

Webinar
**Return to the workplace:
A guide to managing costs and
wellbeing**

22 July 2020

1:00 – 1:30pm Discussion

1:30 – 1:50pm Q&A session



Our Panel



Tim Moloney
Sales and Growth
Leader

Tim has been in the health and wellbeing industry for 20 years. During this time, Tim has worked across all business sectors within the UK, with particular focus in his current role on the SME market.



Louise Mackie
Senior Workplace
Savings Consultant

Louise has worked in the employee benefits industry for over 20 years and is a Fellow of the Pensions Management Institute.

She has significant experience working with large multi-national companies and SMEs, currently focusing on helping SMEs manage the risks associated with running their pension arrangements.



Samuel Bain
Senior Employee
Benefits Consultant

Sam is a senior consultative adviser to small and medium-sized firms, and large multinational organisations, looking to set up and review their employee benefit arrangements. He brings a solution-focused approach to meeting clients' commercial and wellbeing objectives.

We're entering into the next phase...



Returning to the workplace.

**What does this mean for
our people?**

Lockdown – a pause for thought?



“Do I want to go back to work?”



“I can’t work well from home - when will the office re-open?”




“How can we start a family when our jobs aren’t secure?”




“How much longer can I pay the rent on furlough?”

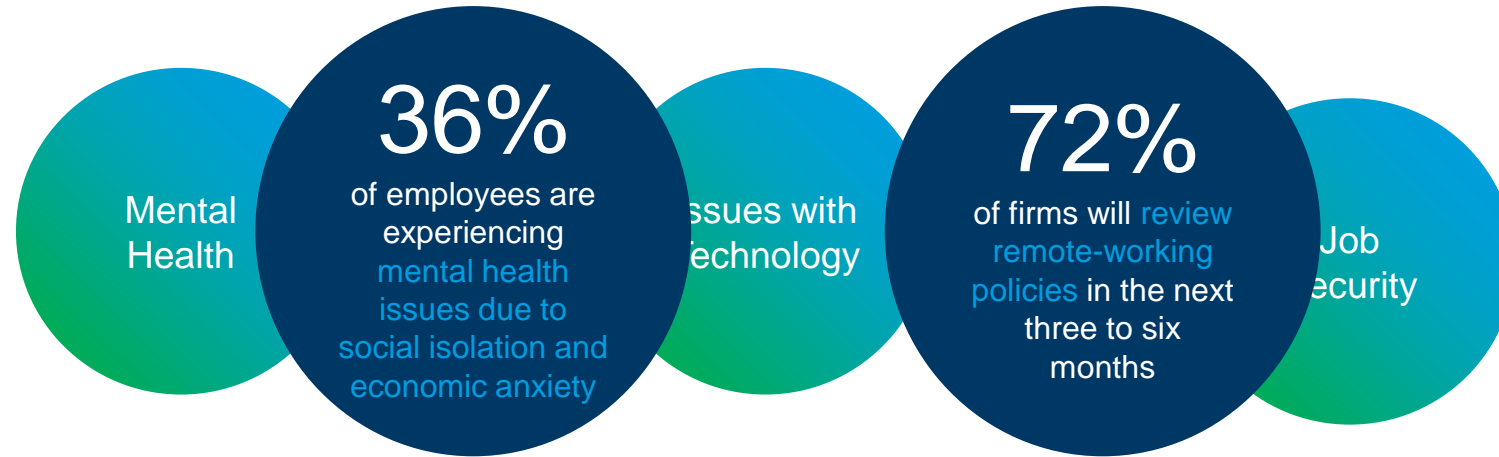
38%

of essential on-site employees
are not coming
to work for fear
of falling sick



Before the COVID-19 outbreak, when asked about the extent to which their company cares about employee health and wellbeing, only half of workers (50%) said their company “mostly cares” or “cares a great deal”





What are your key people risks?



Do you know your costs?



Visible costs

- Overheads
- Real estate
- Utilities
- Tax position
- Salary roll
- Pension contributions

Emerging costs

- Employees un-furloughed
- Legal costs for employment contract changes
- Office adaptations for social distancing
- IT investment for remote working

Hidden costs

- Wellbeing impact of financial concerns
- Time lost through inefficiency
- Lost productivity in disruption
- Recruitment cost of leavers
- Impact to employee morale
- Loyalty impact of change
- Low engagement in work and benefits



Reducing budgets for your visible costs can have a big impact on your hidden costs

35.6

average number of days lost per employee per annum due to health-related absence and presenteeism*

Do you know your costs?

What's the hidden cost?

Visible costs

Tax position

Salary roll

Salary Exchange
Scheme

What actions could we take?

How is this relevant?

Emerging costs

Employees un-furloughed

Legal costs for employment contract changes

How will this manage cost?

Hidden costs

Wellbeing impact of financial concerns

Reconfirm the organisation's commitment to their people's wellbeing.

Re-engage employees with their benefits and ensure you and the employees get the best value.

Reinvent your approach to benefits to adapt to the needs of a new normal.

Communication is key...





**So, what actions
could we take?**

Employee Benefits Checklist

- Are the benefits compliant with legislation?
- Are the current benefits valued by the workforce?
- Can benefits be restructured in a more cost-effective way?
- Are more competitive terms available?
- Should the benefits be with place different providers?

☐☐☐☐☐

Does one size fit all?



REVENUE
FURLOUGH
WAGE ROLL
WORKING
PRACTICES
ORDERS
HR ISSUES

The Pensions Regulator

Employer contributions

Minimum employee
contributions

Contribution payment
deadlines

Automatic enrolment

Re-enrolment

Consultation requirements



Fixed Penalty Notice £400



Escalating Penalty Notice
between £50 - £10,000 per
day

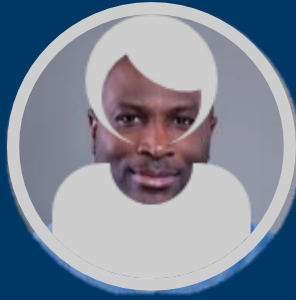


Prohibited Recruitment
Conduct Penalty Notice
between £1,000 - £5,000



Civil Penalty –
Individuals £0 - £5,000
Others £0 - £50,000

Uncertain
Overwhelmed
Anxious
Vulnerable



Informed
Accepting
Supported
Appreciated
Motivated

Have you asked yourself...



Should you have a one size fits all approach?



How well are you communicating with your employees?



How confident are you that you are ensuring regulatory compliance?

Can you make things better?

What are the key learnings?

Question time

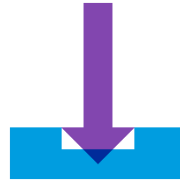


Useful information



Watch this space

We will be back with our next webinar series in September, focusing on business resilience and risk mitigation to better prepare your firm for unprecedented events in the future. We'll share the details with you soon. Interested? We can keep a place for you, please email: [**denise.cheung@mercer.com**](mailto:denise.cheung@mercer.com)



Wellbeing resources

We have developed free wellbeing resources to support you through this difficult time. Access the wellbeing hubs and download the content here: [**www.uk.mercer.com/covid19**](http://www.uk.mercer.com/covid19)



Questions?

If we didn't get round to your question during the session, please get in touch with us and we'll be happy to help. Please email: [**samuel.bain@mercermarshbenefits.co**](mailto:samuel.bain@mercermarshbenefits.com)
m

IMPORTANT NOTICES:

Mercer Marsh Benefits is a trading name used by Mercer Limited, JLT Benefit Solutions Limited, Chartwell Healthcare Limited and Jelf Insurance Brokers Limited, all of which are authorised and regulated by the Financial Conduct Authority. Your relationship manager will confirm at the beginning of the relationship which entity is providing services to you.

Mercer Limited. Registered in England and Wales No. 984275. Registered Office: 1 Tower Place West, Tower Place, London, EC3R 5BU.

JLT Benefit Solutions Limited. Registered Office: The St Botolph Building, 138 Houndsditch, London EC3A 7AW. Registered in England Reg. No. 02240496 VAT No. 244 2517 79.

Chartwell Healthcare Limited. Registered Office: The St Botolph Building, 138 Houndsditch, London EC3A 7AW. Registered in England Reg. No. 06333575 VAT No. 244 2517 79.

Jelf Insurance Brokers Ltd. Not all products and services offered are regulated by the FCA (for details see <https://www.marshcommercial.co.uk/info/regulation>). Registered in England and Wales number 0837227.

Registered Office: 1 Tower Place West, London EC3R 5BU.



This contains confidential and proprietary information of Mercer and is intended for the exclusive use of the parties to whom it was provided by Mercer. Its content may not be modified, sold or otherwise provided, in whole or in part, to any other person or entity, without Mercer's prior written permission.

Information contained herein has been obtained from a range of third party sources. While the information is believed to be reliable, Mercer has not sought to verify it independently. As such, Mercer makes no representations or warranties as to the accuracy of the information presented and takes no responsibility or liability (including for indirect, consequential or incidental damages), for any error, omission or inaccuracy in the data supplied by any third party.

For the avoidance of doubt, this document is not formal advice to allow any party to transact. Additional advice will be required in advance of entering into any contract.

© 2020 Mercer LLC. All rights reserved.