Managing the COVID-19 Pandemic’s Continuing Effects

March 11, 2020
Managing the COVID-19 Pandemic’s Continuing Effects
A Global Emergency

As of March 10:
– 113,702 confirmed cases in 110 countries and territories.
– 4,012 reported deaths.

Source: World Health Organization
Managing the COVID-19 Pandemic’s Continuing Effects Spreading Across the US

• As of March 10:
  – 647 cases reported in 35 states and the District of Columbia.
  – 25 reported deaths.

Source: Centers for Disease Control and Prevention
Managing the COVID-19 Pandemic’s Continuing Effects
Widespread Business Impacts

- Global supply chains, movement of people disrupted.
- Travel declining, conferences and events canceled.
- Concerns about the global economy.
- Deteriorating morale.
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Limiting Travel, Expanding Flexible Work, and Social Distancing

• Employers should stay focused on employee communication to fight fear, anxiety, and misinformation.

• Focus on social distancing is growing.
  – More employees working from home.
  – Employers considering ways to organize employees to limit spread of the virus.
  – Social distancing, not social isolation.

• Value of telemedicine growing.
  – Used during outbreak to treat non-coronavirus cases.
  – Employers should evaluate onsite and near-site clinic readiness.

CDC’s Interim Guidance for Employers

• Actively encourage sick employees to stay home.
• Separate sick employees.
• Emphasize the need for all employees to practice respiratory etiquette and hand hygiene.
• Perform routine environmental cleaning.
• Advise traveling employees on steps to protect their health.
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World Governments Shifting Focus From Containment to Mitigation

New Government Responses
• Extensive travel restrictions in Italy and elsewhere.
• School closures across several countries.

What to Expect as the Pandemic Continues
• More travel limitations, tighter borders.
• Larger, more coordinated responses.
• Limited direct assistance for businesses.
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Businesses Must Shift From Planning to Response Mode

• Consider critical issues to address and resources needed:
  – Now.
  – Tomorrow.
  – Next week.
  – Next month and beyond.

• Prepare for worst-case scenarios, including mass workforce loss.
  – What if employees cannot work because they are sick or caring for family members?
  – Can we divide critical teams by shifts and between sites?
  – Can our technology systems accommodate more telecommuting?
  – Which critical functions cannot be managed remotely?

Aiding Employees During the Pandemic

• Provide guidance about responding to cases in the workplace.
• Anticipate key questions.
• Keep them informed to fight fear and anxiety.
• Coordinate with employee assistance programs.
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How Marsh & McLennan Is Supporting Clients

• **Marsh** colleagues are helping clients:
  – Understand how insurance may respond and identify new coverage opportunities.
  – Organize claims teams and identify information needs.
  – Model, assess, and quantify potential operational effects; respond; and recover.

• **Mercer** is helping organizations manage the impacts of the pandemic on their people, including on workforce strategies, health and safety, and compensation and benefits.

• **Oliver Wyman** is helping businesses across all sectors assess their strategic and operational vulnerabilities and develop resilience and recovery approaches.

• **Guy Carpenter** is helping organizations reduce their potential pandemic losses through new risk financing solutions.

• **Marsh & McLennan businesses** are actively helping companies understand and address COVID-19's impacts and develop strategies to plan for and respond to future crises.
Managing COVID-19 Pandemic Risks

For the latest from Marsh and other Marsh & McLennan businesses, visit marsh.com/us/insights/research/pandemic-risk-hub.html.

Special Webcast
Join Mercer on Thursday, March 12 to learn more about how you can support employee health and well-being, manage work, and keep people informed. Register at mercer.us.