



Whitepaper

ServiceNow Safe Workplace Suite



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Introduction



ServiceNow has introduced a Safe Workplace Suite model that will help organizations reopen their workplaces smoothly and swiftly. This module implemented by ServiceNow will help organizations understand the importance of a safe workplace. Once the employer-employee corporate space gets well acquainted with this, it will also help support the government.

If we know the risks, we can try our best to prevent any disease spread through our Workplace.

Challenges

The most vital questions on our mind are; when do we return to work and if it is safe? Safety is paramount.

Even after the employees re-join, only a small percentage of them should be present in the Workplace. The workplace managers need to make sure they implement a proper plan for that. That will be a massive task for them as they will have to manage the number of employees willing to re-join, space availability to maintain social distancing, and work shifts.

The workplace manager can upload floor plans to select available spaces when they request workspace reservations. Large gatherings, long queues at your Workplace such as the cafeteria, gym, and entry and exit gates should be avoided.

A few organizations opened their offices without taking any measures for employee safety at workplaces. This led to dire consequences as the number of employees getting affected increased rapidly, and later, they had to face multiple problems, resulting in the closure of those organizations. So, implementing safety measures at the Workplace is a necessity

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Solutions

The workplace Safety Management application is used to create safer, easier processes for returning to the Workplace and establishing distancing plans, shift plans, and sanitation schedules.

The employer will have to make sure that each employee is safe. To do that, they need to make a few arrangements like tracking the availability of workspaces, checking PPE's, and sanitation. Workplace managers/ HR (Human Resources) will have to make plans for employees' return to the Workplace.

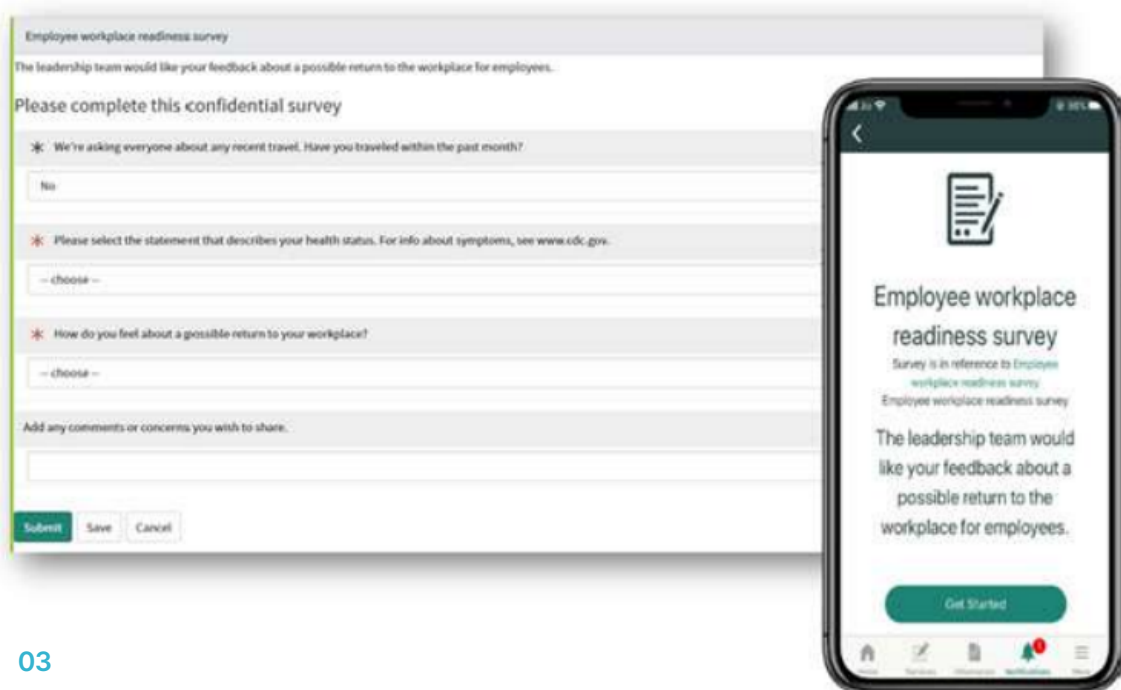
Even if a small number of employees are re-joining, all measures need to be taken for their safety. The cleaning staff will have to be given training on self-safety and surrounding for a smooth workplace transition. Safe Workplace Suite consists of five modules:



I. Employee readiness survey:

An employee readiness survey helps the organizations assess the employees' willingness to return to the Workplace. The check-in administrator for Emergency Outreach can view and edit the survey questions on this application's installation. New surveys can be added, for example, to evaluate employees in different locations, shifts. The check-in administrator sends the surveys to the employees using the Emergency Outreach notification methods. Employers can identify appropriate steps to ensure a smooth and swift re-entry based on these responses.

By taking such surveys, the employer will know how many employees are willing to rejoin the organization and how they feel about the current situation. This will later help decide the appropriate time for reopening.



II. Workplace Safety Management:

Workplace managers/admins need to manage and plan the return of the employee. This means managing shifts, sitting space, distancing plans, sanitation, etc. How many employees should be present on any floor, building? Who all come in which shifts? Admins need information on the conference halls, cafeterias, workstations. The workplace manager/admin needs to upload the floor, building, and shift plans beforehand to find any available spaces or time for employees. Managers will also have to try and avoid large gatherings and queues in the cafe or gym.

Workplace Safety Management is further divided into the below mentioned:



Shift management: Managers create shifts/ schedules so that employees come on those specific times and days. Shift owners can review and change plans when deemed necessary. Managers must view the plans shift switches between employees. It will be easier for the shift admins to maintain logs by allotting shifts, which will also help provide safety as there will be no large gatherings.

Workspace reservations: Using information about available spaces, employees can reserve areas, and multiple reservations can be made at a time. Whenever an employee reserves a space, an email is sent to both employee and manager. The reservation count depends on the capacity of the area. Floorplans have options where the employees can choose a date & time. The application automatically assigns available workplaces based on the time and place the employee has chosen. Reserving places beforehand will allow the employees to go directly and sit at their places as soon as they enter the offices, preventing chaos.

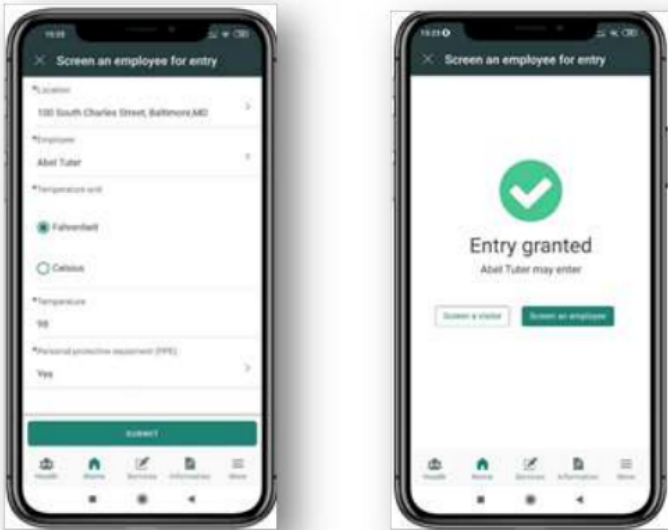
Workspace tasks: The manager can monitor activities scheduled for each shift. He can also generate reports based on the data. This step ensures the employer always has exact data of every employee that can be used for an emergency.

Workplace Dashboard: Using data visualizations, managers can evaluate the availability of workspace - shifts, locations, and monitor the progress of workplace tasks on the workplace dashboard. Dashboards will provide real-time data about the Workplace to both employees and the employer.

II. Workplace Safety Management:

Before entering the Workplace, it needs to be made sure that the employee is healthy. A set of health screening steps ensure the safety of the employee and others. Measures include temp check, checking the personal protective equipment PPE. Based on this, it's decided if an employee is fit to enter the Workplace. The application provides a healthy way to monitor and interpret health data. QR codes are also generated when a health verification is submitted. The employer can also decide if they want the information to be saved in the application.

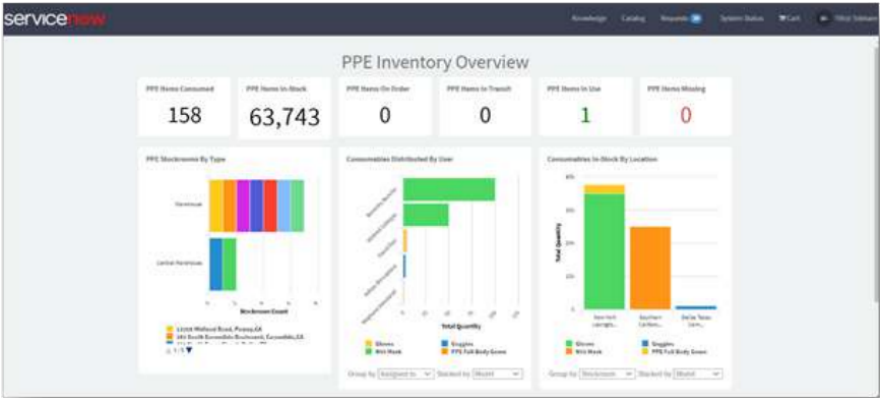
The maximum threshold of temperature can also be specified for some locations. Sometimes a workplace might have a higher setting because the climate is warmer. The Employee Health Screening application provides notifications that are ready to use. These notifications can be modified if the employee wants to customize them for any location. If any employee is affected, it will be easy for the employer to detect because if something is wrong at the screening time, that employee will not be allowed to enter the Workplace.



IV. Workplace PPE Management:

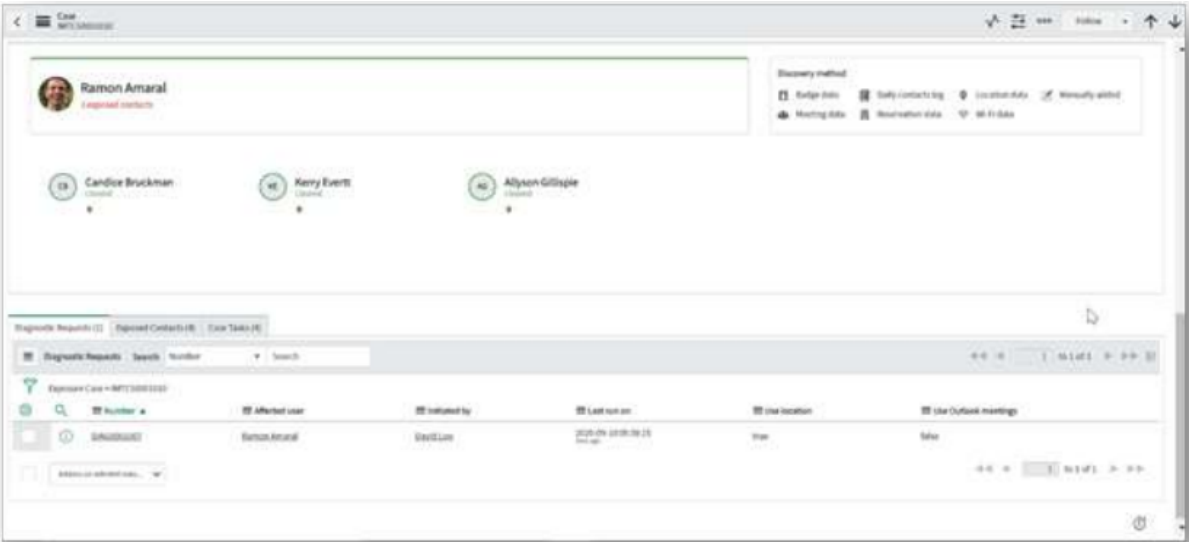
Workplace Personal Protective Equipment Inventory Management helps organizations manage PPE inventory to ensure the safety of the Workplace. Entire Historical stats on equipment rates, availability on different locations, requests submitted, assigned PPE's can be monitored. PPE supplies can easily be ordered from the self-portal via mobile app or desktop.

Inventory can be updated daily for accurate inventory management. The dashboard provides a full view of the inventory by the facility and how historic data levels change with time. The primary purpose of maintaining the inventory is to have a proper count of PPEs at all times if an employee has not been allotted with PPE. Suppose there is a shortage of PPE.



V. Contact Tracing:

It helps the employers minimize the spread of contagious diseases to the Workplace by detecting on-site workers who may have been in touch with the infected employee. The employer is provided with all required information on the number of recorded cases or symptoms at the Workplace. Data of all possibly exposed employees is collected from several data sources, including badge activity, used when the employee has entered the building, WIFI usage, etc. To prevent further spread of this disease, it is imperative to know the source of the spread. This will help find every employee that came in contact with the affected person.



Standard Business Flow



To make sure we are safe at our Workplace, we need to take a few steps. When an organization decides whether they want to open the Workplace or not, it should first check if the employees are ready. For this, the HR team sends surveys to the employees. The results of the survey determine whether or not the office opens. When the offices start the Workplace, admins need to ensure they have implemented proper social distancing patterns, allocated shifts, and reserved areas for the employees' safety.

When an employee is coming to the office before entering the office, a health check-up ensures that the employee is healthy. PPE kits are provided to the employees, and without PPE, the employees are not allowed to enter the office. Proper inventory is made for PPE maintenance. Lastly, if any employee does get affected by any disease, the employees find the data on all the employees who might have met that employee at any time collected.



Conclusion

The whole world is hit by the pandemic (COVID-19). There is a strict Work from Home (WFH) culture prevalence worldwide for the past 5-6 months that may continue for the unforeseeable future. Safe Workplace Suite applications will help us reopen our organization smoothly and ensure a safe transition back to the office post-pandemic.

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