

WHITEPAPER

Design, Automate and Monitor a Continuous Process around Workplace and Employee Safety

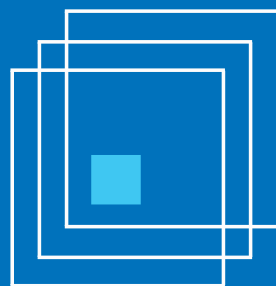


I Introduction

As businesses gear up to restart on-site operations, it is imperative that business leaders design a collaborative process focused on **employee health and workplace safety**. The key aspect here is to design interventions that are adhered to and monitored on a daily basis. **ComplianceQuest**, through our partnership with **Salesforce's Work.com** initiative, is launching a **workplace and employee safety app** that'll help automate your company's safety and quality processes.

In this whitepaper, we're offering a framework for CEOs, HR and safety leaders to **not only design and monitor but also build a continuously improving process** for the safety of your people across locations and across roles.

For enhancing the reading experience, we're splitting this paper into two parts. Part One is a quick 2-minute read. It will give you a quick guide to automating employee and workplace safety processes. Part Two is a 20-minute deep dive into the finer nuances of embracing digital transformation and automation as businesses reopen.



TWO
TWENTY
BY COMPLIANCEQUEST

Welcome to Two-Twenty by ComplianceQuest, the new format for our whitepapers with a 2-minute brief and a 20-minute deep dive.

The 2-minute Brief

The COVID-19 pandemic is a **global humanitarian challenge** - a challenge for governments, for companies, for individuals, and most significantly, for healthcare professionals world over.

As businesses reopen, employee health and safety has become among the topmost priority for business leaders. **The big question is:** What is the right way for businesses to manage **employee and workplace safety systems and processes?**

Of course, depending on the location(s) of your business, there are multiple regulatory guidelines offered by organizations such as CDC and OSHA. Adhering to these guidelines is the first step. But, for company sustainability HR and safety leaders are striving hard to go beyond just the guidelines. It has become strategically important to prioritize employee health and safety, not only within the workplace but right from the time they leave their homes.

In June 2020, McKinsey put together a database of “interventions” that businesses across the world are using. It included a collection of **85 interventions** to be used throughout the worker lifecycle – from **employees’ homes, at the office, manufacturing locations, retail outlets, out in the field and back home safely.**

Fundamentally, **there’s protection, hygiene, physical distancing,** and new processes needed throughout the **operational lifecycle.** This includes:

- Commute to and from work
- Pre-Entry to the place of work
- At work
- Common areas
- Post-Infection care

Specifically, it is not only about adhering to processes like wearing masks and PPE equipment, sanitizing the workplace, and post-infection care. It requires a proactive approach that broadly involves the following:

- Return-to-Work Training and support
- Risk assessment, based on location and surveys
- Collaboration and communication, to keep up-to-date “safety-related” information of (and for) all employees
- Safe commute options

- Mental and physical health, along with personal wellness
- Staggered entry times
- Physical distancing within the workplace
- Restricting non-employee (supplier, customer) entry
- Screening and Temperature checks
- Sanitization processes
- Post-infection care and management
- Continuous improvement and change
- A data-driven approach to decision making
- Managing backend processes including inventory management and changing workflows
- Adherence to regulations and workplace practices

This list could go on and on, depending on the size and scale of your operations. Businesses need an **exhaustive set of checklists** that are well-designed and deeply thought out.

Additionally, and dependant on the **risk levels of the location,** different areas may need different processes.. Irrespective of the specific interventions being planned, **a robust workplace and employee safety process is impossible without automation.**

At **ComplianceQuest,** we’re launching a **Workplace Safety app as part of Work.com by Salesforce.** We believe that this app can play a crucial role in making the lives of HR and safety leaders a lot simpler, way more efficient and improve the level of safety for the organization. The key to employee and workplace safety requires the following four-pronged approach:

- **Design:** Build an exhaustive process, workflows, and checklists to manage workplace safety interventions
- **Monitor:** Track workplace safety data in real-time, with data visibility across the organization
- **Act:** Take actions based on predictive analytics and a proactive mindset
- **Improve:** Last but not the least, be quick to take corrective or preventive action as needed

You can [request a free, personalized demo here.](#)

In our 20-minute deep dive, we’ll share a detailed perspective of how to automate your workplace safety processes. Read on.

| The 20-minute Deep Dive

Thanks to ComplianceQuest’s deep expertise and experience in Quality, Health, Safety and Environment (QHSE), Salesforce invited us to join the Work.com initiative as an AppExchange partner, enabling us to share our passion and expertise to help businesses reopen.

As part of Work.com, we have launched two products; One, a Supply Chain Readiness app that could help global businesses rebuild their supply chains for the new normal. The second one is a Workplace Safety app.

The key value proposition of the Workplace Safety app is this: To offer a data-driven, collaborative platform to **manage the workflows for employee health and workplace safety.**

Step 1: Design

Build an exhaustive and hazard-based process, including workflows and checklists to manage workplace safety interventions

To design your workplace safety process, it is critical for the **HR and Safety teams work collaboratively.** Broadly, the first step is to refer to the **CDC or OSHA guidelines** for all your locations. Keep track of different types of locations including offices, customer-facing locations like a retail store and, manufacturing and warehouse facilities. It is crucial to also plan workflows for your field teams, who may be involved in travel within or outside of their current locations.

Workplace Safety is Not just "in office" safety.

It now means from home to office and back again safely.



Once you've taken into account your various locations and people, it'll be a good idea to balance out between remote work and on-site operations. If a team can work from the home, set up workflows to support that. For staff who need to come into the office, it is crucial that a **Return-to-Work training** program is run.

Here's a suggested process to design your workplace safety process:

1. **Checklists:** Build out a checklist for each of your locations. This will include pre-entry controls for employees, temperature checks, wearing masks and PPE equipment, and following physical distancing rules at work. It'll also include rules to be followed while in the common area, sanitization, and hygiene processes, including rules for the facility management staff.
2. **Daily Data Entry:** It is crucial that safety leaders have a finger on the pulse of every safety parameter and event. Each location must have a person who is responsible for ensuring data entry guidelines are adhered to. This process of daily data entry ensures that leaders have clear dashboards and reports to monitor the state of safety operations and quickly react as required by location.
3. **Document Management:** The Workplace Safety app can connect with ComplianceQuest's Document Management system, ensuring that all regulatory and non-regulatory documents are up-to-date and as per specification.
4. **Risk Management:** Depending on the state of the pandemic in a particular city, the risk management efforts will vary. The risk management module can link to the workplace safety app to track risk mitigation efforts.
5. **CAPA (Corrective and Preventative Actions):** The workplace safety app also has a specific feature to ensure actions are assigned to the right people and can be monitored effectively to conclusion. Within the app, depending on the user, there's a clear focus on swift action for any safety-related processes or interventions.
6. **Inspection Management:** The workplace safety process will include scheduling and tracking inspections to ensure that all safety, health, and quality guidelines are being met.

Safety and HR leaders also need to use the Work.com Workplace Safety app as an enabler. It can help drive communication, collaboration, and ensure data rolls up

across the organization. But, a carefully drafted design for workplace safety processes will lay the foundation for ensuring smooth safety operations.

Step 2: Monitor

Track employee health and workplace safety data in real-time, with data visibility across locations

While ComplianceQuest's Workplace Safety app can integrate with each of the solutions (document, inspection, training, etc.) mentioned above, this Work.com application can work standalone to track safety parameters by location.

It is also important to note that this is not a COVID-only product. In addition to enabling employee health and safety operations, it is a product that can help improve safety processes across the board. These could be injury/incident reporting, tracking of movement of vehicles or equipment within their stipulated areas, or even managing equipment maintenance and cleaning.

The Workplace Safety app has the following features: outside of their current locations.

1. **Work.com command center.** From the command center, a safety leader can pull open the safety scores of any location. It includes a color-coded approach to indicate whether a location is a 'Pass, Warning, or Fail', making it easy for leaders to keep track of safety risk by location. All reds indicate that a location has a high safety risk and risk mitigation efforts need to be targeted rapidly.
2. **Inspection** schedules by month, week, day or by hour can be tracked.
3. It can be used to track the **capacity of any location**, based on CDC, OSHA or other stipulated guidelines.
4. **Open CAPAs**, is a unique feature that is designed to effectively monitor actions to ensure swift completion of tasks when needed.
5. A safety or HR leader can use the app to easily pull up **reports by location, by injury type**, or by the time of reporting of an incident.

The primary advantage of being built on the Salesforce.com platform is that it is a cloud-based

solution that can be deployed with ease. It is scalable and flexible and can be customized to suit the needs of businesses of all shapes and sizes. Moreover, it integrates with ComplianceQuest's QHSE system, thus offering an integrated platform to drive a 360-degree health, safety and quality process.

The Workplace Safety app can also be integrated with other Work.com applications, making it easier for leaders to automate the process of reopening. Companies can set up custom dashboards, alerts, and employee communication workflows, as per their needs.

Step 3: Act

Take actions based on predictive analytics and a proactive approach

There is no doubt that we're dealing with an unprecedented challenge. Once a checklist and workflow are designed, it does not mean you're all set. Safety procedures and workflows will need **continuous improvement and adjustment, in addition to swift action to any safety event.**

Whether it is the process of **post-infection care for an employee or even a non-COVID related illness**, chances are one needs to act on the fly and take quick action. When new workflows are implemented, it will make sense to document this and upgrade the checklist as needed.

For locations where there is traffic from a large number of non-employees (like say, amusement parks or airports), it is important to set guidelines for action. Training is at the heart of return to work, and a good safety process will need continuous training and reminders.

A particular location may run out of PPE equipment or may see a sudden spike to infections. It is the job of the safety leader to design a proactive approach to tackling such safety events.

At ComplianceQuest, we believe that Work.com can be a **stepping stone to something much greater.** At a base level, it offers enterprise-wide data visibility to enable actions. But, it can certainly go beyond that. It can help design a proactive risk management system, taking advantage of Salesforce's Einstein Analytics and Tableau.

Gearing up to Return-to-Work?

Manage workplace safety and return-to-work checklists with our Workplace Safety app as part of Work.com

[Click here to know more.](#)

The next frontier will be to use AI, ML and NLP to build an **adaptive workplace safety process, one that continuously improves based on data.**

Step 4: Improve

Last but not the least, be quick to take corrective action or preventive action

One fundamental aspect of any safety management system is to understand that it is only as good as the data and process. **As we often hear from safety leaders, technology is an enabler.** It can help with data visibility, organizational culture, continuous improvement, and even ensure regulatory needs are met.

While data and AI can aid the process of Continuous Improvement (CI), the final frontier is to reach a point where a safety leader can say: "we have not had a safety event to deal with over the last six months". The real goal of any safety management system is to manage risk to an acceptable level and ensure there is a **high level of confidence in the process.**

This can come only from having an adaptive system combined with a team that can act with **agility to deal with early-indicators** of safety mishaps.

Conclusion

To ensure employee health and workplace safety, **behavioral change and well-crafted communication** are absolutely essential. As employees get trained on new workforce practices, safety and HR leaders want to ensure performance management is put in place to ensure rules are followed.

Continuous evaluation is the cornerstone of proactive safety. ComplianceQuest's Workplace Safety app as part of Work.com is designed to do just that.

Is it challenging to pull up safety data across all your locations?

Checkout ComplianceQuest's Workplace Safety app launched as a part of Salesforce's Work.com Initiative.

Request for a demo here.



About ComplianceQuest

ComplianceQuest, an innovative 100% cloud-based Enterprise Quality Management System solution company, provides an enterprise grade solution platform that streamlines quality, compliance, content and collaboration management initiatives and strategies across your enterprise and globally based supply chain networks. ComplianceQuest helps accelerate manufacturers and distributors to accomplishing their most challenging quality, compliance and supplier management goals.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today.

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