

# The BSI Workplace Hygiene Solution

Protecting workers, customers, and organizations



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By Royal Charter

**bsi.**

# BSI – A trusted global brand

**Founded in 1901**

**193 countries,  
73 offices**

**86,000 clients**

**5,000 colleagues  
and 12,000 experts**

**150,000 delegates  
trained**

**59,000 standards  
published**

**Trusted:** An independent Royal Charter company

**Experienced;** World's first National Standards Body and founding member of ISO and CEN (Europe)

**Thought Leader:** Shape the world's most adopted standards





## Our Royal Charter Mandate

The objects and purposes for which the Institute is constituted are:

(a) To **co-ordinate the efforts of companies and persons** for the improvement, standardisation and simplification of materials, products and processes, so as to simplify production and distribution, and for the **improvement, standardisation and simplification of systems** for the management of business, safety, technology, services and the environment and to **eliminate the wastage of time and material** involved in the production of an unnecessary variety of patterns and sizes of articles for one and the same purpose.



# BSI Business Model



## Shape

Working with 10,000+ independent experts, BSI leads the development of global standards

- Publicly available specifications (PAS)
- British, European and international standards (BS, EN and ISO)



## Share

We share our standards and guidance documents in many formats supported by different purchase models

- BSOL (online standards portal)
- Network licenses



## Embed

Our tutors impart the knowledge and skills needed to embed excellence

- Onsite training
- Public training
- Internal and lead auditor training
- Self-assessment tools
- Gap analysis
- Entropy™ Software



## Assess

Our assessors give you proven ways to measure, improve and confidently promote your organization

- Management system certification
- Gap analysis
- Verification services
- Supplier certification
- Second-party assessment
- Self-assessment tools
- Product certification
  - Kitemark
  - CE Mark



## Support

We support you with the knowledge and business tools you need to continually improve

- Entropy software
- Advisory
- Capacity Building
- Six Sigma training
- Business improver training
- Supply chain solutions
  - BSI SCREEN
  - BSI VerifEye
  - SCM Platform

# Over 100 years expertise shaping global standards to facilitate trade and improve business

## Product Specification Standards

- Beginning in 1901, initial Standards focused on **product specifications** to harmonize and facilitate commerce and reduce duplication
  - Railroad gauges
  - Steel specifications
  - Construction standards
  - Agricultural commodities
  - Consumer and electrical products
  - Personal safety equipment
  - Medical devices
- Product Specification Standards remain relevant today driving **interoperability** and **innovation** in areas such as smart cities and regenerative medicine (e.g. stem cells)



Product Specification Standards

## Business Process Standards

- The next generation of standards focused on **business processes** to ensure consistent quality output
- BSI shaped the original standards for:
  - **Quality Management** (ISO 9001)
  - **Information Security** (ISO/IEC 27001)
  - **Environment Management** (ISO 14001)
  - **Health & Safety** (OHSAS 18000)
  - **IT Services Management** (ISO/IEC 20000-1)
  - **Business Continuity** (ISO 22301)
  - **Sustainable Events** (ISO 20121)



Business Process Standards

## Business Behaviour Standards

- BSI's new generation of Standards are centred around **people behaviour** and **values** to help organizations reach their full potential and **protect their corporate reputation**
- Key standards include:
  - Anti-Bribery
  - Corporate Social Responsibility
  - Collaborative Business Relationships
  - Organizational Resilience
  - Organizational Governance



Business Potential Standards



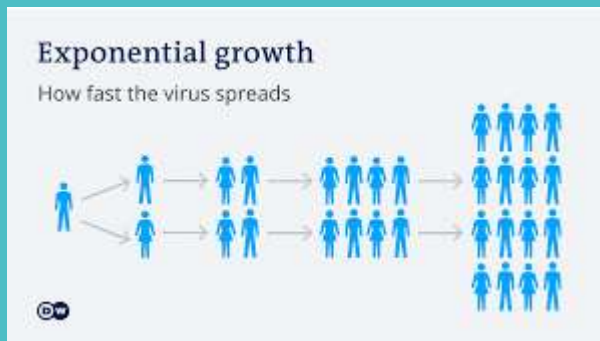
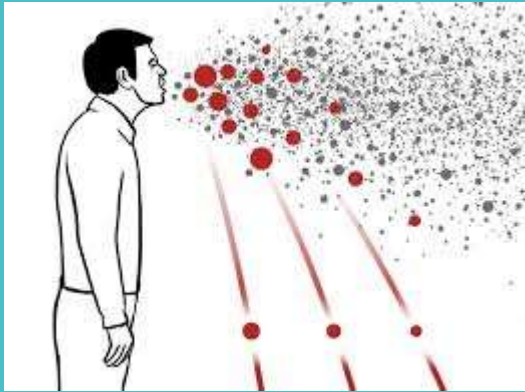
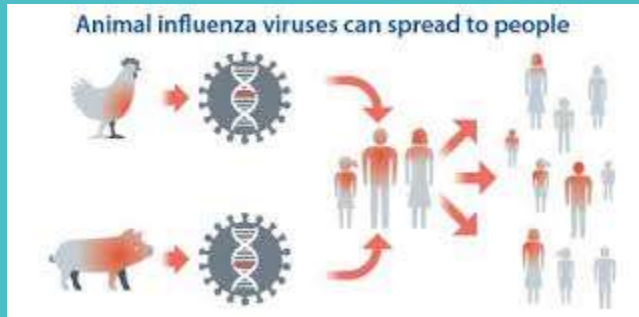
# Workplace Hygiene: The basics

# Agenda

- Workplace hygiene – the basics
- Workplace hygiene video
- BSI solutions
- Questions




# How do communicable diseases spread



## HOW IT SPREADS

Human coronaviruses most commonly spread from an infected person to others through:



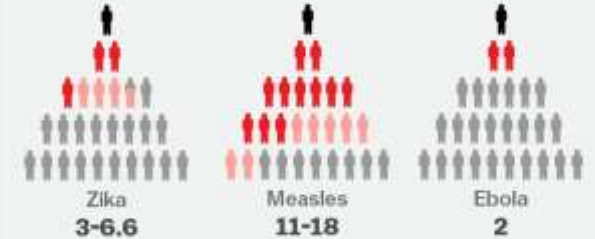
- The air by coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands
- Rarely, fecal contamination

## How contagious is a disease?

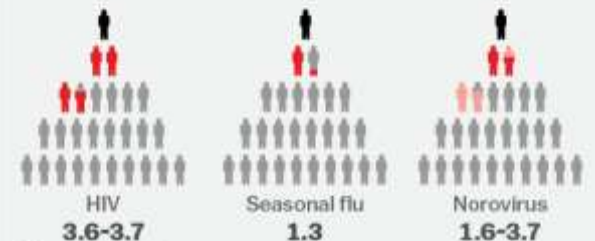
Scientists use "*R* naught," or *R*0, to estimate how many other people one sick person is likely to infect



*\*This estimate is preliminary and likely to change*



*\*An early estimate based on the Colombia outbreak in 2015*



*\*An estimate based on Réunion Island in 2006*

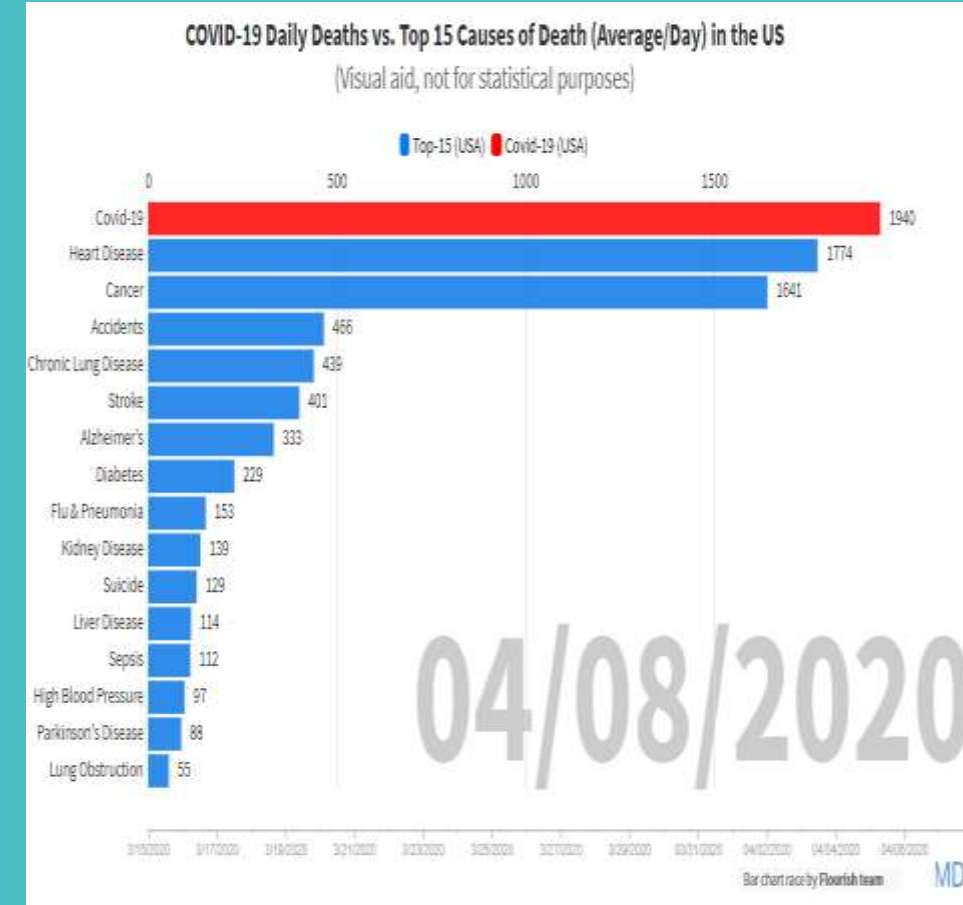
SOURCES: Travel Medicine, PLOS One, JAMA Pediatrics, MDPI, NCBI, New England Journal of Medicine, "The Spread and Control of Norovirus Outbreaks Among Hospitals in a Region"

Vox



# Impact of a pandemic and flue

- Death - 1
- Hospitalization - 12
- Illness - 770
- Loss productivity
- Absentee
- Cost to society
- Closed business
- Broken supply chains
- Boarder closers
- Country closures
- Stress, fear, anxiety
- Social and economic impact



# Communicable disease understand the basics

- **Beware of high risk touch points – everything passed on or touched**
  - Door handles, bathroom, car boot, fuel bowser
  - Photo copy, fax, telephone
  - Fridge doors, coffee machine, taps, lift buttons,
  - Shopping items, shopping trolley, pay-out cashier
  - Checking and checkout, signing documents
  - Menu, utensils, condiment containers, containers
- Bugs can live on surface for hours or even days [temperature, moisture]
- Handwashing frequently
- Do not touch eyes, nose, mouth with hands
- Clean high-risk surfaces and frequent touch points
- Coughing etiquette – wear a mask or cover mouth
- Keep a distance from strangers
- Use disinfectants or soaps that are appropriate [bacteria and virus]



# BSI Workplace Hygiene

## Reference documents

- ISO 45001 OH&S
- PAS 5748 Hospital cleaning
- COVID-19 Safe working guidance
- WHO
- Government recommendations

## Workplace hygiene

A process for implementing and maintaining work place hygiene of a premises and its environment designed to protect workers, customers and organisations.

- ✓ Management system and process
- ✓ Risk identification
- ✓ High risk touch points
- ✓ Cleaning programme and frequency
- ✓ Embedding culture and habits
- ✓ Training staff – onboarding, existing, new staff
- ✓ Work & home environment
- ✓ Monitor effectiveness, is it working?



# Good workplace hygiene has never been more important

1. Organizations need to adopt new working practices
2. New guidance and regulations are evolving
3. Workers and consumers are looking for trust
4. No vaccines are available yet
5. Attitudes and guidelines on social distancing will vary
6. Global trade could fall by 13% to 32%\*



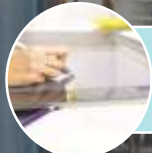
# What challenges do organizations face?



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



Ensure safety of employees working remotely



Understanding new guidelines



Adapting premises and adopting new processes



Managing risk, and ensuring resilience



Trust. So workers, colleagues and customers feel safe

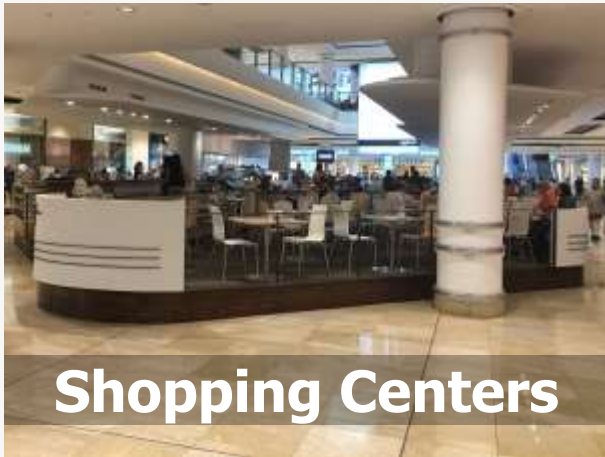


# The impact on the Food sector

1. Consumers are spending more on food delivery, prepared foods, and cooking from home
2. Restaurants and food outlets must rebuilt trust
3. Food and emergency workers can't work from home
4. Food security starts with keeping food workers healthy – At work and at homes
5. Changes throughout the sector to ensure hygiene:
  - **Food suppliers:** social distancing, PPE, hand sanitiser stations, packaging, GMP and personal hygiene
  - **Supermarkets:** social distancing, traffic flows, PPE, hand sanitiser stations; screens between till staff and the public; contactless payment cards, cleaning of high risk touch points (trolleys and baskets, handles)
  - **Restaurants:** social distancing, PPE, hand sanitiser stations and personal hygiene, increased spacing between tables; kitchen and restaurant cleanliness, cleaning of high risk touch points, (menus, cutlery, condiments)
  - **Offices:** social distancing, PPE, hand sanitiser stations, staff canteens, and cleaning high-risk touch points



# Organizations looking to build trust



# Organizations looking to build trust with a customer promise of **hygienic premises**



Food delivery



Fuel service  
stations



Events and  
conferences (MICE)



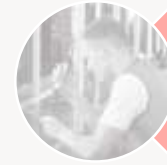
Retail outlets  
supermark



Food servi  
restaurant



Workplace and  
facility management  
operators



Manufacturing  
Food, HC, BE, Auto,  
Aerospace, ITC..



Childcare, health  
care, care homes



Recreation and  
leisure



Construction sites  
and worker housing

# Organizations looking to build trust with a customer promise of **hygienic premises** & **food safety**



Food delivery



Fuel service  
stations



Events and conferences  
(MICE)



Retail outlets  
supermark



Workplace and facility  
management operators



Food servi  
restaurant

Manufacturing  
Food, HC, BE, Auto,  
Aerospace, ITC..



Childcare, health  
care, care homes



Recreation and  
leisure



Construction sites and  
worker housing



# Organizations looking to build trust



My workplace is hygienic and safe...



And it's safe to eat & drink here...



Customer promise

# 4 Phase Disruption Model applied to the The Established BSI Org. R Framework

Every client and prospect globally is at one of these stages

## 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?

# Workplace Hygiene Project The BSI Solution

June 2020

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# Workplace Hygiene Solution Client Journey

Self Discovery  
Introduction of the Workplace Hygiene programme

- Where are you?
- Where do you want to be?
- Output and Findings

Management commitment for next steps

Discovery

Stage One

Site assessment and process review against the Workplace Hygiene technical specification

- Where are you against where you want to be?
- Measure gaps, key vulnerabilities and priorities.

Gap Analysis

Stage Two

Implementation plan for agreed key priorities and vulnerabilities

- Assess resource capabilities internally and externally
- Agree on what can be achieved with internal resources
- What can be achieved utilizing external resources

Prioritization

Stage Three

Develop execution plan for physical implementation, prioritization and resource allocation

- Schedule & timeline for project plan
- Define role and responsibilities
- Training needs
- Document review
- Internal monitoring and assessments
- Gap analysis

Implementation

Stage Four

BSI will perform a site assessment to evaluate the level of maturity against the technical specification

Interview employees

- Simulation and scenario analysis

Review the improvement in Workplace Hygiene from Gap Analysis to maturity index report

Issuing of BSI Assessment report

Issuing of BSI Hygienic Premises Mark of Trust Award

Validation & Reporting

Stage Five

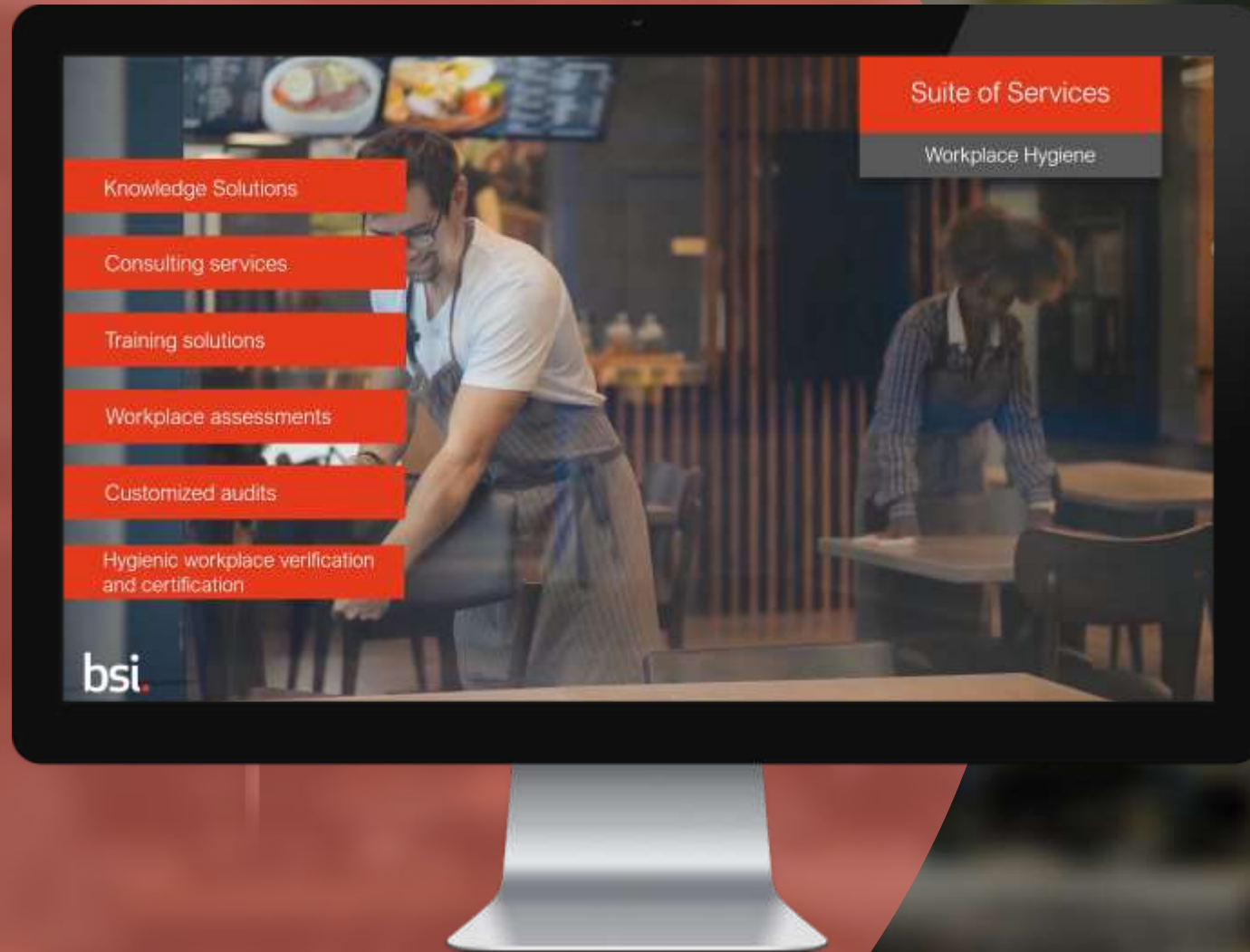
# Reopen and Rebuild with BSI Workplace Hygiene Solutions

- Solutions built around our clients' needs
- Incorporates world-class principles and guidelines
- Embeds a culture of good practice health, safety and hygiene
- Provides our clients with a visible mark of trust for workplace hygiene





# Workplace Hygiene video





**Certified Industrial Hygienists (CIH), industrial hygiene consultants, certified safety professionals (CSP), certified professional ergonomists (CPE) and other safety and ergonomics consultants**

# Health and Safety Consulting Services

1. Strategic planning and program management
2. COVID-19 workplace gap assessment, preparedness planning.
3. Employee protection and training
4. Pandemic Recovery and Rebuild Playbook-strategic guide to restarting business
5. Emergency response and preparedness
6. Job hazards and compliance management
7. Safety policy and program development
8. Workplace redesign



# Training Solutions

## Workplace Hygiene

1. Client structured training programs
2. Client centric safety posters and symbols
3. Micro-learning modules for frontline personnel - accessible on smartphones, tablets or laptops
  - Using disposable gloves and facemasks
  - Enhanced workplace cleaning and disinfection
  - Healthy distancing to keep you and others safe



# Assessment & certification solutions

## Workplace Hygiene

1. Gap analysis to identify areas for improvement
2. Customized audit program
3. Onsite and remote audit options
4. Second party supplier audits
5. Food Catering Certification option



# Workplace Hygiene – The BSI Difference

**Our unique end-to-end workplace hygiene solution enables clients to be awarded the BSI Mark of Trust**

- Kitemark certification only available from BSI
- Trusted since 1903
- Independent and impartial assurance
- 73% of Kitemark clients claim that Kitemark helped them to win more business and sell more\*



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

# One scheme - two ways clients can promote

clients can choose to use either one or both of marks to best suit their individual challenge





# Kitemark for Workplace Hygiene journey

## Client journey



# How the Mark of Trust will be displayed

For customer trying to demonstrate a level of trust that their workplace is hygienic and safe..?





# Workplace Hygiene Programme Target Sectors

For customer trying to demonstrate a level of trust that their workplace is hygienic and safe..? And that they provide food and drink that is safe for consumption..?





# A differentiator for facilities with catering

## Catering – Food Safety Certification

Certification mark to differentiate and show your customers.





# Important questions to ask your organization

1. How has COVID-19 affected your business, including your return to work plans?
2. What are the business disruption challenges that you need to solve?
3. What's the major lesson you have learnt which you did not anticipate?
4. How will you make your business more agile, and resilient with regards to:
  - Ensure the health and safety of your employees?
  - Ensure the safety of your customers and visitors?
  - Build greater resilience and mitigate manageable supply chain disruptions?
  - How are you planning to demonstrate TRUST to your employees and customers that your business and workplace is verified as hygienic and safe?



# WHY - Workplace Hygiene Programme?

- Design new way of working - hygiene, safety, ergonomics, regulations
- To protect employees, customers and business
- Reduce absenteeism and limit regulatory liabilities.
- Building confidence and getting business back to the new normal

## Who are the stakeholders?

- Board, CEO and COO
- Risk & Business Continuity Manager
- Legal and Compliance Manager
- Human Resources Manager
- Facility Management
- OHS Manager



# Business benefits - Workplace Hygiene Programme

1. Protect health, safety of employees, customers and business reputation
2. Build confidence and continue to perform work in a safe and hygienic manner
3. To create a trusting environment, remain in business and economically viable
4. Partner with BSI and keep up to date with global best practice guidelines

**Beyond Quality is TRUST**



# Poll question: Workplace Hygiene Programme?

If there was one thing that BSI could support you with, what would that be?

1. Assessing facility and employee health & safety risks
2. Reconfiguration of your workplace to adopt best practice ergonomics
3. Employee risk assessment, training and correct hygiene and PPE practices
4. Benchmark your existing practices against BSI Workplace Hygiene programme
5. Demonstrating trust of safe working conditions to stakeholders
6. Training and support your supply chain partners with Workplace Hygiene
7. All the above



# Workplace Hygiene Mark of Trust

Protecting workers, customers and organizations

Independently verified Mark of Trust  
Get back to business safely  
Reopen safely  
Protect colleagues  
Protect customers  
Build confidence  
Create resilience for the future





# Questions...

Departures

No smoking

No Smoking  
Smoking Area



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