

INSIGHTS FROM INSURANCE AND RISK LEADERS



By Marsh Asia CEO David Jacob

An unwavering commitment to the people who matter

Back in the middle of March as COVID-19 took hold around the world, Dan Glaser, CEO of our parent company Marsh & McLennan, made a pledge to all colleagues – that while we are in the thick of this global pandemic, our jobs are secure. It was a resounding message that reverberated through the industry as our peers started following suit.

At the end of April, Mr Glaser also shared that we look to other levers to manage expenses instead of pay cuts, which would otherwise batter trust with our colleagues especially during this difficult period. We established a \$5m colleague-support fund, offering grants to colleagues facing financial hardship. These commitments point to one principle, that the wellbeing and safety of our colleagues remain our foremost priority.

That principle permeates all the measures and initiatives we have undertaken since the outbreak started. Our local leadership teams discuss colleague safety, and review business continuity practices and remote working and return to work policies at least weekly. Many of these have revolved around how colleagues can work from home effectively: Tips to optimise focus and productivity, ergonomics, virtual engagement and digital selling tools and best practices.

Beyond productivity and effectiveness, the wellbeing of our colleagues matter just as much. That is why we have rolled out health and wellness programmes to help colleagues take care of their physical, mental, emotional and spiritual health in the comfort of their homes. In place of in-person training, we launched Marsh Asia Academy, a structured, fun and holistic learning experience that colleagues can immerse themselves in anytime, anywhere.

The focus on our colleagues lead naturally to another priority. When we take care of our colleagues, they will in turn take care of our clients. With the confluence of the hardening market and the pandemic, our clients are facing unprecedented struggles to manage cash flow, stay liquid and care for their employees. With countries across Asia at different stages of the pandemic, we curated our offerings and developed a pandemic response cycle tool to help our clients navigate and address the various challenges. Our ongoing series of webcasts help contextualise

these challenges and solutions for our clients' specific industries that are affected differently by the pandemic.

Beyond our colleagues and clients, our communities need help to survive and thrive during these challenging times too. At the local level, our teams are continually looking at ways to help. For example, our offices in China have donated personal protective equipment to nursing homes, while in Singapore, we have raised funds for both families in need and migrant workers.

While communities begin to recover and government restrictions are gradually eased, we are cautious that it will take a long time for things to return to the way they were. I remain confident that we will get through this together and emerge stronger. ■

