Approaches for OSH professionals working in Risk Management and Insurance to Covid 19

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Learning Objectives

1. What RM and Insurance professionals are currently doing to protect employees and others
2. What are the primary challenges for these OSH Professionals
3. What are some next steps to consider
Risk and Mitigation
Risk and Risk Management

- Risk is defined as the effect of uncertainty on an outcome.
- Risk management – coordinated activities to direct and control an organization with regard to risk.
- ANSI/ASSP/ISO ISO 31000
What are RM/I Professionals Doing?

1. Conducted a survey using six questions to determine the work that is being done to protect employees and others.

2. Sent an email with the questions to approximately 40 professionals to request information.

3. The group included risk managers, insurance risk control consultants, operations and other OSH professionals.

4. Received responses from 20 or 50%, including US, Canada, Mexico, Australia and UK.
What is your organization doing to mitigate the risks?

1. Social distancing and sanitizing along with controlling gatherings.
2. Medical monitoring and mapping vulnerable employees.
3. Developed a Covid Response Team
4. Universities moved classes online.
5. Moved to a remote location and auditing by phone and online.
Resources for Guidance

1. Center for Disease Control and Prevention in US
2. Federal, state and local government requirements
3. OSHA Guidance Document (risk exposures)
4. World Health Organization
How are you communicating?

1. Chain of command (both University and Large Truck operations)
2. Daily conference calls
3. Crew meetings, posters, tool box talks, visuals (TV monitors)
4. Zoom, Skype, emails
5. Teleconference – Company President is a cheerleader
What challenges are you facing?

1. Responding to change
2. Focus on employee health
3. Low morale and distractions
4. Income and revenue disruption (we don’t work …)
5. Student internship completion and understanding coverages
6. Lack of adequate supplies of PPE
7. Engagement with others
Opportunity for Voluntary Standards Implementation
Assessing, Managing and Controlling Risk

1. ANSI, ASSP, ISO voluntary standards are an opportunity for improvement of the OSH process.
2. ISO 31000, 45001 and Z10 address management of risk and focus on management leadership.
3. They are voluntary and are in use by organizations that focus on risk assessments to identify both actual and potential risks.
Do you have any success stories?

Management and employee engagement

Recently introduced Crisis Management Process proved invaluable

Graduating students received early job offers
What opportunities for improvement did you discover?

- Develop, enhance, review both Emergency Response and Business Continuity Plans
- ISO 22301 - specifies requirements to implement, maintain, and improve a management system to protect against, reduce the likelihood of occurrence of, prepare for, respond to, and recover from disruptions.
- Google ISO 22301 in plain English
What recommendations do you have for your RM/I and OSH colleagues?

- Stay focused and learn to work remotely
- Learn from this experience, take notes and improve your processes for ERP, BCP, and employee health practices
- Contact other safety professionals to share ideas.

- We are not alone on an island, knowledge is power
- Always advancing to protect what is important
Thank You – Stay safe
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