

Workplace Health

A fresh approach to Occupational Health...
integrated with healthcare & absence management

Actively Managing the Road to Recovery

from



2

SQUAREHEALTH

ALWAYS THERE HEALTHCARE



The HR Challenge

We need a more effective approach to workplace health



71% of employers want health solutions for **all** employees to improve productivity, enhance employer brand and reduce health claims¹.

50 DAYS
average productivity lost²

UK workers lose 6.7 days through taking sick leave, compared with 3.7 days in 2018. In addition, employees lose the equivalent of 43.6 days of productivity through presenteeism – up from 35 days in 2018².

Employers tackling this issue face significant barriers. 65% of employers expect NHS delays to have a **negative impact** on their workforce¹. Private services are often **disjointed** (65%)³ and **unregulated** (76%)⁴.



Early Action is Essential

- Musculoskeletal and mental ill health **MUST** be addressed promptly.
- Absence >6 weeks doubles the chance of employees leaving⁵.



Traditional OH is Struggling

- OH often engaged too late and is too transactional. Managers are not supported.
- No one is supporting employees returning to work⁵.

1. REBA Insight. Health and Wellbeing Research 2025

2. Institute for Public Policy Research. Healthy Industry, Prosperous Economy 2024.

3. REBA. Wellbeing trends at the heart of business transformation.

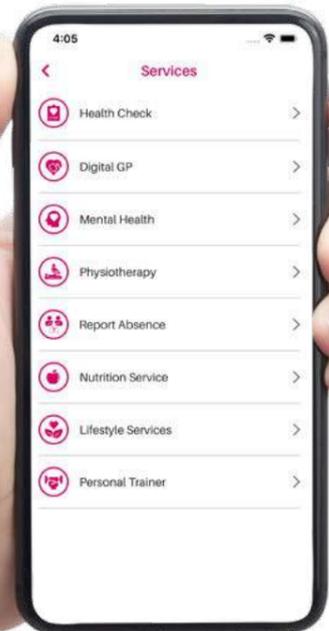
4. SOM, CIPD. The value of Occupational Health and Human Resources in supporting mental health and wellbeing in the workplace.

5. Department of Work & Pensions. Keep Britain Working (Discovery)

Join a New Era in Workplace Health

Integrated Occupational Health (iOH), is a groundbreaking approach to **employee-centric care** and supporting managers. It combines an enhanced OH service with integrated healthcare and absence management.

Together, they drive early intervention and get your people on the road to recovery faster.



- ONE Provider**
- ONE App**
- ONE Service**
- ONE Data Set**

Occupational Health

Manager Referral & Support • New Starter Assessment • Health Surveillance • Case Management

Healthcare

Doctors • Mental Health • Physiotherapy • Wellbeing

Absence Management

Absence Reporting • Absence Review • Escalation

From Square Health, the largest UK digital healthcare provider, used by 40% of the FTSE 100, owned and led by doctors.

**Road to Recovery
& return to work**

OH Plus

**Integrated
OH**

**Absence
Management**

A Fresh Approach to OH...

Occupational Health needs to be delivered as part of a wider care solution that aligns with primary & secondary healthcare.

At Square Health, we are bringing our extensive expertise in healthcare to occupational health.

A **patient-centred** approach requires:

- Early engagement through **Integrated OH**.
- Easy referral between services.
- Our iOH Plus solution includes:
 - Proactive and fully engaged **Case Management**.
 - OH professionals on-call to **support managers**.
 - Proactive **Neurodiversity Coaching**.

Traditional OH

Square Health



Absence or Illness Begins



Manager Seeks Professional Advice



Manager Has Questions



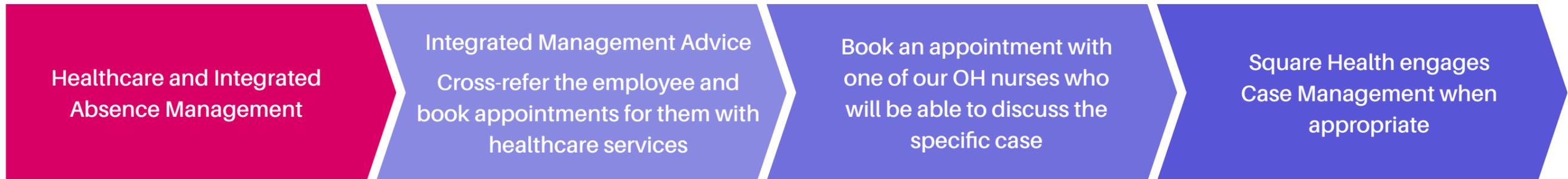
Complex Case

Not engaged

Standard Management Advice
Report issued following assessment of employee

Limited support via account manager

Repeat Management Referral process



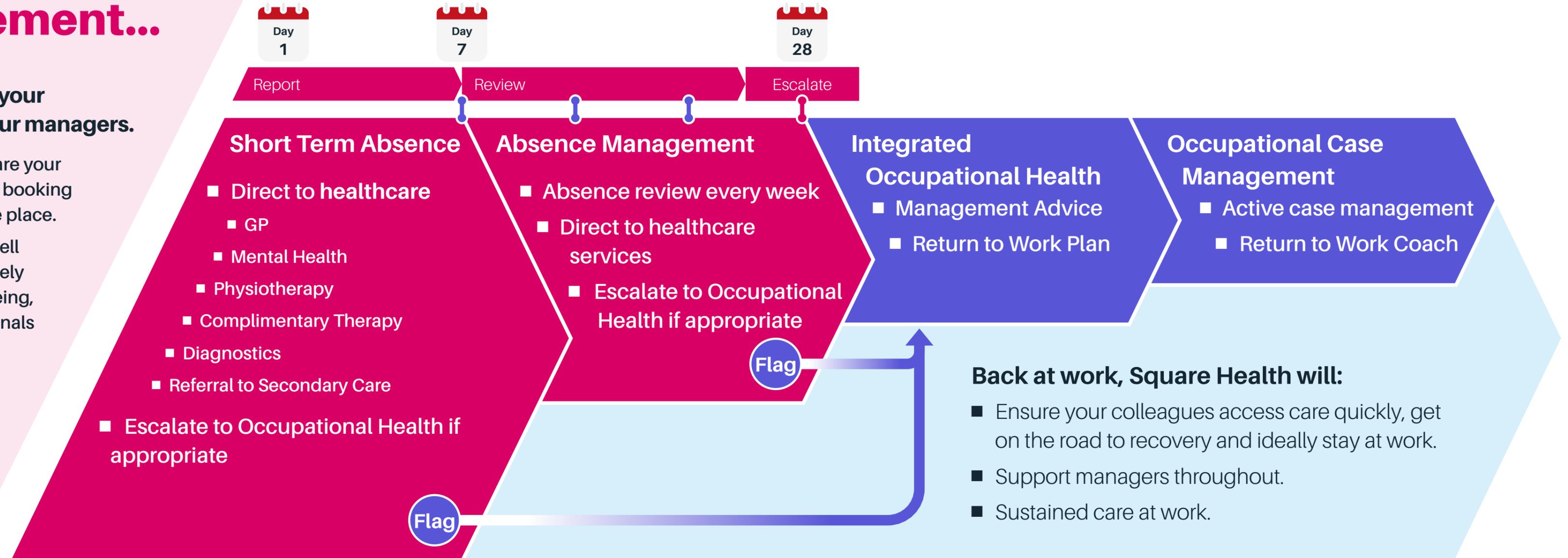
...that is Human-centric

Absence Management...

Timely, targeted support that keeps your workforce healthier and supports your managers.

Absence management is about getting the care your people need sooner. Reporting absence and booking time with your doctor all happens in the same place.

Our approach to occupational health starts well before absence. We proactively assess the likely trajectory of an employee's health and wellbeing, enabling early intervention. Our OH professionals facilitate rapid access to healthcare services, including diagnostics, and escalate to Case Management when needed.



Back at work, Square Health will:

- Ensure your colleagues access care quickly, get on the road to recovery and ideally stay at work.
- Support managers throughout.
- Sustained care at work.

...now Integrated with Occupational Health

Integrated Occupational Health Puts the Employee at its Heart

We have a unique multidisciplinary team to bring together occupational health and all the health & wellbeing needs of your people.



Occupational health experts who will take a holistic view of your employees' needs.

- **New Starter Assessment:** Online assessment with clinical oversight that prompts access to integrated services. Establishes foundational health data for employees in your business.
- **Management Referrals & Workplace Adjustments:** Referrals and management advice report. Advice for workplace adjustments and ill health retirement.
- **Manager Support:** OH expert appointments for manager and HR queries.
- **Neurodiversity Coaching:** Coaching for individuals and managers to support neuroinclusive performance.
- **Case Management:** OH expertise and support coach to aid return to work e.g. facilitate secondary care and employee / work relationships.



Employees can book consultations with our clinical experts at their convenience.

- **Doctors:** Advice, prescriptions and referrals with GMC registered UK-based doctors; records can be shared with personal GPs.
- **Mental Health Therapists:** Therapy from BACP counsellors, CBT therapists, psychologists, and mental health nurses. EAP also available.
- **Physiotherapists:** Consultations with HCPC-registered physiotherapists, osteopaths, and chiropractors; personalised plans via our app.
- **Wellness Experts:** Advice and coaching with nutritionists, personal trainers and lifestyle coaches to define and achieve goals.

At Square Health, we simplify patient-centred care through a single, unified clinical record that gives our clinicians the clarity they need to deliver seamless, coordinated support.



Build Your Workplace Health Service

1

Select level of Occupational Health

Move beyond traditional OH by adding integrated absence management and GP services. Enhance the service further through dedicated management support, neurodiversity coaching for all and active case management for long-term sickness.

		Standard OH	Integrated OH	Integrated OH Plus
Standard Occupational Health Services	New Starter Assessment	✓	✓	✓
	Management Referrals* & Workplace Adjustments	✓	✓	✓
Digital Healthcare Services	Absence Management		✓	✓
	Remote GP Services		✓	✓
Enhanced Occupational Health Services	Manager Support			✓
	Neurodiversity Coaching			✓
	Case Management			✓

2

Select additional integrated healthcare services

Include mental health therapists, physiotherapists, nutritionists, personal trainers and lifestyle coaches, as well as 'on demand' OH services.

Our OH clinicians and doctors will be able to cross-refer and book employees into these services.

Additional Healthcare Services

- Mental Health Support
- Physiotherapy
- Wellness Expertise
- Employee Assistance Programme (EAP)

On Demand OH Services

Disability Case Manager; Job and environmental risk assessment; Ergonomic assessments; Health risk assessments; Fitness-for-work and safety critical medicals; Managed health surveillance programmes; Occupational hygiene ; assessments and reviews; Physical and mental health services and education; Neurodiversity Resolution Coaching

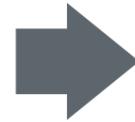
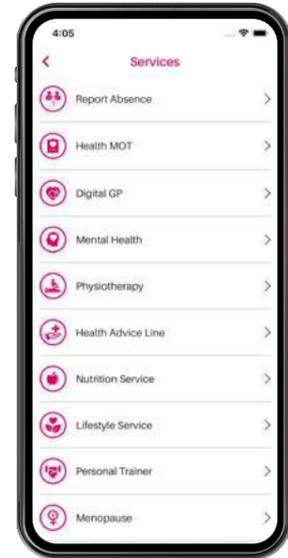


By embedding OH into our multidisciplinary clinical ecosystem, we provide **seamless, human-centred care** that accelerates recovery, reduces absence, and supports long-term wellbeing. It's a smarter, more integrated way to help your people thrive and your organisation perform.

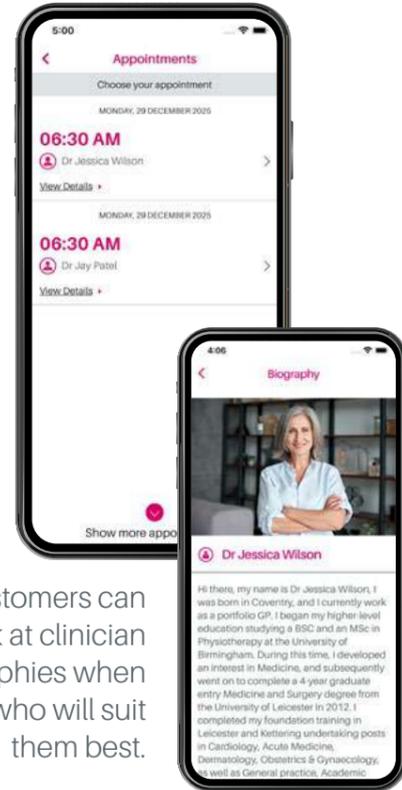
Easy Access to Clinical Expertise

Booking and attending an appointment with a member of our multidisciplinary clinical team is consistent and simple.

1 Select service from list.



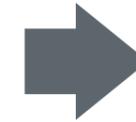
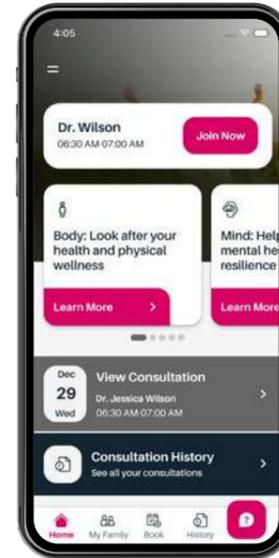
2 Choose a convenient time. For example GP services are available 24/7 and the average time to an available GP appointment is **less than 2 hours**.



Customers can look at clinician biographies when deciding who will suit them best.



3 Appointment helpfully appears at the top of the home screen.



4 The customer joins the appointment with their selected clinician.



Signal issue? Our service detects the problem and switches the appointment to a phone call.

Happy with your GP? Customers can rebook with the same GP, like having a family doctor.

Intuitive. The booking journey is consistent for all clinician types.

Neurodiversity Solutions

Issues can arise in the workplace when neurodiverse individuals are not understood or supported. Square Health offers a proactive solution with an open-door policy so that neurodiverse individuals, their managers and colleagues can talk to our coaches to understand positive and supportive behaviours.

Unleash Your Potential!



Enhance individual and team performance

- Develop **personalised strategies** for focus, communication, and time management.
- Help **managers** get the best out of neurodivergent colleagues.



Foster an inclusive and psychologically safe workplace

- Build a **common understanding** of how everyone can be at their best.
- Help neurodivergent employees **feel valued and supported**.



Drive innovation and problem-solving

- Neurodivergent individuals bring **unique perspectives** and creative thinking.
- Coaching **unlocks potential** by aligning individual strengths with organisational goals.



Square Health Neurodiversity Coaching (included in fee)

- Proactive support for neurodivergent individuals, their managers and teams.
- 3-6 coaching sessions.
- Engagement with manager.

?

Is the individual in distress?

?

Has the individual got a formal diagnosis?

Neurodiversity Resolution Coaching (employer paid on demand)

- Employee is in distress.
- Performance / work relationships impaired.
- Individual may also require mental health support.
- Multiple engagements with manager.

Self-pay Pathway to Diagnosis

- ADHD
- Autism
- Dyslexia
- Dyscalculia
- Dysgraphia

The UK's Leading Digital Health Provider

Square Health is the UK's largest digital healthcare provider, with over 30 years experience of providing healthcare services within the wider group (Est. 1994).

We offer a wide range of health and wellbeing services via a single, easy-to-use app. The company has a strong infrastructure and access to over 5,000 UK healthcare professionals.



Founded, owned, and run by doctors, Square Health has unrivalled medical expertise with clinical excellence in our DNA



Trusted and used
by over **40%** of the FTSE 100



High satisfaction
4.7/5 user score



Governed by the CQC
rated **Good, Outstanding** in patient safety



Strategic health partner
to leaders in private hospitals, insurance & banking



Square Health
in Numbers

5,000+

healthcare professionals
across our network

10 million

paid end customers

4,000+

corporate customers

30

years experience

A Great Win/Win...

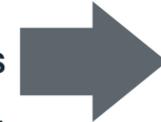
...for Employees



QUALITY

Quality care from **comprehensive** occupational health and integrated healthcare services from a CQC governed clinical services business

- CQC rated **good, outstanding** for patient safety (the CQC is the NHS regulator)
- on the pathway for SEQOHS accreditation



FAST

Fast and easy access to all services in **one app** gives **earlier intervention** before conditions become serious or chronic

- **no** exclusions, **no** moratoria



Better Health for Employees

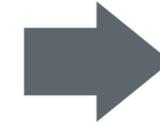
Reduce absenteeism and presenteeism
Prevent health issues recurring
People come to work at their best

...for Employers



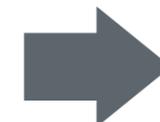
SIMPLE

- ONE** Provider
- ONE** App
- ONE** Service
- ONE** Data Set



DATA-RICH

Whole of workforce solution with **all services** in a **strategic, data-driven** HR programme



Great Business Value

A focused, strategic healthcare partnership that is data-rich and insightful that demonstrates value
Greater productivity from an engaged and energised team



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