Getting Back to Work Safely

Have Questions/Comments? Put them in the CHAT!

Overview

Regulatory Compliance

Back to Work Safety

Employee Morale

Hiring Post COVID-19

Regulatory

- Provide your entire business ecosystem a firm understanding of the prerequisites to open
  - Is the local government allowing non-essential business to reopen?
  - Does the business opportunity justify the risk of returning?
  - Has it been determined that reopening as normal is critical to continuing profitable operations that cannot be accomplished by working from home?
- Practice vigilance - policies and guidelines at every level are changing quickly
  - Stay abreast of city, county, state and industry requirements

Don't Rush to Return

Workplace Safety: Time to Re-Think

- Pivot from injury prevention to add illness prevention
  - Provide locations with detailed manual (framework and gu for reopening)
  - Ensure equipment and provisions are ready
  - Ensure marketing and communication plans are ready
- Respond to need for increased reliability and risk control
  - Review job descriptions and standard work practices for a Post-COVID work environment
    - Health screening
    - Sanitation and hygiene
    - PPE requirements
    - Safe distancing - employee and customer
  - Focus on behavioral changes and reinforcement
  - Plan-Do-Check-Act methodology to sustain safety efforts and maintain risk

Workplace Safety: Hierarchy of Controls

- Implement a hierarchy of controls
  - Framework for reliability and controls
  - Defined escalation process
  - Reliable, consistent communications
- Create top-notch safety culture
  - Leaders and workers understand the behaviors and conditions that improve safety outcomes

AccuStaff.

Workplace Safety: Safety Committee

Launch a Best-in-Class Safety Committee and Management Systems

- Define goals and ensure you continue to make progress towards them
- Create a vision that allows the workforce to meaningfully connect with leadership and any adjustments being made
- Mix of key stakeholders
- Determine critical functions
- Work collaboratively to prevent and solve safety issues

Workplace Safety

- Recognize we're entering "new" workplace environments
  - Prepare the entire organization with new workplace protocols
  - Expect lots of questions
- Pre-opening checklist
  - Ensure the physical space is ready
  - Determine accountability for monitoring and guiding the process
  - Instill confidence, with idea of customers returning
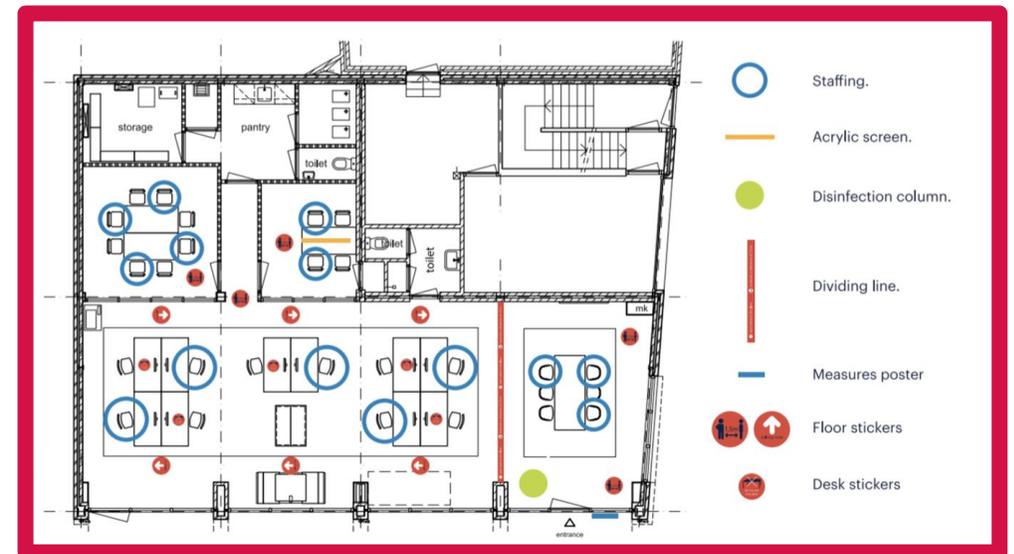
Workplace Safety

Work and shift planning

- Create differentiated shift plans and break times for minimum congestion on work premise
- Split shifts and disperse work-places/desks to ensure minimum distance
- Identify and isolate critical employee groups
- Define contingency plans for work

Hygiene and health

- Set clear policies for physical distancing in workplace
- Establish daily disinfection procedures
- Promote mandatory health and hygiene protocols for employees
- Stop elevator use whenever possible
- Discontinue use of shared items (pens, phones, headsets)
- Provide critical supplies

Compliance and communication

- Communicate at least once per day about purpose and changes on measures in effect
- Perform random checks in all departments on full list of measures
- Report COVID-19 symptoms to relevant health authorities
- Ensure communication loop with all stakeholders

Morale

- Knowledge = Confidence
  - Provide proactive communication to key stakeholders about what to expect
  - Ensure increased support systems
- Stay practical
  - Avoiding liabilities and lawsuits, but not inhibiting business recovery/opening efforts/profitability
- Determine mandates vs. recommendations
 - What you must do
  - What you should consider doing

Morale

- Maintain contact with furloughed or laid off team members
  - Ask and respond to their concerns
  - Share plans and status
- Focus on employee engagement
  - Tone from the top
  - It can be easy to forget
    - Importance of organizational culture
    - Management of change
    - Anticipation and intervention of risk

Rehire First

- Consider conflicting employee priorities
  - Higher Compensation while Unemployed
  - Lack of Childcare
  - Exposing Family
- Re-Sell Your Employment Proposition
  - Why return?
  - Why return Now?
  - Combat competitive job opportunities
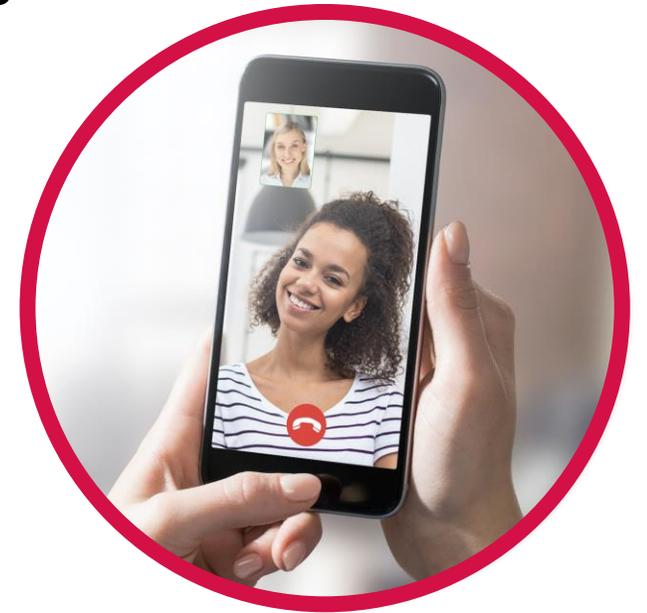
Hiring

- Alter your established selection processes
  - Beware, the floodgates will open!
  - Realize the unemployeds' conundrum
  - Compete for the best available
  - Continue virtual interviews
- Inspire confidence in potential candidates
  - Highlight safety protocol in your environment, prove it!
  - Showcase how you weathered the crisis
  - Provide growth outlook for business and highlight next steps

Hiring

- Consider the talent acquisition battlefield has been upended
  - Many businesses are more focused on survival which makes them vulnerable to your recruiting efforts
  - Talent discussions have shifted to layoffs and pay cuts but may quickly reverse
  - Plan for the rebound now!
- Accept salary remains the most important incentive to attract and retain the best talent
  - Compensation has become table stakes in talent competition, regardless or whether talent is readily available or in short supply

Q&A

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