

Workforce Resilience Services

Helping companies protect people, operations and drive performance



Addressing today's workforce risks can help your organization meet the shifting demands of employees, customers, investors, and regulators while improving business performance, productivity, and innovation.

Implementing the appropriate employment practices can help mitigate litigation, improve workplace safety, maximize productivity, and optimize talent acquisition and retention efforts.

Zurich Resilience Solutions (ZRS) takes a people-first prevention approach to supporting employment practices, wellbeing, claims, and risk management. Our Workforce Resilience services include consultative assessment, training and tools to support organizational objectives.

Our specialists provide insights and guidance that can help address the frequency and severity of losses.

Workforce risks impact people *and* the bottom line



Did you know the U.S. experienced a \$47.4 billion annual wage and productivity loss due to work injuries?¹



Lost productivity due to unplanned absences from mental health-related absenteeism costs the U.S. workforce \$47.6 billion annually.²



HR and Risk leaders recognize **employee exhaustion** as a top risk to the workforce and place a heightened focus on mental health, social support, treatment access, and support for crisis, such as suicide and violence.³

Our Services

Guided assessments

- ISO-based Wellbeing and Mental Health assessments* and scoring tools to show organizational maturity, vulnerabilities and improvement actions.

Tailored consultation, training and support

- Proactively address volatile work environments, mental distress concerns, suicide prevention, workplace safety.

Tools to assess employee perceptions

- Tools to engage with employees, assess workplace culture, safety, confidential reporting, and preventative mental health interventions.

Benefits to business owners and employees

- ✓ Improved employee safety
- ✓ Reduced loss costs
- ✓ Increased productivity
- ✓ Improved job satisfaction
- ✓ Improved morale and culture



Social risk services

Starter services include a Human Resource compliance portal with 24/7 hotline, workforce training, and inclusive, moderated discussions to proactively de-escalate social and cultural topics that can spur workplace conflicts.



Employee wellbeing and mental health support

24/7 chat app, providing anonymous access to mental health exercises and therapeutic support through conversational AI, developed by clinicians, complemented by dedicated program support, health check ISO-based assessment, workplace strategies, and mental health training.



Workplace Violence Prevention and Response Services

Our holistic service helps companies reduce the likelihood of a workplace violence event, have an emergency response plan in place should it occur, and support employees after.

Our approach combines proactive safety and wellbeing support with emergency response and crisis communication services for rapid and effective action, and includes:

- Prevention strategies
 - Immediate response
 - Recovery
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Employee Misconduct and Reporting

Employee hotline and investigation with confidential misconduct reporting, trend data to mitigate employment practices liability and a workplace violence prevention plan.

Interested in learning more? Set up a time to meet with one of our Workforce Resilience specialists.

Zurich Resilience Solutions: Leaders in helping customers manage risk

ZRS' Risk Engineers can help you identify your exposures, reduce potential losses, build resilience and effectively manage loss control programs. Forward-thinking companies are increasingly utilizing Risk Engineering services to help reduce the impact of events and disruption to their businesses. Our Risk Engineers can help you whether you operate exclusively in the U.S. or in multiple locations around the globe.

Every year over 850 ZRS' Risk Engineers worldwide conduct more than 60,000 risk assessments tailored to the unique challenges facing our customers.

Learn more about how ZRS can help your organization manage risk and build resilience. Visit zrsmarketplace.zurich.com/us/solutions/workforce-resilience

*The International Organization for Standardization (ISO) is an international nongovernmental organization made up of national standard bodies that develops and publishes a wide range of proprietary, industrial and commercial standards.

¹ National Safety Council. "Work Injury Costs - 2021." Accessed 6 February 2024.

² Witters, Dan, and Sangeeta Agrawal. "The Economic Cost of Poor Employee Mental Health." Gallup. 13 December 2022

³ Mercer Global Talent Trends 2022-2023, <https://www.mercer.com/our-thinking/career/global-talent-hr-trends.html>

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