



Occupational Health Services

Service Brochure

Maximising Attendance &
Wellbeing Through
Healthy Work

Occupational Health & Wellbeing Specialists

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Introduction To COPE



We work with over 400 long term customers



We support over 250,000 employees



We offer full nationwide coverage

Established in 1993 and still independently owned, COPE provides trusted occupational health support to organisations across the UK. Today we support over 400 long-standing customers, collectively covering more than 250,000 employees nationwide, delivering practical occupational health advice.

At COPE, our focus is on delivering meaningful outcomes rather than transactional assessments. Our clinicians are allocated more consultation time than industry norm; allowing them to undertake thorough assessments and producing clear, actionable reports that allow employers to make informed business decisions.

Clinical Quality That Drives Better Outcomes

Unlike many providers, COPE clinicians are allocated more time per consultation than industry norm*. This allows for more thorough assessments and the delivery of clear, actionable advice the first time; reducing the need for follow ups and enabling faster decision making for our customers.

*Source: Society of Occupational Medicine Report 2025

How COPE Adds Value

Consistent, Defensible Advice

We prioritise quality over volume, enabling us to deliver consistent, defensible advice that supports confident decision-making. Our teams are regularly audited to ensure these standards are maintained.

Faster Case Resolution

Clear, actionable recommendations that move cases forward first time; supported by consistent, reliable service against SLA's.

Reduced Admin For Your Teams

We reduce the burden on your teams through digital referrals, real-time tracking of cases and clear, actionable advice that minimises follow-ups and keeps cases progressing efficiently.

Improved Workforce Outcomes

We support healthier, more productive workforces through dedicated clinical oversight, account management and proactive support.

Our Mission Statement
Maximising Attendance & Wellbeing Through **Healthy Work**



New Starter Health Assessments



Supporting safe starts. Ensuring the right fit for work.

COPE provides comprehensive pre-employment health assessments to ensure individuals are fit for their role, while supporting compliance with occupational health legislation and proactively managing workplace risk.

WHAT THE ASSESSMENT COVERS:



Fitness for work

Confirms the individual is fit for the responsibilities of their role.



Pre-existing conditions

Identifies any pre-existing health conditions that may impact their ability to work.



Reasonable adjustments

Highlights any adjustments that may be required under the Equality Act.



Workplace safety

Identifies any health considerations relevant to workplace safety.



Generate bespoke questionnaires

Questionnaires can be tailored to the requirements of each candidate; such as food handling, vaccination clearances and other industry-specific risks or health concerns.



Always reviewed by a human

Each completed questionnaire is always reviewed by a qualified Occupational Health Advisor rather than AI.



Live tracking

Progress of each questionnaire and any follow up assessments can all be tracked real time in COPE's online portal.



Timely decisions

Fitness certificates and any relevant advice are issued to our portal upon review, providing customers with timely advice.

HOW IT WORKS

1



INVITE

You add the employee details to our secure portal and they receive an email invitation with a unique link.

2



COMPLETE

The employee completes the online questionnaire at a time that suits them, from any device.

3



REVIEW

A qualified Occupational Health Advisor reviews the responses and carries out any required follow up.

4



DECISION

A fitness certificate and any relevant advice is issued and available in the portal.

5



NOTIFY

You are notified when the certificate is ready to view.



THE EMPLOYEE EXPERIENCE

✓ Easy to use, intuitive online questionnaire

✓ Can be completed on any smart device

✓ Progress can be saved if they need to take a break

✓ Helpline available for any additional support



KPIs



Conduct an initial screen of questionnaires within **3 working days**



If telephone follow up is required, make the first call within **3 working days**



Provide new starter fitness certificate within **24 hours** of assessment completion

Management Referrals

Expert advice. Clear recommendations. Better outcomes.

Our management referrals provide expert occupational health advice to support both employees and employers in managing health-related workplace concerns.



Supporting your people and your organisation



Supporting your people

Helping employees understand and manage their health and support a return to work.



Clear, defensible advice

Supporting fitness for work decisions and managing workplace risk.



Tailored recommendations

Practical plans to support recovery, adjustments and sustainable return to work.



Identifying workplace risks

Highlighting potential work-related health concerns and advising on appropriate next steps.



Addressing your specific questions

We respond to the specific referral questions so you get the answers you need.



POWERED BY OUR ONLINE PORTAL

Our secure portal gives you full visibility and control over your referrals:

- ✓ Submit referrals 24/7
- ✓ Track case progress in real time
- ✓ See appointment status and contact attempts
- ✓ Access reports securely
- ✓ GDPR compliant and fully encrypted

OUR REFERRAL PROCESS

1



Referral & Triage

Referrals are submitted through our secure online portal.

Each case is triaged to determine whether an Occupational Health Adviser (Nurse) or an Occupational Health Physician (Doctor) is most appropriate.

2



Appointment Booking

Our team will make two attempts to contact the employee directly to arrange a suitable appointment.

If we are unable to reach them, an appointment will be booked with at least one week's notice and the referring manager will be informed.

3



Consultation

Remote consultations are the default for efficiency and accessibility.

Face-to-face assessments can be arranged when clinically required.

4



Report & Recommendations

Reports are completed on the same day as the consultation.

If the employee requests to review the report first, a three-day grace period is applied.

Once finalised, the report is securely available via our online portal and the referring manager is notified.



KPIs



First contact with employee within **3 working days**



Reports completed same day as consultation*



Reports available to employer within **3 working days**

*Subject to employee requesting to review the report first (3-day grace period applies).

Clinical Advice Line

Expert guidance. Quick answers. Better decisions.

Included as part of our service and account management, the COPE Clinical Advice Line gives you direct access to experienced Occupational Health Advisers for timely, practical support on a range of workplace health matters.



COMMON ENQUIRIES INCLUDE:



Referrals

Help deciding whether an occupational health referral is appropriate.



Referral guidance

Advice on what information to include to ensure the best outcomes.



Health condition advice

General guidance on health conditions and how they may impact the workplace.



Workplace support

Guidance on reasonable adjustments and managing health at work.



Policy & best practice

Support with occupational health processes and best practice.

HOW IT WORKS

1



Get in touch

Call our Clinical Advice Line during office hours.

2



Speak to an expert

You'll speak directly with an experienced Occupational Health Advisor.

3



Get your answer

Receive practical, evidence-based advice tailored to your query.

4



Act with confidence

Use the guidance provided to make informed decisions and support your people effectively.



AVAILABLE WHEN YOU NEED US

Monday to Friday during office hours via telephone.

THE BENEFITS TO YOUR ORGANISATION



Quick access to expertise

Get the answers you need without delay.



Better decision making

Receive clear, practical guidance to support confident decisions.



Reduced referrals

Resolve queries early and reduce unnecessary occupational health referrals.



Support for your team

Empower your managers and HR teams with professional support.



KPIs



Advice provided within **1 working day** of the call being received.



Calls answered by experienced Occupational Health Advisers.



High first-contact resolution rate.



Ill Health Retirement

Expert, impartial advice to support fair and compliant retirement decisions.

COPE offers expert advisory services for both active and deferred members across all pension schemes. Our experienced Physicians work across both public and private sectors, providing objective medical advice that supports fair, consistent and legally robust decision making.



OUR SERVICES INCLUDE:



Medical evidence review

Requesting and reviewing medical evidence from GPs, consultants and other healthcare professionals to build a comprehensive understanding of the individual's condition.



Assessment of eligibility

Assessing whether the individual meets the relevant pension scheme criteria for ill health retirement.



Independent medical reports

Providing clear, objective and well-reasoned medical reports to support decision making processes.



Pension committee support

Attending pension committee meetings (virtually or in person) to present findings and answer any clinical questions.



Legally robust advice

Delivering impartial, defensible and confidential advice in line with scheme rules, regulations and best practice.

HOW IT WORKS

1



Referral & Information

We receive the referral and relevant information from you to understand the case.

2



Evidence Gathering

We request and review medical evidence from the individual's GP, specialists and other relevant healthcare professionals.

3



Medical Assessment

Our Physician reviews all evidence and assesses whether the individual meets the scheme criteria for ill health retirement.

4



Report & Recommendation

We provide a clear, independent medical report outlining our findings and recommendation.

5



Pension Committee Meeting (if required)

Our Physician can attend the pension committee meeting (virtually or in person) to present the report and answer any questions.

6



Final Advice

You receive our final advice to support the committee's decision making process.



IMPARTIAL. EXPERIENCED. TRUSTED.

Objective medical advice you can rely on to support fair and compliant outcomes.

THE BENEFITS TO YOUR ORGANISATION



Legally defensible

Objective, evidence-based advice that supports robust decision making.



Fair and consistent

Ensures equitable treatment and consistent decisions across all cases.



Reduces risk

Helps mitigate the risk of appeals, challenges and costly disputes.



Expert support

Access to experienced Physicians with deep knowledge of pension scheme requirements.



Confidential & secure

All information is handled securely and in full confidence.



KPIs



Acknowledge referrals within **2 working days** of receipt.



Provide medical reports within **10 working days** of receiving all necessary information.*



Attend committee meetings as agreed with appropriate notice.



Maintain **100%** confidentiality and data security.

*Subject to receipt of all required medical evidence.



Health Surveillance

Proactive monitoring. Early detection.
Healthier, safer workplaces.

COPE delivers comprehensive health surveillance programmes that help you meet legal requirements, protect your employees and identify potential health risks early – supporting a safer and more productive workforce.



OUR HEALTH SURVEILLANCE SERVICES INCLUDE:



Workplace risk assessment support

We help you identify risks and determine the appropriate surveillance required.



Bespoke surveillance programmes

Tailored to your industry, risks and workforce exposures to ensure relevance and compliance.



On-site and remote delivery

Flexible delivery options to minimise disruption and maximise convenience.



Experienced, qualified clinicians

Assessments carried out by skilled professionals with occupational health expertise.



Clear reporting and guidance

Timely, easy-to-understand reports with practical recommendations.



Ongoing support and review

We help you manage actions, review outcomes and continually improve your programme.

OUR SURVEILLANCE PROCESS

1



Understand your needs

We review your workplace risks, legal requirements and existing arrangements.

2



Design your programme

We recommend a tailored surveillance programme aligned to your risks and workforce.

3



Plan and schedule

We coordinate delivery at times and locations that suit your business.

4



Delivery

Surveillance is delivered on-site or remotely by our experienced clinical team.

5



Reporting and recommendations

You receive clear reports with results and practical actions to manage any risks.

6



Review and improve

We help you track outcomes, manage actions and continuously improve your workplace health.



COMPLIANT. PROACTIVE. PROTECTING YOUR PEOPLE.

Helping you meet your legal obligations while supporting the health and wellbeing of your workforce.

THE BENEFITS TO YOUR ORGANISATION



Legal compliance

Meet your health surveillance obligations and reduce the risk of non-compliance.



Early detection

Identify potential health issues early and take action sooner.



Reduced risk

Manage health risks proactively and help prevent work-related illness.



Healthier workforce

Support employee wellbeing, engagement and productivity.



Cost effective

Prevent problems before they lead to absence, claims or costs.



KPIs



Surveillance bookings confirmed within 5 working days



On-site programmes delivered as scheduled



Reports issued within 5 working days of assessment*



Actions and recommendations clearly outlined



Customer satisfaction monitored and improvements implemented

*Where clinically appropriate and all information is available.

Vaccinations & Immunisations

Protecting your people. Reducing risk.
Supporting business continuity.

COPE provides a comprehensive range of workplace vaccinations and immunisations to help protect your employees from vaccine-preventable diseases and ensure compliance with industry regulations and best practice.



OUR VACCINATION & IMMUNISATION SERVICES INCLUDE:

- 

Wide range of vaccinations
Including travel vaccines, seasonal flu, hepatitis A & B, MMR, tetanus, diphtheria, shingles and more.
- 

Workplace tailored solutions
Vaccination programmes designed around your workforce risks, industry requirements and operational needs.
- 


On-site and clinic delivery
Flexible delivery options to suit your business with minimal disruption.
- 


Expert clinicians
Delivered by experienced, qualified healthcare professionals.
- 

Compliance and risk management
Helps you meet legal requirements and protect your workforce from preventable illness.
- 

Reporting and record keeping
Secure records and reporting to support compliance and audit requirements.

OUR VACCINATION PROCESS

- 


1 Assess your needs
We discuss your workforce, travel plans, industry risks and compliance requirements.
- 

2 Recommend vaccinations
We provide tailored recommendations and a clear plan for your organisation.
- 

3 Plan and schedule
We agree delivery dates and either arrange on-site sessions or welcome employees to our clinics.
- 

4 Delivery
Vaccinations are delivered by our experienced clinicians following best practice and national guidelines.
- 

5 Record and report
We provide secure records and reporting to support compliance and future planning.

 **PROTECTING YOUR PEOPLE, SUPPORTING YOUR BUSINESS**
Effective vaccination programmes help reduce sickness absence, protect vulnerable employees and maintain business continuity.

THE BENEFITS TO YOUR ORGANISATION

- 

Healthier workforce
Helps protect employees from vaccine-preventable diseases.
- 

Reduced absence
Lower risk of outbreaks means less disruption and downtime.
- 

Legal compliance
Meet industry, travel and regulatory requirements with confidence.
- 

Cost effective
Preventing illness is more cost effective than managing absence and claims.
- 

Reassurance
Employees feel valued and protected in the workplace.

- 

KPIs
- 

On-site vaccination sessions booked within **5 working days** of request
- 

Accurate records provided within **3 working days** of session completion
- 

100% compliance with vaccination standards and best practice
- 

Customer satisfaction monitored and continually improved

Physiotherapy & Ergonomic Services

Reducing discomfort. Improving wellbeing. Supporting performance.

COPE provides expert physiotherapy and ergonomic services to help prevent injury, manage musculoskeletal issues and create safer, more comfortable working environments. Our services support employee wellbeing, reduce absence and improve productivity.



PHYSIOTHERAPY SERVICES

- Musculoskeletal assessments**
Expert assessment, diagnosis and treatment of work-related musculoskeletal issues.
- Treatment and rehabilitation**
Tailored treatment plans to relieve pain, restore function and support a sustainable return to work.
- On-site and remote options**
Flexible delivery including on-site clinics, virtual consultations and exercises programmes.
- Education and prevention**
Advice and guidance to help employees manage their health and prevent future issues.

ERGONOMIC SERVICES

- Workstation assessments**
Assessing workstations and work activities to identify ergonomic risks and areas for improvement.
- Ergonomic solutions**
Practical, cost-effective recommendations to improve comfort, posture and performance.
- Employee training**
Training and guidance on best practice posture, manual handling and workplace ergonomics.
- Equipment recommendations**
Advice on ergonomic equipment and adjustments tailored to individual and role requirements.



OUR APPROACH

- 1 Understand your needs**
We discuss your challenges, objectives and workforce requirements.
- 2 Assess and evaluate**
Our specialists assess the individual, workstation or workplace to identify risks and needs.
- 3 Recommend and plan**
We provide clear, practical recommendations and a tailored plan of action.
- 4 Deliver and implement**
We deliver treatment, training or workstation adjustments and support implementation.
- 5 Review and improve**
We review outcomes and make recommendations to ensure ongoing improvement.

EXPERT CARE. PRACTICAL SOLUTIONS. MEASURABLE RESULTS.
Helping your people move better, feel better and perform at their best.

THE BENEFITS TO YOUR ORGANISATION

 Reduced musculoskeletal risk Identify and manage risks to prevent injuries and discomfort.	 Improved employee wellbeing Support physical health, comfort and overall wellbeing.	 Reduced absence Effective treatment and prevention help reduce sickness absence and lost time.	 Increased productivity Healthier, more comfortable employees are more engaged and productive.	 Legal compliance Meet your duty of care and health and safety obligations with confidence.
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 KPIs	 Appointments offered within 5 working days of referral*	 Workstation assessments completed within 10 working days of request*	 Reports and recommendations issued within 5 working days of assessment*	 Customer satisfaction monitored and continually improved
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*Subject to availability and clinical appropriateness.



Partner Services

Specialist support. Integrated solutions.
Better outcomes for your people.

COPE works with a trusted network of carefully selected partners to provide a wide range of specialist services that complement our core occupational health offering. This allows us to deliver a joined-up, holistic solution that supports the physical, mental and social wellbeing of your workforce.



One trusted partner.
A comprehensive range of specialist services.

OUR PARTNER SERVICES INCLUDE:



Employee Assistance Programme (EAP)

24/7 confidential support for employees on personal or work-related issues including stress, anxiety, debt, relationships and more. Includes access to legal information and HR advice.



Counselling Services

Access to qualified counsellors for short or long-term support, available face-to-face, online or by phone.



Virtual GP Service

Fast access to private GP appointments, prescriptions and medical advice 24/7, 365 days a year.



Wellbeing Services

A range of programmes and resources to support physical health, mental wellbeing, resilience and healthy lifestyles.



Drug & Alcohol Testing

Workplace screening, testing and policy support to help manage risk and ensure a safe working environment.



Neurodiversity Assessments

Assessments for conditions such as ADHD, autism and dyslexia, with practical recommendations and workplace support advice.

HOW IT WORKS

1



Understand your needs

We work with you to understand your objectives, challenges and the needs of your workforce.

2



Recommend the right services

We recommend the most suitable partner services to complement your occupational health strategy.

3



Seamless integration

We manage the introduction and integration of services to ensure a smooth and consistent experience.

4



Employee access

Your employees can access services easily through clear communications and simple referral pathways.

5



Monitor and review

We review usage, feedback and outcomes regularly to ensure the services continue to meet your needs and deliver value.

6



Continuous improvement

We work with you and our partners to continuously enhance the services and support your evolving workforce needs.



SPECIALIST SUPPORT. MEASURABLE IMPACT.

Helping you support your people, reduce risk and build a healthier, more resilient workforce.

THE BENEFITS TO YOUR ORGANISATION



Holistic support

A comprehensive range of services to support all aspects of health and wellbeing.



Reduced risk

Proactive support helps reduce health related risk and workplace issues.



Improved productivity

Healthier, happier employees are more engaged, productive and motivated.



Reduced absence

Early support and intervention help reduce sickness absence and presenteeism.



Cost effective

Prevent issues before they escalate and reduce the costs associated with absence and turnover.



Compliance

Helps you meet your legal obligations and duty of care with confidence.



Customer Management & Support

Personal service. Responsive support. Strong partnerships.

At COPE, we believe exceptional customer service is at the heart of everything we do. Our dedicated customer management and support team ensures you receive a seamless, responsive and proactive service at every stage of your journey with us.



Dedicated support. Trusted relationships. Outstanding service.

OUR CUSTOMER MANAGEMENT & SUPPORT INCLUDES:



Dedicated Account Management

You'll have a named Account Manager who understands your business, your goals and your people.



Single Point of Contact

One team, one point of contact for all your occupational health needs. Simple, efficient and hassle-free.



Responsive Communication

We pride ourselves on fast response times and clear communication across email, phone and our client portal.



Proactive Service

We anticipate your needs, provide timely reminders and offer proactive solutions to keep your workforce supported and compliant.



Reporting & Insights

Access clear, easy-to-understand reports and insights to help you make informed decisions and demonstrate value.



Flexible & Scalable Support

Our service adapts to your organisation, whether you have a small team or a complex, multi-site operation.



Quality & Compliance Focused

We ensure all services are delivered to the highest standards of quality, confidentiality and compliance.

HOW WE WORK

1



Understand your needs

We take time to understand your organisation, objectives and challenges.

2



Build a tailored plan

We agree a tailored service plan that meets your requirements and adds real value.

3



Deliver exceptional service

Our team provides expert support with care, professionalism and responsiveness.

4



Keep you informed

We provide regular updates, reports and proactive communication.

5



Review and improve

We seek feedback and review performance regularly to ensure we're always improving.

6



Evolve together

We grow and adapt with you, supporting your changing needs over time.



WE'RE HERE WHEN YOU NEED US

A partner you can rely on, every step of the way.

THE BENEFITS TO YOUR ORGANISATION



Strong partnerships

Build trusted relationships with a team that truly understands your business.



Time savings

We handle the details, so you can focus on what matters most.



Improved experience

Your people receive a seamless, supportive experience.



Better outcomes

Proactive support leads to healthier, happier and more productive teams.



Risk reduction

Expert guidance and compliance support reduce risk.



Value for money

Efficient processes and expert support deliver excellent value.

Our Commitment to ESG

Responsible business. Sustainable impact.
Better futures.

At COPE, we are committed to operating responsibly, ethically and sustainably – for our people, our customers, our communities and the planet. ESG is embedded in our strategy and how we do business, helping us create long-term value and a positive impact where it matters most.



Doing the right thing.
Delivering positive impact.
Building a better future, together.

OUR ESG PRIORITIES



Environmental

Protecting our planet

We are committed to reducing our environmental footprint and promoting a more sustainable future through responsible practices and smart choices.



Reducing Emissions

We are working to reduce our carbon emissions through energy efficiency, responsible travel and supplier engagement.



Responsible Resource Use

We minimise waste, reduce paper use and promote recycling across our offices and operations.



Sustainable Travel

We encourage low-emission travel and offer a cycle to work scheme for our people.



Partnering for Impact

We work with like-minded suppliers and partners who share our commitment to environmental responsibility.



Social

Supporting people and communities

We put people first – our people, our customers and the communities we serve. We are committed to inclusion, wellbeing, development and giving back.



Health & Wellbeing

We promote health, safety and mental wellbeing for our people and the workforces we support.



Diversity, Equity & Inclusion

We are an inclusive business, valuing difference and creating a workplace where everyone belongs.



People Development

We invest in our people through training, development and clear career pathways.



Community Engagement

We support local communities and charities through fundraising, volunteering and partnerships.



Governance

Leading with integrity

We are committed to strong governance, transparency and ethical behaviour in everything we do.



Ethical Business Practice

We operate with honesty, integrity and transparency in all our relationships and decisions.



Data Security & Privacy

We protect the data we hold and ensure robust information security and privacy standards.



Quality & Compliance

We maintain the highest standards through robust policies, audits and continuous improvement.



Accountability

We have clear governance structures, policies and reporting to ensure accountability at all levels.

THE BENEFITS TO YOUR ORGANISATION



Stronger Partnerships

Work with a partner that shares your values and commitment to sustainability.



Reduced Risk

Robust ESG practices help manage risk and ensure regulatory compliance.



Attract & Retain Talent

A responsible employer attracts, engages and retains great people.



Long-term Value

Sustainable practices drive resilience and long-term performance.



Positive Impact

Together, we can create healthier people, stronger communities and a better planet.



Stakeholder Confidence

Demonstrate your commitment to stakeholders, customers and communities.



ESG is not just a priority – it's part of who we are.

We will continue to listen, learn and improve, working in partnership with you to build a healthier, more sustainable future for all.

For more information on our ESG approach or to request our ESG policy, please get in touch.

Next Steps

A clear process. A collaborative approach.
Delivering value, together.

If you're interested in learning more about how COPE can support your organisation, we would be delighted to arrange a meeting to discuss your requirements in more detail, answer any questions you may have and demonstrate our online portal.

Please contact us using the details below and a member of our Team will be happy to help.

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