

TITLE OF THE CASE STUDY:

Responsibility, health and COVID-19 safety measures in a company specialized in services for health and safety at work.

Name of the organisation:

RESPONSA PREVENT

Country and sector of the organisation:

BULGARIA, health and safety solutions at work

Type of organisation:

- Private organization

Size of the organisation:

- medium

Brief description of the organisation:

RESPONSA PREVENT is an international provider of services and solutions for health and safety at work. In their portfolio we can find - Occupational Medicine Service, Occupational Health and Safety Solutions, Academy, Automotive Services, Audit Systems and others. The company was established in 2007 in Bulgaria. RESPONSA PREVENT has currently more than 1500 partners and clients.

Short description of the case study (500 characters)

(which topic is addressed, brief description of strategy/measure/activity/technique implemented in the organisation)

“At RESPONSPA PREVENT we actively monitor the situation and adapt our services to the needs related to COVID-19. We have developed over 30 models for different enterprises and types of activities to help return to a normal rhythm of work and life, but in the conditions of COVID-19” declares Mr Neyko Neykov, CEO of the company. Developing this case study was very enriching as it is interesting to analyse how a safety/health company has managed the health crisis in their own workplace.

In connection with the COVID-19 pandemic, which began in the spring, employers have an obligation to inform their employees in a timely manner about the anti-epidemic measures taken and the organization of work in the company. RESPONSA PREVENT was obliged to continue to comply with all requirements for providing safe workplaces, regardless of whether the work continues to be performed at the office or remote work is performed.

Key words:

Remote work, safety, health, measures, prevention, responsibility, obligations, anti-epidemic, pandemic, workplace

BEST PRACTICE PROFILE

DETAILED DESCRIPTION

Right after the emergency situation declared on 13th of March 2020 in Bulgaria, the CEO of RESPONSA PREVENT assured their clients that they are maintaining the work process and their priority is the health and safety of the customers. Although the situation is very dynamic and different from everything so far, the whole team continue working. It was important to assure customers that the company will continue to fulfill all their commitments, as well as be even more insistent on improving health and safety. They did this in compliance with all recommendations and restrictions of the state, the crisis headquarters, using all the possibilities of communications and high technology - remote meetings and consultations, online transmission of documents etc.

The main measures that were taken at RESPONSA PREVENT were :

- Risk assessment for remote work;
- Distance learning and remote meetings;
- Daily disinfection of all surfaces;
- Providing all required information, documents and materials,
- Regular synthesis of current and new state regulations;
- Recommendations for work and for raising awareness on health and safety.

The strategy of the company was to monitor and implement the measures taken by the state, to follow and be informed by the official information channels, to take care of the health status of all employees.

RESPONSA PREVENT provided a list of useful advises for their employees. The CEO Neyko Neykov insists on the fact that first we should take care of ourselves from the inside and only then we will be able to help others. So, he told us about the recommendations he gave to the employees :

- ✓ Complete vegetable nutrition to strengthen immunity (fruits, vegetables, good fats, etc.)
- ✓ Maintenance of a healthy intestinal tract (prebiotics, probiotics...)
- ✓ Improve blood circulation by physical activities
- ✓ Vitamins and minerals (especially vitamin D, B12 and magnesium)
- ✓ Lots of water
- ✓ Meditation and respiratory exercises
- ✓ Maintain good hygienic habits
- ✓ Keep social distancing

The management team decided to give workers 1 extra day of holidays for vaccination and some days more if you have any side effects. This measure aimed to motivate them to get the vaccine.

RATIONALE

The company changed its organisation by installing plexiglass safety walls between the desks, an additional ventilation system, restricting face to face meetings. It was necessary to take this measures, so the company could continue working. Managers wanted to protect employees and their families from the disease by reducing to minimum the risk to get the infection in their workplace. Since the first measures taken, the management is always open to discussions and available for advising and consulting the staff.

GOALS

The main purpose of the new strategy was to prevent the potential spread of COVID-19 in the company. RESPONSA PREVENT aimed to maintain a safe workplace, encourage transition to home/remote work, Inform workers about healthful lifestyles, with encouragement to adopt them.

IMPACT

The COVID-19 crisis had a positive impact on the organisational work atmosphere, as employees declare now that they feel safer and less stressed about their future. RESPONSA PREVENT has increased their client portfolio, because more and more companies needed help in organizing their employees and providing a safe workplace for them.

The negative outcomes were almost only in the beginning as the situation was very unclear and the government was changing restrictions quite often.

LESSONS LEARNED

We could summarize the skills developed thanks to the COVID-19 crisis as flexibility and adaptability skills. Leaders and employees of RESPONSA PREVENT are now more creative, innovative and have improved their digital skills as remote working is now part of our life. They have increased their emotional intelligence and empathy for others' emotions and behaviours. And this is also where good communication skills are critical; as many of us continue to work from home, clarity in emails and at virtual meetings is a must to cement trust and retain high productivity levels.

RESPONSA PREVENT

CORONAVIRUS 2019-nCoV Covid-19

СИМПТОМИ



ТРЕСКА



КАШЛИЦА



ЗАДУХ

ВЪЗПАЛЕНО
ГЪРЛО

ГЛАВОВОЛИЕ

ПРЕВЕНЦИЯ

МИЙТЕ РЪЦЕТЕ СИ
ЧЕСТО И С ПОЧИСТВАЩ
ПРЕПАРАТИЗБЯГВАЙТЕ КОНТАКТ
С БОЛНИ ХОРАНЕ ДОКОСВАЙТЕ
НОСА, УСТАТА И ЛИЦЕТО
С МРЪСНИ РЪЦЕНОСЕТЕ МАСКА
С ФИЛТЪРИЗБЯГВАЙТЕ
МАСОВИ СЪБИТИЯИЗБЯГВАЙТЕ КОНТАКТ
С ЖИВОТНИ И
ЖИВОТИНСКИ ПРОДУКТИНЕ СПОДЕЛЯЙТЕ
ХРАНА И ПОСУДАНЕ ЯЖТЕ СУРОВА
ХРАНА, ГОТВЕТЕ ДОБРЕ
МЕСО И ЯЙЦАИЗБЯГВАЙТЕ ПЪТУВАНИЯ
ДО ЗАРАЗЕНИ ДЪРЖАВИ
И РЕГИОНИПОДДЪРЖАЙТЕ
ПОВЪРХНОСТИТЕ И
ДРЪЖКИТЕ НА
ВРАТИТЕ ЧИСТИ

АКО СТЕ ЗАРАЗЕН

АКО ИМАТЕ СИМПТОМИ
ПОТЪРСЕТЕ НЕЗАБАВНО
ЛЕКАРСКА ПОМОЩИЗБЯГВАЙТЕ
КОНТАКТ С ДРУГИПОКРИВАЙТЕ НОСА
И УСТАТА СИ ПРИ
КИХАНЕ И КАШЛИЦАИЗПОЛЗВАЙТЕ
ПОЧИСТВАЩИ КЪРПИ
С АЛКОХОЛОСТАНЕТЕ
ВКЪЩИ

RESPONSA PREVENT



REFERENCES

Phone interview with Mr Neyko Neykov, CEO of Responsa Prevent

<https://responsaprevent.bg/>

