



EDITORIAL

Managing absences instead of putting up with them

Who is absent? How many days? What doctor's note is missing? These questions are essential in day-to-day absence management, but they don't tell the whole story. Why are some people absent repeatedly? Where do absences happen the most? What do they reveal about the teams, the organisation or the working conditions? Most importantly, when is it important to take action?

Absenteeism is growing in Switzerland. In 2024, employees were absent 8.5 days on average for health reasons, compared with 7.6 days the previous year. Over the past ten years, the number of sick leave days has risen by one third. This trend is especially high for the youngest employees and mental health concerns. Plus, the number of short but repeated absences grows.

These absences represent a direct cost, an administrative burden and an organisational challenge for businesses. As their number continues to rise, managing them on a case-by-case basis is no longer sufficient. The challenge now is to understand and manage them. This is where absence management software can truly change things. Instead of just reporting and tracking cases, it can offer HR and managers a clearer understanding of what lies behind

absences. In this way, it turns an administrative constraint into a decision-making tool.

Each recorded absence becomes a piece of data. Each analysed absence becomes information that helps HR and managers take action at the right time. This is the value of controlling: moving from being reactive to acting proactively to improve team health, engagement and performance.

This approach is most valuable when it is part of a broader vision of health risk. With its comprehensive approach, Qualibroker Swiss Risk & Care brings together complementary skills in insurance, health and HR solutions: from risk financing to prevention, from absence management to employee support and manager training.

In this issue, we explain how to activate the right levers at the right time to switch from simply managing absences to applying a true control approach.

Happy reading!

David Cochet
General Manager



Take control of absenteeism in your company

Does your absence management software just tell you who is absent? Or does it help you understand why? Biings turns absence data into information that is useful for HR decision-making.

An absence often begins with a simple piece of information: an employee isn't coming to work today. For HR teams, this information has to be recorded, processed and, sometimes, sent to the insurer.

But this information can also tell a much bigger story. How often do absences occur? Are most of them in certain teams, positions or populations? Do they happen over and over? Are they short or long? Are there small signals that should spur management to take action?

This is precisely where the role of traditional absence management software ends and where Biings begins.

Absences have to be recorded. Understanding absences is an HR issue

An absence management tool is typically used to report and track cases, manage doctor's notes and facilitate administrative procedures. While these features are essential, they are not enough to create a true absence management policy.

Biings offers two complementary features: case reporting and follow-up, plus absence analysis and understanding.

The tool provides HR indicators in real time, on a twelve-month rolling basis and based on different focusses of analysis (department, position, age, seniority, employment

rate, gender, etc.) to identify the groups at risk and better understand the breakdown of absences. On the administrative side, it prepares and pre-populates most of the fields on insurance reports, sends those reports online and retrieves the claim numbers.

In other words, it does not just answer the question "Who is absent?", but reveals trends and situations on which the company can take action.

Short-term absences: A signal not to be ignored

This is particularly true for short-term absences. A series of short absences can easily go unnoticed. While they can seem insignificant when taken individually, their frequency can be an early indication of a worsening situation.

Frequent short-term absences can easily become long-term ones. And, the frequency of absences impacts employees who are present at work.

Seventy-two percent of long-term absences start as short and repeated absences.

The sooner a situation is identified, the more easily action can be taken before it turns into a long-term absence or a series of difficult-to-manage situations. The goal, of course, is not to draw hasty conclusions based on a

single absence. Instead, it is to combine data, identify trends and enable HR and managers to respond at the right time.

Seventy-two percent of long-term absences are the result of short and repeated absences.

From data to action

With Biings, absence monitoring is no longer primarily reactive management, but becomes a more proactive approach.

Indicators provide an objective basis to understand situations. Notifications facilitate monitoring and point up actions to be taken. Using preventive workflows, Biings can recommend actions to managers and refer only the most concerning cases to HR. This provides HR and managers a more structured vision to apply their absence management protocol and co-ordinate the various stages of management.

This approach makes it possible to gradually construct a true absence management policy: Measure → Understand → Detect → Act → Evaluate. After all, a digital tool's purpose is not just to save time in administrative processing. It is also to support HR decision-making.



Ultimately, its purpose is to help reduce the frequency and duration of absences, improve prevention and better your teams' health, engagement and performance.

Monitoring absenteeism

Each recorded absence becomes a piece of data. An analysed absence becomes information. And information that is understood makes it easier to take decisions.

But tools and indicators are not enough to address absenteeism over the long term. They must be part of a comprehensive approach that reflects the realities of the company and its HR issues. This is why data collected through Biings can represent the starting point for a true action plan: assisting HR and managers, prevention, supporting employees, changing managerial practises and training in the management of delicate situations.

This is where the expertise of Ismat Group, our HR consulting subsidiary, is particularly relevant. Our specialists can help companies analyse their concerns, and define and implement appropriate measures, particularly through consulting missions, support and training.

UCare: Understanding to offer better support

While data can be used to identify a situation, it can never replace people. This is the value of the complementary approach proposed by UCare, Qualibroker Swiss Risk & Care Group's care management expert.

The objective is twofold: to reduce the duration and frequency of absences and to facilitate a return to work as soon as possible, while maintaining contact with the absent employee. Providing this type of support to employees is a concrete HR commitment that can make a big difference in the employer's brand.

UCare's approach is based on early and systematic monitoring: taking action right from the first signals, assessing the situation and offering support that is tailored to the employee's needs. An occupational psychologist or care management coach and specialist can intervene with care to maintain contact with the absent employee.

The goal is not just to encourage a rapid recovery, but to encourage a long-term return to work, in a relationship of trust and with effective co-ordination between the employee, the company, the insurer, disability insurance and other stakeholders.

Biings provides an objective view of the situation. Ismat Group's experts help transform this vision into an HR approach. The goal is to move from case-by-case management to a structured, coherent and time-based absence management policy.

Measuring absences is a good start. Then, by including them in a true HR approach, they can be monitored.

**To see Biings
in real-life conditions,
request a demonstration:
Elodie Avayou –
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THE INTERVIEW

Three questions for...



Elodie Avayou,
HR Solutions Consultant
at QBSRC

1. How is Biings different

from basic absence management software?

Traditional software simply reports and tracks cases. Biings goes further: it is one platform offering two solutions: Notify for absence reporting to Swiss insurers and case monitoring, and Pilot for monitoring and analysis. When interfaced with an HR information system or time clocking software, it transforms absence data into indicators to identify weak signals—including frequent and repeated absences—and recommend actions managers should take.

2. What does the fact that it belongs to the Qualibroker Swiss Risk & Care Group mean for the client?

A single tool is not sufficient to build a true absence management policy. Biings data becomes the starting point for an action plan that our experts can develop with the client: Ismat Group for consulting, coaching and training; UCare for employee support and the return to work. The client takes advantage of a complete chain: seeing and understanding with Biings, a structured HR approach with Ismat Group and employee support with UCare. Most importantly, Qualibroker Swiss Risk & Care is the only broker that offers a tool covering the entire employee health management issue. There is also an insurance component that protects employees facing illness or accidents.

3. How long does it take to deploy Biings and how is it done?

Biings is deployed in three phases with personalised support over a period of about four months.

Phase 1: The account is opened and interfaces are developed using the client's data files.

Phase 2: Configurations and adjustments: position validation, access rights and notification settings.

Phase 3: HR team and manager training, then start-up. After that, a subscription (support, maintenance and updates) takes over.

Our teams are available to our clients at all times.



■ Ismat Group training programmes

Preventing and managing absences – Management's role

How to reduce absenteeism while strengthening engagement

Two-day course

Dates:

10-11 September 2026

26-27 November 2026

Preventing burn-out – Management training

How to protect your and your team's health in a demanding environment

One-day course

Date: 15 September 2026

Preventing and managing absences – HR's role

How to implement an effective, strategic and sustainable absence management approach

*Duration to be defined
based on demand*

Dates:

22 September 2026 and

10 December 2026

Difficult relationships at work: Understanding, acting and preventing

How to build a stress-free and collaborative environment

*Duration to be defined
based on demand*

Dates:

29 September 2026 and

30 November 2026

For more information:
www.ismatgroup.com "Formations"

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