



MARSH

Strengthening retention,
wellbeing & productivity
with

*family first
support*

Marsh, a global leader in insurance broking and risk management, strengthens its family-friendly culture by supporting their workforce and protecting critical organisational objectives through Back-Up Care family support.

MARSH



Bright Horizons.
Work + Family Solutions

New horizon for Marsh

Marsh first partnered with Bright Horizons in 2013, after seeking comprehensive benefits that support their overall wellbeing. Understanding the importance of flexibility, the firm focuses on helping employees balance professional and personal responsibilities while providing additional support where needed. With a commitment to inclusivity and innovation, Marsh strives to lead by example in offering progressive workplace policies. As a family-friendly employer, Marsh is committed to offering progressive workplace policies that empower its diverse workforce to excel in both their careers and personal lives.

Supporting their people whilst addressing key business priorities, namely:

- Helping employees balance professional and personal responsibility
- Ensuring diversity in senior leadership
- Advancing women into senior roles and the leadership pipeline
- Addressing the pressures of the sandwich generation whilst maintaining productivity and career progression

2,300+
days saved from
childcare absence

100%
CSAT score in
2026

13+
years
partnership

90%
employees agree it
reduces work+family
stress

Bright Horizons Partner of choice

Marsh sees Back-Up Care as a vital benefit providing employees with reliable family care solutions when their regular arrangements break down or need to adapt to changing circumstances. By bridging gaps during school holidays and supporting more flexible hybrid working, it helps maintain work continuity and strengthens inclusion. The partnership with Bright Horizons brings tangible value to Marsh - saving over 2,300 workdays in the last year alone, that might otherwise be lost to emergency family care needs.

“At Marsh, we make it a priority to offer support through all life stages – from childcare, to tutoring for teens, and care for adults and elders.”

Leah Gray, Benefits Manager - Marsh

Flexible support model

Through Bright Horizons, Marsh colleagues have access to a broad range of care solutions.

- **Nursery and early-years childcare**
Supporting parents returning to work with confidence
- **In-home nanny care**
Providing familiar, flexible care at home
- **School Holiday Clubs**
Planned back-up care for children up to age 8, with engaging, skill-building activities during school holidays
- **Virtual Tutoring**
Academic support for 4 to 16 years
- **Eldercare**
Guidance and back-up care for colleagues supporting older dependants
- **Group Coaching**
To support employees, particularly during parental leave transitions
- **Work+Family Space**
Easy 24/7 access to practical, emotional and developmental support, advice and information

Employee *impact*

Marsh employee feedback highlights the positive impact Back-up Care has on productivity, engagement, and employer reputation.

93% reported that Back-up Care enhances their productivity

93% said it helps position their employer as an **"Employer of Choice"**

86% felt it makes them more committed to their employer



Winning *solution*

Marsh know that offering family-friendly benefits is key to remaining competitive in a global market. These flexible benefits that support employees across all life stages are a crucial part of their talent attraction and retention strategy. With 2,300+ days saved last year across the organisation Marsh is able to clearly demonstrate not only supportive family policies but protected productivity and performance that enables employees to progress in their careers whilst balancing the needs of their families.

"Bright Horizons continues to evolve its approach, thinking creatively and sharing practical stories that help colleagues understand and access the full range of available benefits."

Leah Gray, Benefits Manager - Marsh




"Our people tell us that Back-up Care gives them ultimate peace of mind — support that helps them to be focused and effective at work, providing genuine value for both the individual and the business."

Leah Gray, Benefits Manager - Marsh

Back-Up Care *with us*

Be the Employer of Choice for your working parents. From first concept to implementation and ongoing management, we've got your business covered.

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