequent hand-washing and wearing masks if appropriate.
- Share local and international resources available to employees.
- Encourage employees to use the free COVID-19 symptom checkers on [uhc.com](https://www.uhc.com) or the CDC website.
- Advise employees to consult their medical provider for concerning symptoms.



5 Begin the return-to-workplace process.

Further develop your approach to assist employees on- and off-site.

- Identify high-risk employees to allow them to stay home.
- Provide comprehensive training for on-site and international employees to help minimise their risk of exposure.
- Reinforce the importance of proper hand-washing.
- Educate on respiratory hygiene including how to cover sneezes and coughs.



6 Monitor your progress.

Observe closely and be prepared to adjust your strategy if necessary.

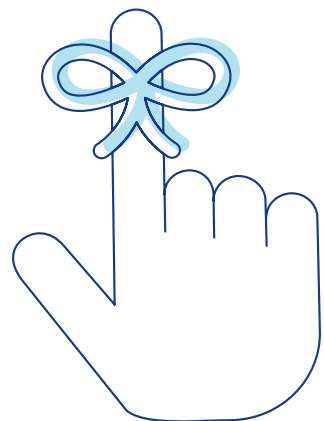
- Conduct frequent audits for building sanitation and distancing practices.
- Inform employees with symptoms of COVID-19 that they **MUST** stay at home and get tested.
- Have a plan in place to support employees if an outbreak does occur.
- Consider tightening restrictions and stepping back reintegration if needed.



7 Support physical and mental health needs.

Build awareness and encourage the use of available resources.

- Establish a clear and comprehensive approach to physical, mental and emotional health support and care.
- Help reduce stigma around seeking support for mental health conditions.
- Provide virtual care solutions for both physical and mental health needs.



Remember to evaluate your building before opening:

- Obtain necessary approvals from governmental divisions from the international to local level for changes to buildings.
- Determine if maintenance is needed for mechanical, HVAC and fire/life safety systems.
- Consider completing inspections, remediation and repairs before reopening.



For more information and support.

Please contact your UnitedHealthcare Global representative to learn more about the additional resources and support available to support back to work transitions.

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Important Notice

The content contained herein only provides general information on return to work considerations. This information does not constitute medical, legal or human resources advice and is not intended nor should it be used as a return to work plan. Such a plan needs to be developed by you with your professional advisers taking into account, among other things, the unique aspects of your work environment, geography, employee population and applicable international and local return to work guidelines.

The COVID-19 virus is new and information concerning how to test for it, its symptoms, how it spreads and how it can be best contained is constantly evolving as more is learned about the nature of the virus. Additionally, the COVID-19 virus is known to be spread by asymptomatic individuals. As such, no return to work plan can fully prevent the spread of the COVID-19 virus within the workplace. Any return to work plan must be constantly monitored and modified to take into account the most recent information concerning the virus.