

CIPD Coronavirus webinar series

Looking after key workers

24 April 2020

Welcome

Katie Jacobs, Senior Stakeholder Lead, CIPD

CIPD



Today's speakers

Katie Jacobs

Senior
Stakeholder
Lead, CIPD

Rachel Suff

Senior Policy
Adviser, CIPD

Dr Andrew
Sharman

President,
IOSH

Stuart Branch

Group People
& IT Director,
Weetabix

Dr Tracey
Leghorn

Chief HR
and H&S
Officer, SUEZ

Andrew Willis

Head of Legal
& Advisory,
HR-inform

Context

Rachel Suff, Senior Policy Adviser, CIPD



Key workers – overview

A diverse range of sectors, workplaces, occupations, roles...





Protect people from physical risk

- Preventing exposure to infection, eg social distancing
- Tailoring public health advice for specific workplace roles and scenarios - in detail
- Work with occupational health, health & safety teams and refer to official Government, public health and sector/trade/professional body guidance, eg IOSH, Society/Faculty of Occupational Medicine
- Communicate safety measures and practical steps clearly to managers and all employees



Responding to the coronavirus

As measures to stem the spread of COVID-19 take on increasing priority, the CIPD will collate and publish updated resources to support your response

cipd.co.uk/coronavirus

CIPD



Ensuring the health and wellbeing of essential workers

How occupational safety and health is responding to COVID-19

Dr Andrew Sharman

IOSH President



Who is IOSH?

The Institution of Occupational Safety and Health

Professional body

A not-for-profit organisation holding a Royal Charter that exists for the public good

Thought leader

Underpinned by research, expertise and understanding around occupational safety and health



Membership organisation

Supporting a global network of 47,000 members in 130 countries

Enabler

helping organisations around the world to excel in safety and health

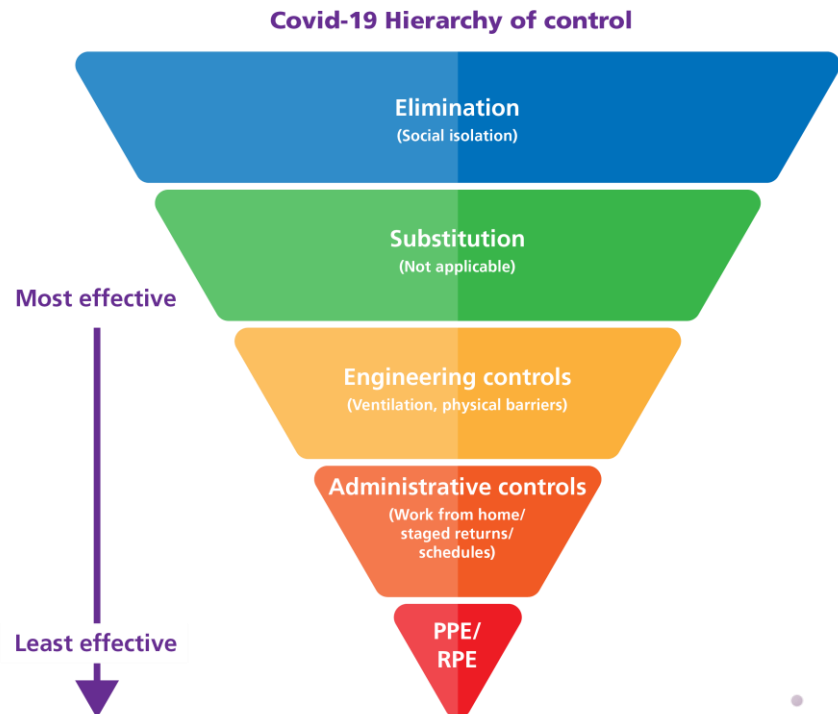
Covid-19

Impact on the OSH profession



Preventative measures

Protecting the safety, health and wellbeing of key workers



Challenges for key workers

Operational issues



Logistical issues



Challenges for key workers

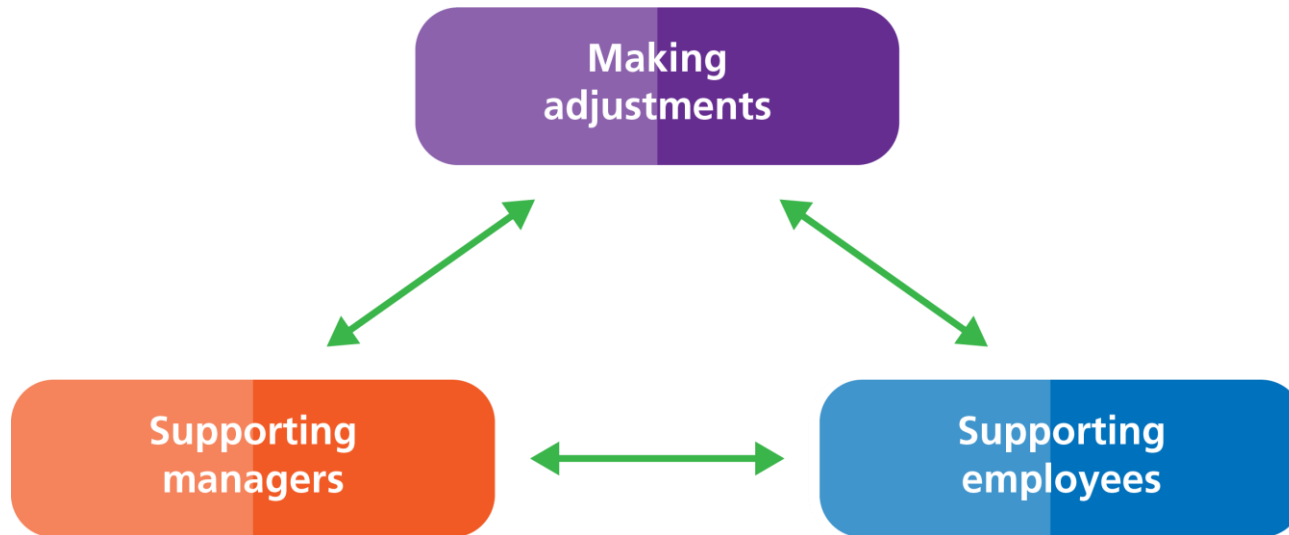
Remote or absent leadership



Sudden changes in behaviour



OSH and HR professionals working together



Health and safety in the future

What impact will the pandemic have?

The workplace

- Will organisations and workers be more aware of health and safety?
- Or will Covid-19 just be seen as an unusual case?

The OSH profession

- Will it be more visible in future? Has it been more visible now?
- Will it be more closely identified as a key profession and vital to business survival?

Public perceptions of health and safety

- Will regulation be tightened rather than relaxed?
- Will we ever go back to how it was before, or have things changed irreversibly?

Transitioning back to work

What will the new 'normal' look like?

Workplaces

- What needs to be done to make them safe for work?
- What needs to be done so that they remain safe?

Practices

- What kinds of modifications are needed?
- Design, re-engineering, processes

Workers

- What kind of training/re-training needed?
- How can managers encourage behavioural change?

Case study

Stuart Branch, Group People and IT director, Weetabix



Dr Tracey Leghorn

Chief HR and H&S Officer

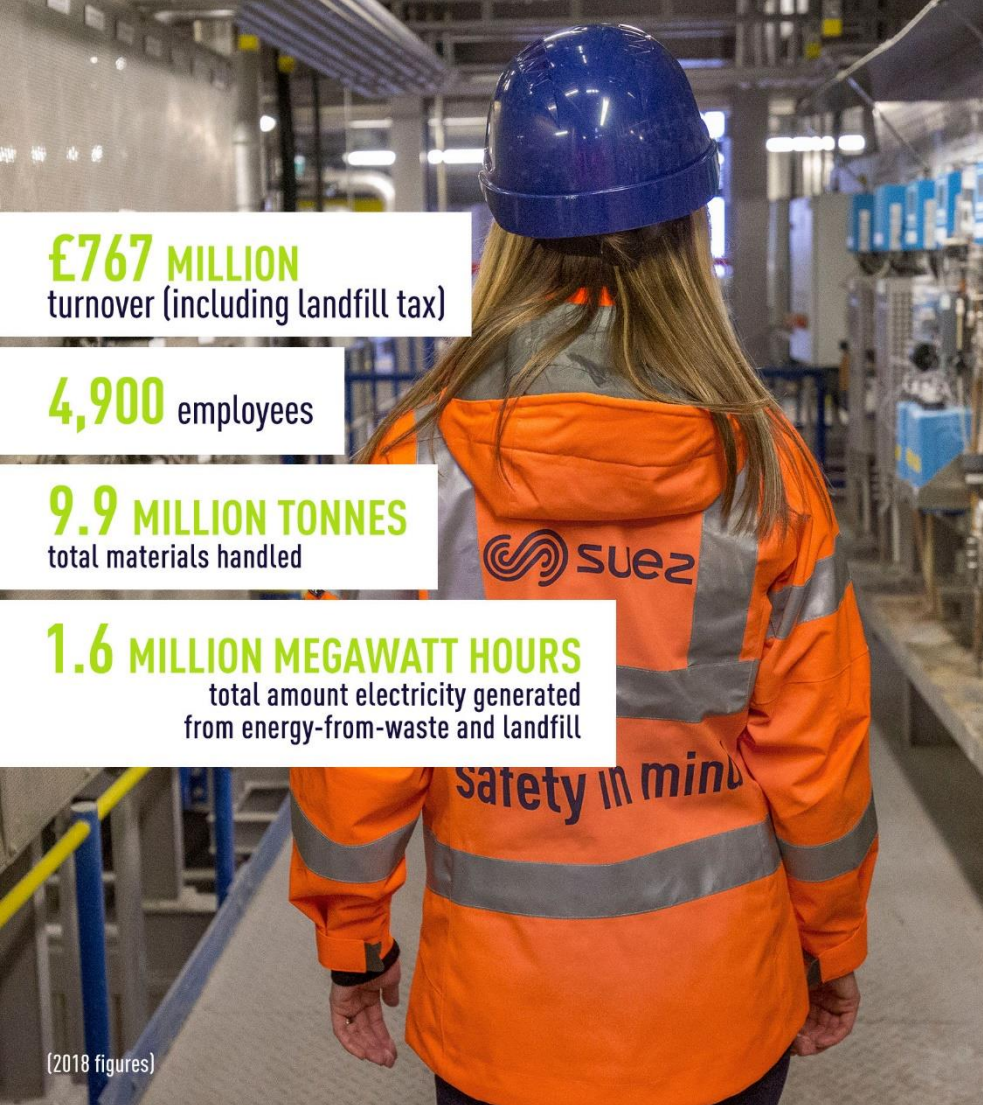
DSocSci, LLM, BA Hons, Chartered FCIPD

LinkedIn / Twitter: @DrTraceyLeghorn

COVID-19 people agenda

Ensuring the safety,
wellbeing and engagement
of essential workers at SUEZ

SUEZ recycling and recovery UK



£767 MILLION
turnover (including landfill tax)

4,900 employees

9.9 MILLION TONNES
total materials handled

1.6 MILLION MEGAWATT HOURS
total amount electricity generated
from energy-from-waste and landfill

(2018 figures)



SUEZ operating during coronavirus

People profile

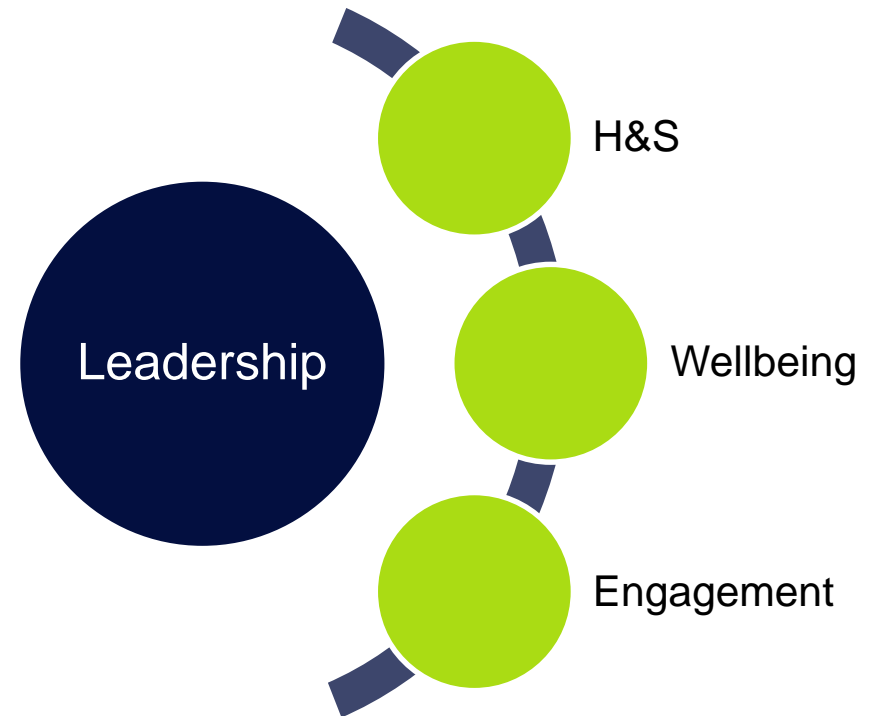
- + **frontline**
- + **operations**
- + **support services**

Pandemic people challenges

- + **907** working from home
- + **243** vulnerable employees
- + As many as **500** self-isolating
- + Employees on furlough leave
- + Stood down and seconded staff
- + **400+** new Somerset employees

Site status

- + **Over 180** sites operational
- + **c120** HWRC sites closed



SUEZ leadership response to coronavirus

Guiding principle: 1. people 2. customers 3. business

Clear and decisive leadership to ensure effective business continuity

- Creation of Emergency Response management structure
- Use of social networking for real-time communications between cells
- Updating of Business Continuity Plans
- Honest and open communication and engagement

GOLD CELL – Strategic Management

- **CEO (chair) and UK Board**
- Key Directors

SILVER CELLS – Regional Management

- Regional Director
- HR, H&S, Communications

BRONZE CELLS – Local Management

- Regional Manager (chair)
- HR, H&S, Communications

COVID-19: service continuity of essential waste and water services

SUEZ in the UK is working to ensure service continuity for our customers and community.



SUEZ H&S response to coronavirus

Guiding principle: 1. people 2. customers 3. business

Health, safety and wellbeing is our first priority

‘Safety in Mind’ culture

Key H&S focus on infection prevention and control

- Public Health England advice
- NHS best practice
- HSE and industry guidance
- H&S pandemic procedures
- Manager / employee briefings
- Provision of PPE
- Personal hygiene
- Social distancing

Managing the spread of Coronavirus
Including Waste Collection & Decontamination

Site: Corporate

This document supplements any procedures published in SUEZ recycling and recovery UK's policy and procedures and considers the health, safety, environmental and wider impacts of the task.

This document will be reviewed along with the Risk Assessment for: As cases arise

1.1 The main Hazards associated with this activity are:

Risk of ill health	Coronavirus	COSHH	Moving Parts / Machinery	Pedestrian / Contractor	Vehicles	Manual Handling	Slips / Trips / Falls
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Other risks may exist and this SWP will be reviewed should a case arise. This current SWP describes the minimum standards.

1.2 The mandatory personal protective equipment to be worn:

Face Mask (avoid eye contact)	Rubber Gloves	Workwear / Uniform	Hi-Visibility jacket (where advised)	Safety Glasses	Disposable Apron (clearing)
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In conjunction with this only additional PPE as indicated on substance assessments for cleaning products.

1.3 The Life Saving Rules are:

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Always follow the Life Saving Rules. They are there for your protection and based on the serious incidents we have had in the business.

1.4 Permit to Work required:

YES	NO
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As the process may involve contractors accessing different parts of the facility and be handling substances and waste materials then a Permit to Work should be issued to ensure in the event of involving this procedure all necessary risks and controls have been identified. If it is an employee, then no permit is required but authorization having been issued and trained in this procedure.

near zero incidents (2020-2021) near 100% safety performance
No Job is so important we cannot take the time to do it safely

SAFETY IN MIND

Wash your hands regularly.

Cough and sneeze into the crook of your elbow or a tissue.

Maintain your distance from others: 2 metres / 6 feet.

Throw away used tissues in your general waste, not in your recycling.

protect yourself and others

SUEZ wellbeing response to coronavirus

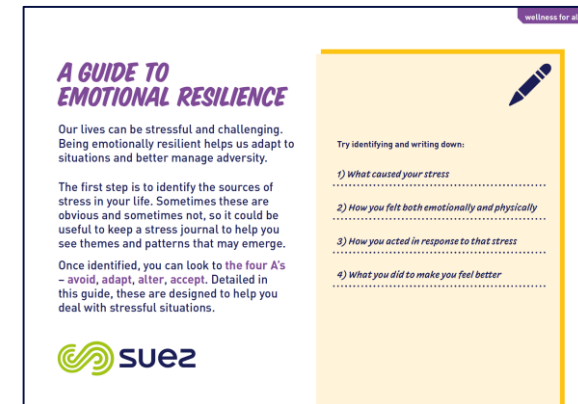
Guiding principle: 1. people 2. customers 3. business

Health, safety and wellbeing is our first priority

‘Wellness for all’ commitment

Focus on 4 wellness dimensions:
psychological, physical, financial, work environment

- Emphasis on **building resilience** including:
 - a guide to emotional resilience
 - bespoke video series on mental wellbeing, mindfulness and meditation
 - webinars and ‘toolbox talks’ on physical, financial and mental health
 - online and phone access to EAP
 - financial support



SUEZ engagement response to coronavirus

Guiding principle: 1. people 2. customers 3. business

Engagement is a critical success factor

- **Regular communications** from CEO and Chief HR and H&S Officer so employees understand the plan as it evolves and the support available to them. Manager briefings, email, text, me.SUEZ and webinars
- **Support and guidance** to frontline managers to ensure clear and consistent local management of people and H&S issues
- **Expert H&S advice** to managers and staff through the development of specific pandemic H&S procedures, i.e. infection prevention and control, workplace social distancing etc.
- **HR business partner support** to effectively manage self isolations, protect our most vulnerable, facilitate resource agility, and, maintain safe staffing levels for SUEZ and assist our external customers



Replay - Coronavirus (COVID-19) Live Update with CEO John Scanlon & Chief HR Officer Tracey Leghorn

SUEZ maintaining essential waste services public and customer thanks



#ByYourSide

#WeLoveWhatWeDo

#PassionForTheEnvironment

Questions

Please submit your questions for:

- Rachel Suff, Senior Policy Adviser, CIPD
- Dr Andrew Sharman, President, IOSH
- Stuart Branch, Group People and IT director, Weetabix
- Dr Tracey Leghorn, Chief HR and H&S Officer, SUEZ recycling and recovery UK
- Andrew Willis, Head of Legal & Advisory, HR-inform

Please use the Q&A function to submit your questions



Further information

[NEW well-being helpline for CIPD members](#)

cipd.co.uk/coronavirus

iosh.com/coronavirus

[Gov.uk/coronavirus](https://gov.uk/coronavirus)

