

# Workplace Hygiene

Protecting workers, customers, and organizations



Christopher Berenstern & Constance Mull

January 20, 2021

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# Good workplace hygiene has never been more important

## Current Situation

1. Organizations need to adopt new working practices
2. New guidance and regulations are evolving
3. Workers and consumers are looking for trust
4. Vaccine has Limited Availability
5. Attitudes on social distancing vary
6. Global trade could fall by 13% to 32%\*

\*Source Global Economic Effects of COVID-19 (May 2020) Congressional Research Service

# What challenges do organizations face?



Health, safety and wellbeing. To get back to work safely



Ensure the safety of employees working remotely



Understanding of new guidelines or requirements



Adapting premises and adopting new processes



Managing risk, and ensuring resilience



Trust. So workers, colleagues and customers feel safe

# Organizations looking to build trust



Food delivery



Fuel service stations



Events and conferences (MICE)



Retail outlets and supermarkets



Hospitality travel and tourism



Workplace and facility management operators



Food service restaurants



Education establishments



Manufacturing



Childcare, health care, care homes



Recreation and leisure



Construction sites and worker housing



# Workplace Hygiene

All organizations face questions from their customers, stakeholders, suppliers, investors and the general public. The most important stakeholders for the success of an organization however are it's workers.

In order to provide reassurance to all interested parties, protect an organization's reputation and build confidence, planning is crucial.

Good workplace health, safety, wellbeing and hygiene practices reduce the risk of incidence of transmittable disease and the associated cost of absenteeism, as well as provide the reassurance to your customers and suppliers.

# The BSI Organizational Resilience Framework

## 1. Survive

Getting to a place of relative safety whilst facing new daily challenges

No lockdown, no or limited plans, no or some alternatives ready  
Uncertainty and panic, Unilaterally acting to reduce the risk of infection spreading  
Preparing for restricted movement of non essential workers

What changes are needed to our working practices to ensure survival?  
What do we need to do to secure our supply chain now and for the immediate future?  
What is the immediate impact on our knowledge and information management and security?

## 2. Stabilize

Maintaining operations & organizational safety, security and wellbeing

Full restriction of movement, change in economy and greater uncertainty  
Adapting by introducing and embedding new ways of doing business  
Ensuring the safety and well-being of the organization and its people

How do we address the safety and well being needs of our people working in house and remotely?  
How do we secure continued supply chain efficiency, security and safety?  
How do we ensure the safety of our data when our people are working remotely?

## 3. Rebuild

Setting a revised course to return to Business As Usual in the "next normal"

Easing in the restriction of movement, still some uncertainty  
Adapting working practice until mass tracking, testing and vaccine are available  
Organizations recognize and have adapted to the next normal

How do we continue to adapt to improve our capacity and function efficiently, and safely?  
What are the consequences of continued restrictions on our supply chain?  
Can technological innovations be maintained to benefit the business?

## 4. Resilient

Forward business continuity planning to build a secure future

Movement restrictions lifted, mass tracking/testing & a vaccine and are implemented and available  
Resources and supply chain has reacted and demand has returned  
The new normal now becomes the established and accepted new global perspective

How should we adapt our working practices to thrive in the new normal and ensure operational resilience?  
What changes do we need to make to ensure supply chain resilience with efficiency and security?  
What measures do we need to take to ensure long term knowledge management and information resilience?

# Reopen and Rebuild with Workplace Hygiene

- Build solutions for your organization and culture
- Use available world-class principles, government regulations and guidelines
- Embed a culture of good practice health, safety and hygiene within your organization
- Using ISO 45001, ISO 45003 and ISO 45005 to build a comprehensive OH&S System



# Understand the context of the Organization

- To Understand the specific risks to workers, organizations should consider what can affect the ability of individuals to work safely during the COVID-19 pandemic.
  - Address External Issues
  - Address Internal Issues

# Leadership and Worker Participation

- Leadership (Owners, Management and Decision Makers) should:
  - Demonstrate Commitment to Safe Working Practices
  - Ensure Adequate Resources are Provided
  - Actively Consult Workers
  - Communicate how Workers can Raise Concerns or Report Incidents
  - Protect Workers from Reprisals when Reporting
- Organizations should:
  - Involve Workers, Worker Representatives and Relevant Trade Unions in assessing risks and making decisions on how to manage them
  - Communicate to Workers and other relevant parties (customers, suppliers, etc.) how the organization is managing COVID-19 Risks



# General Planning

A close-up photograph of a person's hands holding a silver pen and writing on a document. The background is blurred, showing what appears to be a desk or office environment. The image is partially obscured by a large red circular graphic on the right side of the slide.

- Planning for safe working enables the organization to identify and prioritize risks related to COVID-19
- Organizations should take a Systematic Approach to determining and addressing risks related to COVID-19
- When planning to address risks related to COVID-19 the organization should take into account existing OH&S risks and measures already in place

# Workplaces



- The Organization should ensure that workplaces (including all premises, sites and other locations) and facilities within those workplaces are clean and safe to us
  - Assess all Premises and Sites
  - Deep Cleaning
  - Maintenance Checks
  - Cleaning Stations for Workers
  - Safe Entry and Exit Procedures
  - Social Distancing



# Ways to Address Health and Safety

A combination of worker and workplace safety

- Strategic planning and program management
- COVID-19 workplace gap assessment, preparedness planning, employee protection, training based on regulations and government guidelines
- Create a pandemic recovery and rebuild playbook-strategic guide to restarting your business
- Considering emergency response and preparedness management application
- Job hazards and compliance management with internal programs
- Safety policy and program development
- Physical Workplace redesign

# What are ISO Standards?

Think of them as a formula that describes the best way of doing something.

It could be about making a product, managing a process, delivering a service or supplying materials – standards cover a huge range of activities.

Standards are the distilled wisdom of people with expertise in their subject matter and who know the needs of the organizations they represent.

International Standards Organization (ISO) is an independent, non-governmental international organization with a membership of 165 national standards bodies.

Through its members, ISO brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.

# ISO 45001: OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS

- Health and safety in the workplace are the number one concern of most businesses, yet still deaths and injuries occur. ISO 45001 sets the minimum standard of practice
- to protect employees worldwide. ISO 45001 builds on the success of earlier international standards in this area such as OHSAS 18001, ILO-OSH Guidelines, various national standards and the ILO's international labour standards and conventions.
- ISO 45001 is applicable to all organizations, regardless of size, industry or nature of business. It is designed to be integrated into an organization's existing management processes and follows the same high-level structure as other ISO management system standards, such as ISO 9001



# ISO Standards

Using ISO 45001 and the ISO High Level Structure building a comprehensive OH&S System is vital in today's environment

- ISO Standards are all built off the same High Level Structure allowing you to combine standards to create a robust and resilient system
- Currently available are three standards that work well to build a highly functioning OH&S System
  - ISO 45001
  - ISO 45003
  - ISO 45005
- Systems can be certified as well as topped off with a Mark of Trust to share your accomplishments and validation with your customers, suppliers, clients, etc.





- Key potential benefits from use of the ISO 45001 standard include:
- Reduction of workplace incidents
- Reduced absenteeism and staff turnover, leading to increased productivity
- Reduced cost of insurance premiums
- Creation of a health and safety culture, whereby employees are encouraged to take an active role in their own OH&S
- Reinforced leadership commitment to proactively improve OH&S performance
- Ability to meet legal and regulatory requirements
- Enhanced reputation
- Improved staff morale

# ISO PAS 45005 and DIS/ISO 45003

- Standard covers general guidelines for safe working during COVID-19 Pandemic
  - Built off of ISO High Level Structure
  - Compliments ISO 45001
  - Provides a Single Source Guidance of good practices and accurate advice based on current knowledge
  - Supports Comprehensive Risk Assessment
- Covers Psychological Health & Safety at Work
  - First Global Standard with this Practice
  - Built off of ISO High Level Structure
  - Compliments ISO 45001
  - Provides information and examples of how to recognize and action that can be taken to manage hazards

# Provide Assurance to Organization and Your Clients

- Show people and customers you're ready to get back to business safely
- Demonstrate that you are using systems to ensure health and safety around COVID-19



# Questions...

**Christopher Berenstern – BSI**  
**Christopher.Berenstern@bsigroup.com**  
**571-420-7089**

**Connie Mull – BSI**  
**Connie.mull@bsigroup.com**  
**571-246-0671**



By Royal Charter

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The background of the slide is a blurred photograph of a train's interior, showing rows of seats with red and white fabric. A large, semi-transparent teal circle is overlaid on the left side of the image, partially covering the seats. The text 'About BSI' is written in a bold, black, sans-serif font across the teal area.

# About BSI

# BSI – is a purpose-driven organization underpinned by Royal Charter



# Our approach

Our business is enabling others to realize their potential and perform better. We provide a unique combination of complementary services and solutions managed through four global business streams:

## Consulting Services

- Consultancy
- Supply Chain Solutions

## Knowledge

- Standards Development
- Services
- Information Solutions

## Assurance Services

- Systems Certification
- Product Certification
- Training

## Regulatory Services

- Systems and Product Certification of Medical Devices

We operate across many sectors, and focus on four areas of specialization:

Aerospace and  
Automotive

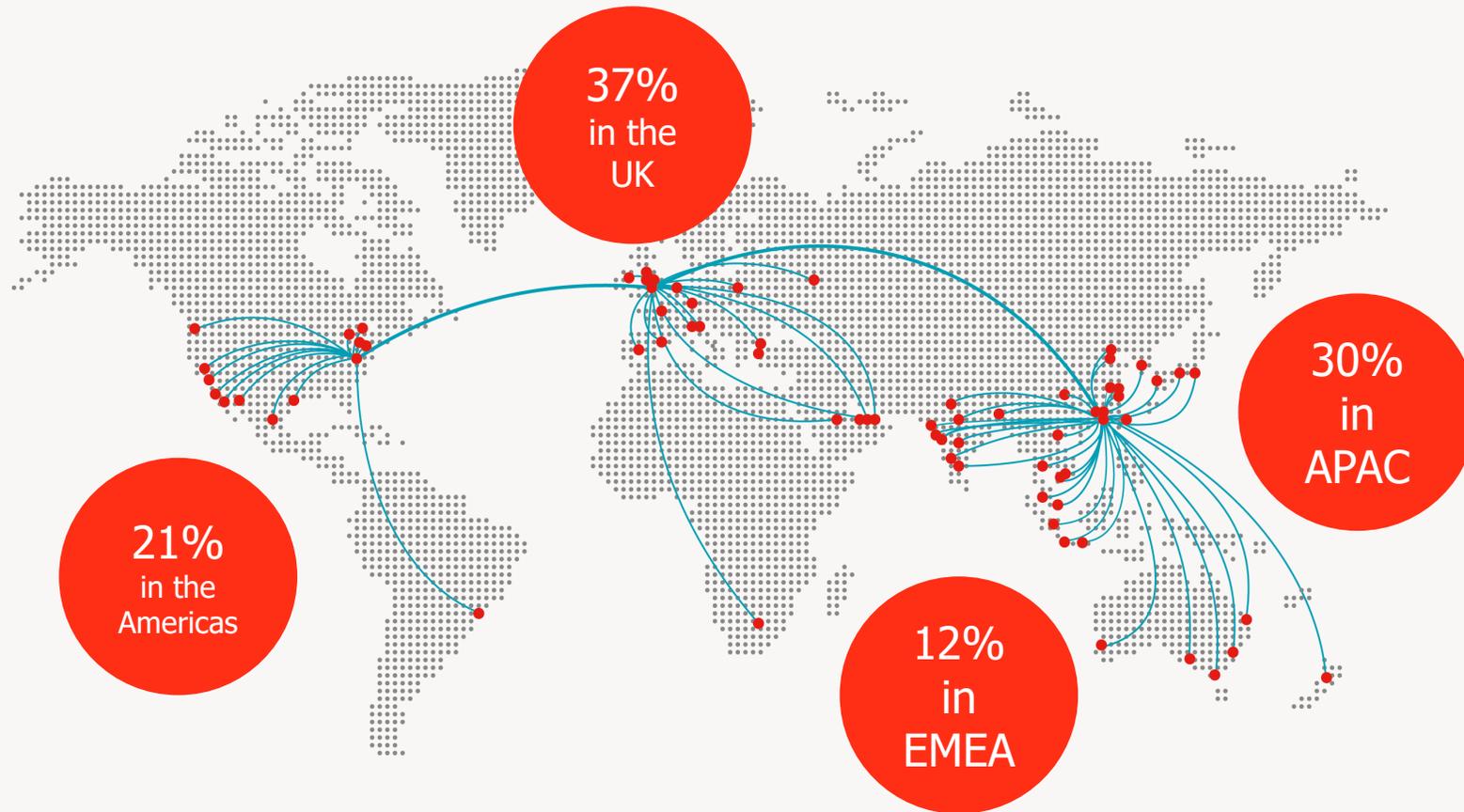
Health

Food and Retail

Built Environment

# Our global network of people

BSI is an integrated global enterprise, able to serve clients from 84 offices in 31 countries across the world.

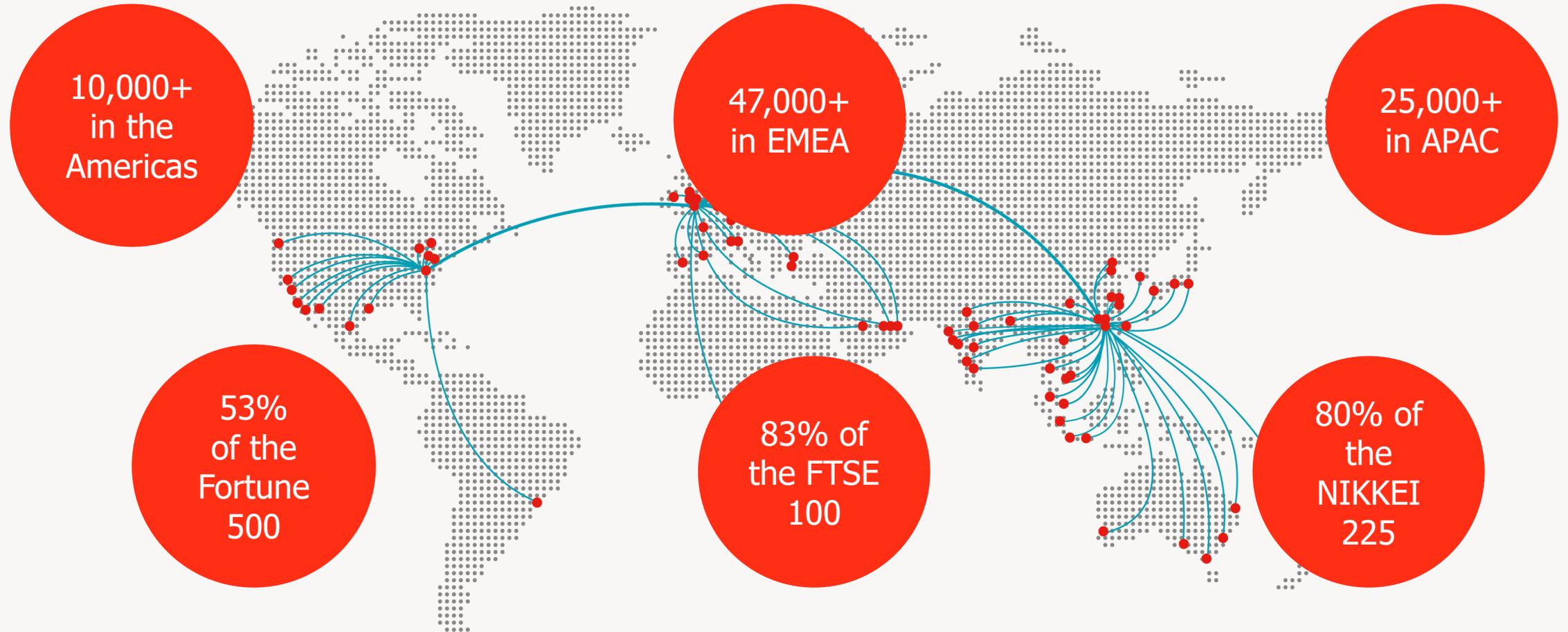


Our **5,089** worldwide colleagues are operating in **195** countries with

- **893** supporting Business Delivery through HR, IT, Finance, Management, Legal, Communications and Facilities.
- **724** in Sales and Business Development
- **547** in Consulting
- **1,422** in System Certification
- **177** in Product Certification
- **332** in Regulatory Services
- **210** in Marketing

# Serving a global network of clients

Our 84,000 clients range from globally recognized brands to small local companies in 195 countries across a range of industries.



# How Can BSI Support

- BSI can provide Support and Services to Support Organizations – The BSI Workplace Hygiene Solution
  - Solutions Built around client needs
  - Using “Safe working during COVID-19 Pandemic” Guidelines developed by BSI
  - Work towards BSI Mark of Trust
- The BSI workplace hygiene solution can culminate in the BSI Mark of Trust
  - Kitemark certification only available from BSI
  - Trusted since 1903
  - Independent and impartial assurance
  - 73% of Kitemark clients claim that the Mark of Trust helped them to win more business and sell more\*



*\*Source: BSI product certification customer survey 2019*

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