



ADM's Culture of Health Stays at the Forefront with COVID-19 Safety Program

As news of the COVID-19 pandemic spread across the globe, Archer Daniels Midland (ADM) leadership quickly came together to develop a plan to keep their most valued resource – their employees – safe. As an essential business critical to the global food chain from farm to fork, ADM's global employee family of almost 40,000 has maintained operations throughout the pandemic. The health and safety of their workforce was an established priority, so ADM was ahead of the curve in responding to the workplace hazards that emerged as a part of the pandemic.

"I joined ADM in 2020 to lead our employee health and wellbeing programming, which was further galvanized by the pandemic," said Jennifer Weber, Senior Vice President and Chief Human Resource Officer. "It was a fluid environment, one in which we had to continually evaluate, pause to understand the new developments, and depend on science to drive decisions. That is where Matrix came in."

ADM turned to Matrix Medical Network to help realize an organized, systematic, and sustained culture of health, with pandemic preparedness as a priority. As a clinical organization and integrated partner, Matrix leveraged its 20 years of clinical, logistical, and operational experience caring for millions of people in nontraditional venues, disparate geographies, and remote areas to create solutions best suited for ADM's multicultural employee family. Matrix activated its clinical resources and quickly set-up a team of experts focused on keeping the ADM workforce safe in the face of COVID-19.

“Early on in the pandemic, we acknowledged and recognized that the safety of our colleagues was of utmost importance,” said Jennifer Cunningham, Vice President Human Resources at ADM. “We have always had a very strong culture and commitment to safety. We play a big role in the food infrastructure around the globe but keeping people safe is our number one priority.”

The foundational premise of the ADM-Matrix partnership identifies health as a cultural, strategic, and operational must have. Nothing matters more than a healthy workforce. There is no productivity and there is no business without a healthy workforce.

In the pandemic-laced environment, people were worried and stocking up on food. ADM employees were encouraged to come to work to keep the food chain working. ADM applied its business culture of using industry-advancing innovations to protect its employee family against COVID-19 with stringent contact tracing and quarantine practices. Over time, this evolved into an advanced set of incentives to follow safety practices such as masking, testing, and vaccinations.

“Having Matrix as a good thought partner and sounding board for us has been critical. Our employees had to have a lot of faith and trust in us. We took that seriously. We didn’t hear that people were worried about their safety at work, or that people weren’t following the safety protocols. I think that was the result of our strong safety culture,” added Cunningham.

Matrix was among the earliest clinical organizations to provide meaningful and holistic solutions for workplace COVID-19 safety. Its expert clinical staff, Mobile Health Clinics, and logistical expertise enabled Matrix to rapidly deploy flexible and scalable clinical solutions.

ADM’s Robust COVID-19 Safety Program Included:



ENVIRONMENTAL ASSESSMENTS



VACCINE INCENTIVES & ADMINISTRATION



COVID-19 TESTING & SURVEILLANCE



CLINICAL EDUCATION



FACE MASK POLICY



“How could essential industries, often in remote places and environments, like those in the food chain or distribution centers, stay open while keeping their people healthy? That’s where our clinical know-how, workforce and infrastructure became key. We were able to quickly deploy and provide clinical education, clinical care, testing, and environmental assessments to ensure optimization of people, process, and structure pre-vaccine. Then, as vaccines became available, we deployed COVID-19 vaccination and testing programs.”

Daniel Meltzer, MD, MPH, FACEP | Chief Medical Officer, Matrix Clinical Solutions

To counteract the influx of misinformation, ADM tasked Matrix with providing accurate, scientifically based COVID-19 information. “We want to be the go-to resource for ADM colleagues to hear updates on the status of COVID-19, the safety of vaccines, as well as dispelling myths about vaccines,” added Weber.

“Jennifer Weber and team were very courageous in thinking about and leveraging behavioral principles to drive vaccine adoption, such as how can we change the benefit structure, how can we provide incentives, and what disincentives might make sense to drive vaccine adoption. They did that through paid time off, which is brilliant. It gives people two things that they value – time and income,” said Meltzer.

To encourage vaccinations, ADM partnered with Matrix to create an innovative incentive program. The incentive program for those fully vaccinated included:



One paid day off, no mask requirement, and discontinued surveillance testing



\$50 per month discount on health insurance premiums

ADM provides an additional incentive of \$50 per month reduction in insurance premium for anyone who gets the annual wellness check.

“Our goal is to provide incentives that will help colleagues take more accountability and responsibility for their own health,” said Weber. “The paid time off was successful, ADM saw an uptick in vaccinations due to this.”

ADM continuously reached out to each of their employee communities to identify needs and provide support as necessary during the pandemic. They also provided on-site counselors to address mental and emotional health for employees. Employees that couldn't work from home and worked especially hard to keep the company running during time periods when many employees were in quarantine became recognized as Food Heroes and were awarded special bonuses.

“The partnership is just getting started. We've been working in a difficult environment in the face of a dynamic disease, with medical, psychosocial, and political uncertainty due to the pandemic,” said Meltzer. “As things normalize, we will be able to accomplish much more. We are and can be the key partner to help ADM create that synergistic Venn-diagram of health, wellness, and business optimization. That takes many forms – on-site care, education, engagement, leadership, and scientific rigor. We see ourselves as an integral partner over the long haul.”

About Matrix Clinical Solutions

Since the beginning of the pandemic, Matrix Clinical Solutions' national network of approximately 5,000 clinicians, fleet of Mobile Health Clinics, and integrated laboratory have helped Fortune 500 companies and America's essential businesses to remain operational and mitigate COVID-19 risks. We offer the most comprehensive range of pandemic-response services shaped by clinical and business expertise.

For more information, visit <https://matrixmedicalnetwork.com/clinical-solutions/>.

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