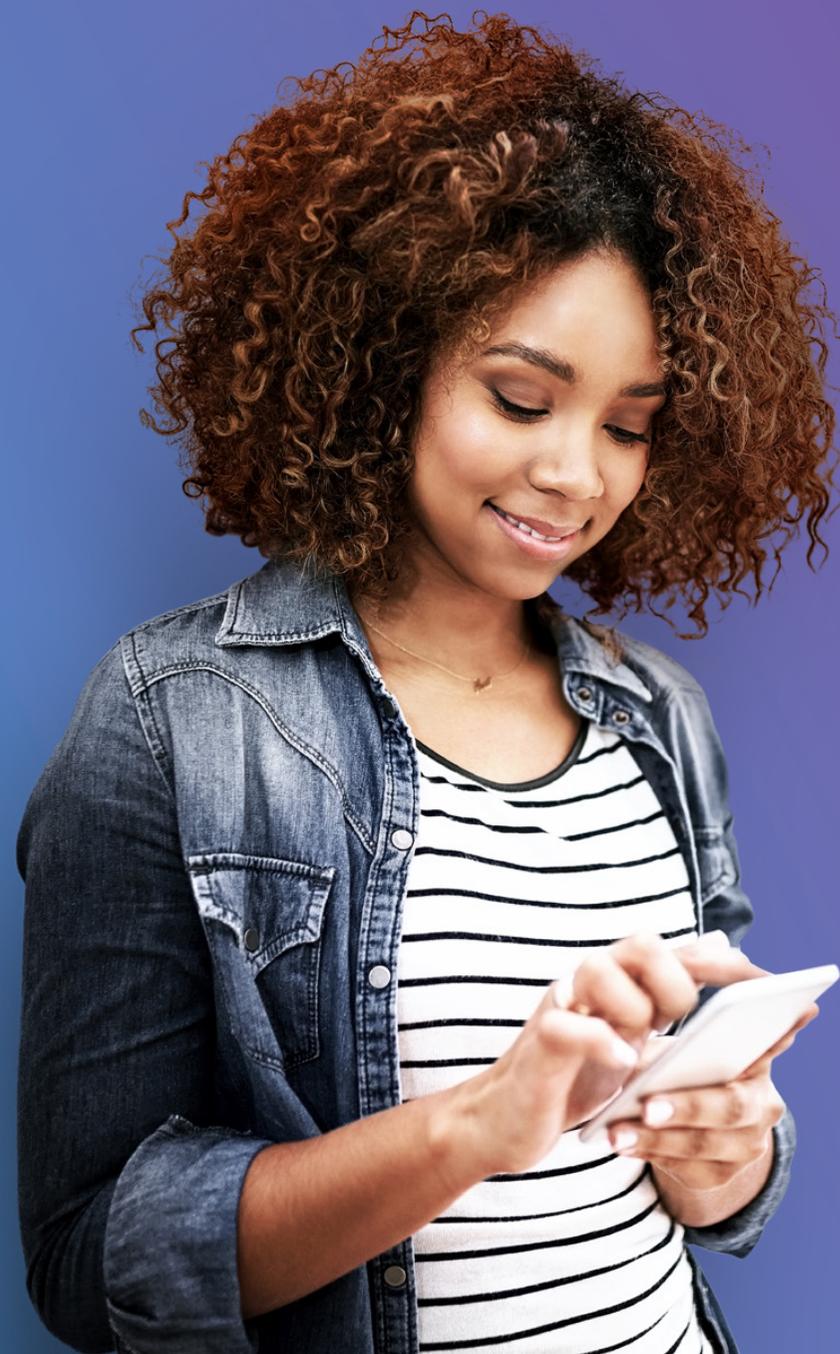




Supporting your business during COVID-19

The COVID-19 pandemic is impacting society on many levels, and businesses both large and small are required to manage an unprecedented operating environment. In particular, executives and their management teams are expected to not only deal with the personal impact of COVID-19, but also the profound impact on their business and their people.

Mercer Marsh Benefits in partnership with MSO International



COVID-19 business support

Given the importance of protecting employees, and ensuring the continuity of business operations, Mercer has developed a comprehensive set of COVID-19 support services to assist employers and their management teams in formulating and executing an effective response to COVID-19 as employees return to work. These services include a set of Core and Additional services.

01

DAILY SCREENING

- Risk assessment
- Capture on-site temperature check
- Daily screening status

CORE

Immediate employer alert and case management if red status

02

CALL CENTRE TRIAGE

- Clinical advice and guidelines
- Telephonic screening, triage and referrals, for suspected cases
- Navigation to testing

CORE

24/7 COVID-19 hotline

03

CASE MANAGEMENT

- Ongoing support for positive cases including daily check-ins

CORE

Team of clinical resources

04

CONTACT TRACING

- End-to-end workplace contact tracing
- Implementation by Mercer in partnership with a specialist managed care organisation
- Contact tracing toolkit

CORE

Specialised contact tracing and support team

05

COVID-19 INFORMATION HUB

CORE

06

SUPPORT FOR EMPLOYEE WELLBEING

CORE

07

EMPLOYER ALERTS AND REPORTING

CORE

08

COVID-19 CONSULTING SERVICES

ADDITIONAL

Additional services are only available in certain countries.

01

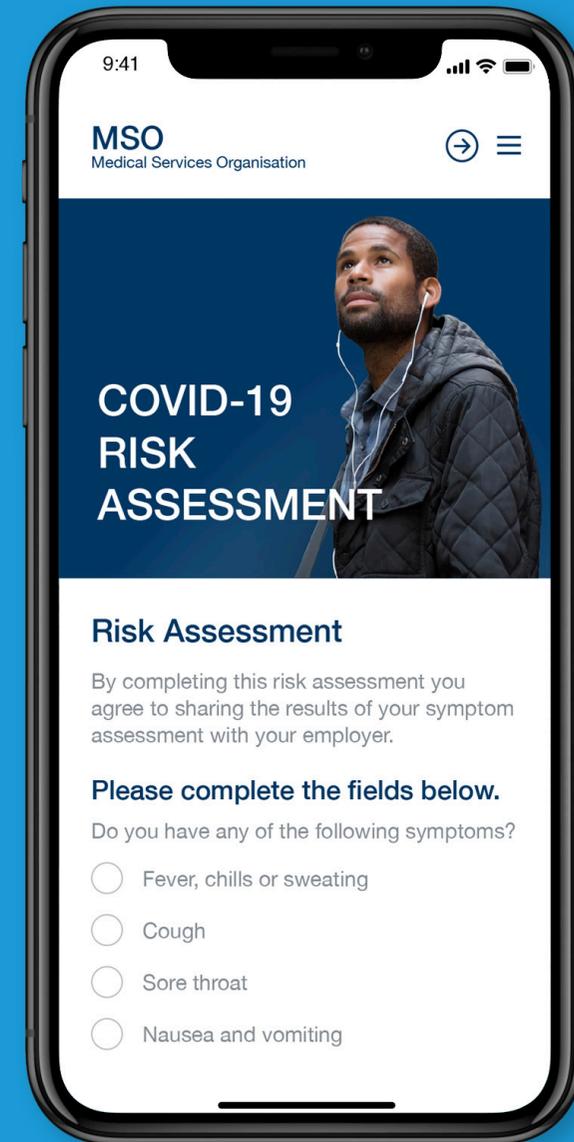
Early identification through app-or web-based pre-screening

COVID-19 occupational health and safety measures include a requirement for every employer to screen any employee at the time they report for work, to ascertain whether they have any of the observable symptoms associated with COVID-19.

Mercer has developed the COVID-19 Risk Assessment, which enables employees to easily calculate their risk of having contracted COVID-19 through a set of clinical questions which can be completed on-site or at home. In addition to the self-reported Risk Assessment, verified temperature data can be added to improve the accuracy of the risk assessment.

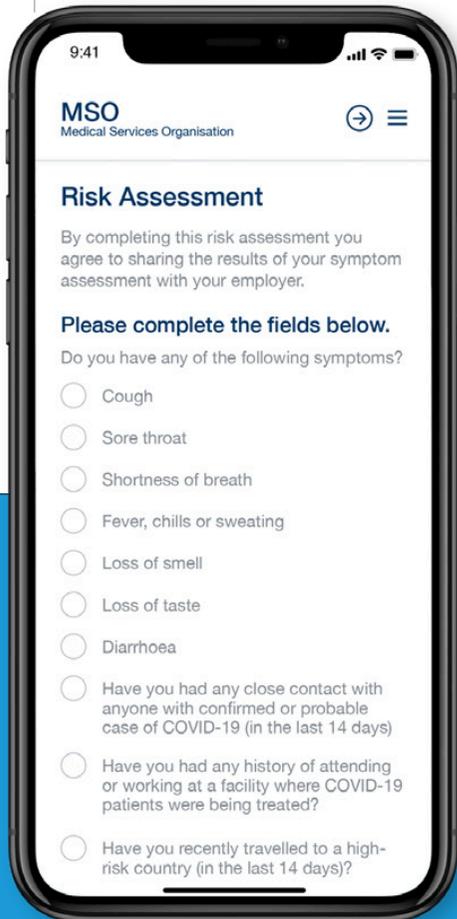
- Employers are recommended to use the COVID-19 Risk Assessment, together with temperature screening at all access points of their premises.
- An employee's screening status will be calculated and recorded each time the Risk Assessment is completed, allowing for daily assessments of employee's risk of having contracted COVID-19.
- Mercer will ensure that all screening results will be confidentially stored centrally. High risk results will unlock the subsequent triage processes available to the member and the employer including virtual consultations, case management and contact tracing for potentially exposed employees.

CORE

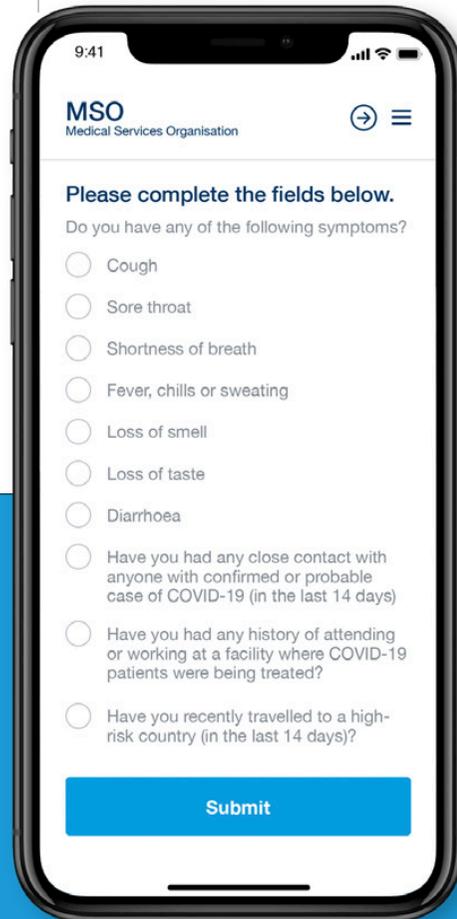




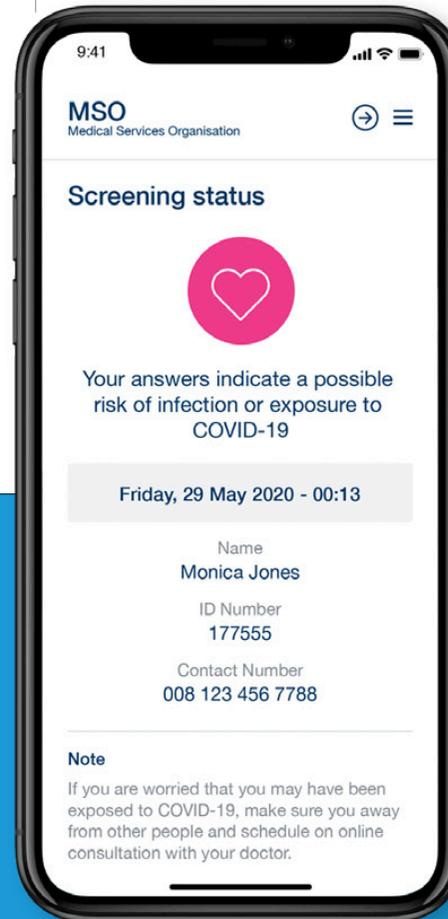
Check for signs and symptoms of COVID-19 at home or on-site



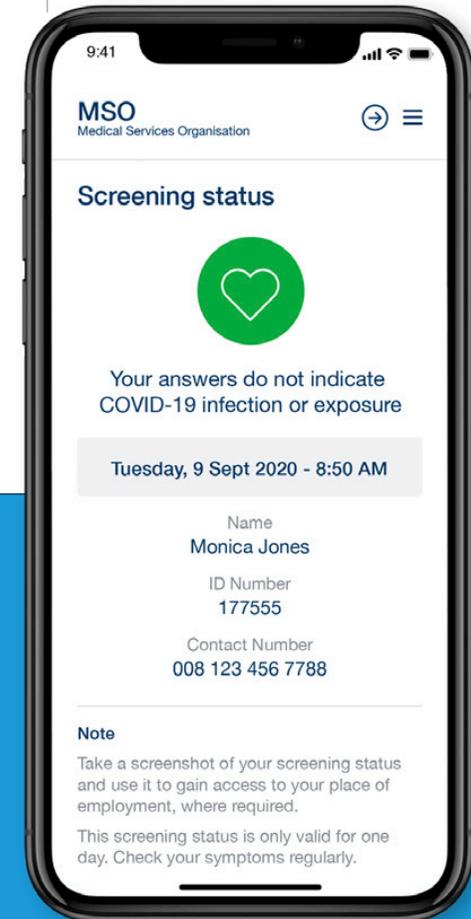
Assess exposure to the virus



If identified as high risk, stay at home and get member support and triage assistance



If identified as low risk, receive a daily pass for on site access



02

Supporting employees through the COVID-19 call centre

In the event of a suspected case, employees will be referred to the dedicated 24/7 COVID-19 hotline with a team of healthcare professionals available to perform screening, triage and navigation to COVID-19 testing. In addition, the call centre will empower the employer and employee with the latest information, clinical guidance and advice on COVID-19 protocols.

CORE

03

Pro-active case management for suspected infections

In the event of a suspected or confirmed case as identified through the COVID-19 Risk Assessment, a case manager will be assigned to the employee and assist with all aspects of the COVID-19 journey, including:

- Clinical advice on the potential signs, severity and symptoms of the virus
- Facilitation of testing protocols and procedures
- Ongoing support for the duration of the illness, including daily check-ins, progress tracking and confirmation when safe to return to work

CORE





04

Contact tracing to control the chain of transmission of COVID-19

A manual contact tracing solution will be used to determine the list of individuals in the workplace who have been in close contact with a suspected or confirmed positive case of COVID-19.

Employees that test positive for COVID-19 will receive a call from an agent to identify other employees with whom they have had close contact. Case management processes will be initiated for each of these employees, alerting them of their potential exposure to the virus and offering advice on the necessary next steps including testing, to prevent further transmission among other employees.

Data privacy will be respected at all times throughout the contact tracing process.

CORE

05

COVID-19 resource hub

A large-scale awareness campaign is underway to provide members and employers with the latest information and guidance on how to prevent and contain potential infection.

The COVID-19 information hub is located on the provided website and is dedicated to providing the latest news, updates and information, as well as employer toolkits containing articles, podcasts, posters and infographics which can be easily shared with employees.

CORE

06

Tools to support employee wellbeing

Employers can access the COVID-19 Healthy Company toolkit on the Mercer partner website, which includes tools to support the physical, emotional and financial wellbeing of employees.

CORE

07

Employer alerts and daily reporting

Employers will have access on a daily basis to statistics relating to contact tracing, suspected cases and positive cases, in addition to a weekly dashboard of general queries and case management. Information provided in the reporting is determined by the product option selected.

CORE

08

COVID-19 consulting services

Mercer and its partners offer desk-top consulting on COVID-19 related issue for clients, including:

- Workplace preparedness assessments
- Advice on protocols and guidelines
- Assistance with outbreak containment

These services will be quoted on a case by case basis

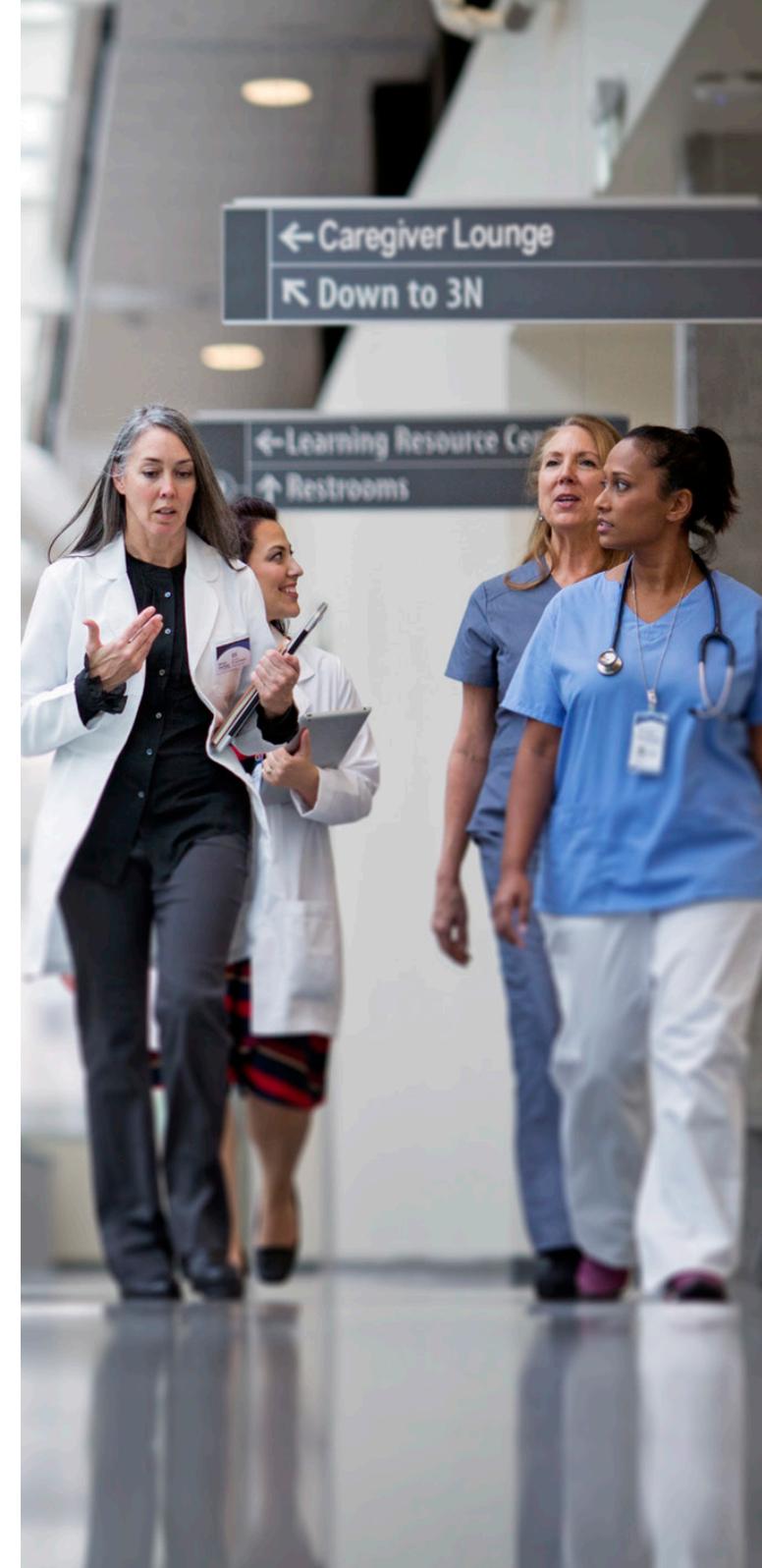
ADDITIONAL

09

Cover for Dependents

Registered dependents of an employee also have access to screening and assistance through the Covid-19 Call Centre, as well as full case management if they are a suspected or confirmed positive case.

ADDITIONAL



Pricing model

A quote will be provided to the employer on request based on the following pricing structure (exclusive of all taxes):

PACKAGE	SUPPORT SERVICE	OPTION 1	OPTION 2	DEPENDENTS
CORE SERVICES	COVID-19 Information Hub	✓	✓	✓
	Tools to support emotional wellbeing	✓	✓	✗
	COVID-19 daily screening	✓	✓	✗
	24/7 COVID-19 hotline	✓	✓	✓
	Case management	✓	✗	✓
	Contact tracing toolkit	✓	✓	✗
	Contact tracing full support	✓	✗	✗
	Employer alerts and reporting	✓	✓	✗
Total		USD 4.00 per employee per month	USD 1.75 per employee per month	USD 1.50 per dependent per month

There is a minimum fee of USD 1000 per company per month

COVID-19 consulting services

Quoted separately depending on employer requirements

Simple activation and onboarding process



Quotation

Interested employers can request a quote by contacting us directly at nick.zaranyika@mercer.com

Employers will be provided with a quote based on their unique requirements. Once the quotation has been received, employers will select a relevant option and sign the quotation.

The following information is required to provide a quote:

- Company name
- Country
- Number of staff to be enrolled
- Number of dependents to be enrolled (if required)
- Key contact person's details



Contracting

The premiums quoted are based on a 6-month contract and pricing is adjusted at the end of the contract term.



Activation

During the activation step, employers will be required to provide the following data to allow the loading of the COVID-19 Business Support key employer contacts and on-site symptom screening personnel on our system:

- Name and surname
- ID or Passport number
- Contact details
- Work address



Onboarding

During onboarding employers will provide a data file for all employees.

On completion of product activation and onboarding, employees will receive a welcome email with all the relevant product information. Employers will also receive a welcome email which will include the employees that have been activated.

Contact Us

Here are the contact details of the teams who will make sure you get all the information you need.

For quotation requests, contracts and activation of new employer groups:

Nick Zaranyika

Email: nick.zaranyika@mercer.com

Terms & conditions

- Fees are subject to a minimum fee of \$1000 per company per month
- Fees will be billed monthly in advance
- Contract Initial Term will be for 6 months, whereafter either party may terminate giving 30 days' notice