Protect Your Workforce and Operations During COVID-19

As the worldwide COVID-19 pandemic nears its second year, organizations are reopening workplaces, resuming business travel and adapting their operations with the goal of returning to pre-pandemic levels of productivity and profitability. The pandemic, however, has stubbornly refused to retreat and still threatens the survival of many businesses and the health and safety of their workforces.

Across the globe, countries are looking to rejuvenate their economies and are issuing new rules and regulations to increase the health and safety of their populations. As a result, businesses must satisfy these new regulations by introducing corporate policies that emphasize employee safety, especially when it comes to stopping the spread of COVID-19.

Before the pandemic, many global businesses invested in systems powered by artificial intelligence (AI) to deliver greater value to their customers. But AI technology isn't just for improving business processes and the customer experience. As these businesses reopen, they have the opportunity to implement a modern critical event management (CEM) platform powered by this emerging technology to more effectively manage risks and threats to their operations and employees.

Using Risk Intelligence to Safeguard Employees from COVID-19

Global businesses have offices and physical plants in disparate parts of the world and supply chains that span continents. Executives, sales professionals and field technicians are increasing

their travel to these various locations, each of which is dealing with the effects of COVID-19 with a varied level of success.

To protect traveling employees and remote workers, organizations must accurately and quickly assess the threat level at every location, from the country level down to the community. The need for such a high degree of risk intelligence also applies to workplaces like the factory floor, an indoor environment in which COVID-19 can spread like wildfire if a single employee becomes infected.

In addition to COVID-19, businesses face countless threats, from extreme weather events and regional conflicts to hazardous-material spills and cyberattacks. The key to planning and responding to so many vulnerabilities is granular visibility into each threat or event, which starts with gathering and interpreting volumes of data from a multitude of sources.

No matter how many brilliant and experienced risk analysts a company employs, it's impossible to monitor so many data sources and interpret that data to make crucial decisions quickly. AI-powered critical event management platforms enable corporations to harness the complete power of risk intelligence, because they gather critical event data from around the globe, pinpoint what's relevant to you and provide the actionable intelligence you need to respond rapidly to operational disruptions and protect employees from harm.

Identify High-Risk Locations in Real Time

With business travel trending upward, organizations must always be on the outlook for the next COVID-19 hotspot. Identifying high-risk areas begins with detecting and collecting mountains of data. The OnSolve Platform for Critical Event Management™ gathers data from a wide range of local, regional, national and international sources, providing deeper insights into hazards globally and at the hyper-local level.

The platform's machine-learning algorithms track more than 53 types of high-risk incidents and collect data from thousands of authoritative sources, including:

- Daily briefings and policy changes by state or province and country

- Hyperlocal entities like city, town and county governments and hospitals

- The World Health Organization

- The World Meteorological Organization and National Weather Service

- The FBI, FEMA and NATO

- The Integrated Research on Disaster Risk program

The platform's AI engine cross-references these sources to validate the data's accuracy and notify you of a hazard, such as a COVID-19 outbreak at a particular location, in real time.

Intelligence appears in the platform in a form that is visual and actionable with features such as:

- **Data visualization dashboard:** The dashboard providesa streamlined and holistic view of every location whereyou do business across the globe. It features dynamic maps of critical events like COVID-19 outbreaks, as well as your facilities, logistics and the real-time movements of your employees, including delivery drivers.

- **Destination research portal:** Before your employees travel, the portal lets you view summarized travel bans and advisories for any country, state or region, government-mandated restrictions, country risk ratings and recent incident reports.

- **Comprehensive, real-time reports:** The platform synthesizes data into visually rich reports that contain actionable intelligence to remediate the danger to your employees in real time. For example, you can use this information to warn a worker of a hotspot, issue instructions for quarantining or extract an employee from an affected area.

Responding to or recovering from a critical event successfully relies on effective planning. The intelligence presented by the platform not only can be used to improve existing safety plans, it can be used to model and predict critical events, such as the location and timing of the next COVID-19 wave.

Lower the Risk of COVID-19 Outbreaks with Contact Tracing

Should any employee become infected or exposed to someone with COVID-19, containing the virus immediately is a must. Organizational contact tracing is an essential method for identifying new cases in your company before they spread. The OnSolve Platform for Critical Event Management tracks employees who carry GPS-enabled smartphones, which pinpoints employees' precise locations, unlike platforms that rely on Bluetooth, which is less accurate because it tracks users within a 30-meter radius.

The OnSolve platform enables "geo-fencing" of locations where outbreaks have been reported to trace employees who have visited those areas, overlay those maps with employee location-tracking data and narrow down employee movements even further by using timestamps. Armed with this intelligence, you can test employees and isolate and recommend treatment for those infected by COVID-19.

Always keep in mind employees' privacy rights. Adhere to HIPAA regulations when tracing employees in the United States and follow the privacy laws of each country where you do business. Only those employees who provide consent and enable GPS on their smartphones will be traced. Any data you record should be used only for organizational health purposes.

Rapidly Communicate with Employees, Wherever They Are

During a pandemic, simply detailing company safety and travel policies and posting them to the intranet aren't enough. The OnSolve platform provides an advanced notification system that lets HR and management communicate with remote and traveling employees to protect them and keep them engaged during the unpredictability of a global health crisis.

The notification system lets you:

Send alerts globally: Deliver critical, time-sensitive alerts wherever your employees work, backed by a resilient infrastructure in geographically dispersed locations.

Reach people on their devices: Geo-target emergency alerts, health advisories and corporate news in multiple languages via phone, email, SMS, desktop alerts and mobile alerts to employees who use the OnSolve mobile app.

Control alert security: Send secure, encrypted alerts with extensive logging and role-based permissions.

Poll and track responses in real-time: Gather data from workers using simple surveys with yes/no options and personalized text responses.

Using the OnSolve platform, you can communicate information that supports employees' safety, health and well-being, such as:

- **Work-at-home directives:** Issue work-at-home directives such as new safety policies, expectations for hours worked and security requirements for the use of company devices, collaboration systems and networks.

- **Wellness checks:** Encourage employees to check themselves periodically for COVID-19 and ask them to report on their symptoms, track infection, hospitalization and death rates within your organization and provide fast, accurate information to employees about where to seek treatment.

- **Health-related messages:** Communicate updated safety protocols and requirements before employees return to the office, quarantining instructions and the latest critical updates on COVID-19 from public health officials.

Navigate Disruptions to Operations Caused by COVID-19

The OnSolve Platform for Critical Event Management enables you to detect and respond to disruptions in your supply chain as they unfold, whether the problem originates with a supplier, a vendor or an incident at one or more of your locations. With its real-time data collection, risk intelligence reporting and global critical communications system, the OnSolve platform enables you to:

- **Balance production capacity:** Move manufacturing from a plant shut down by COVID-19 to a safe plant to minimize the impact on productivity and protect workers from harm.

- **Reroute transport:** Shift the delivery of products from a carrier with a distribution center in a COVID-19 hotspot to one or more other carriers less affected by the virus.

- **Expand supplier partnerships:** Seize the opportunity to enlist additional suppliers to protect your company from points of failure in the supply chain.

- **Choose alternate vendors:** Quickly contract with a new vendor when your usual vendor struggles with employee infections or their own supply-chain disruptions.

- **Match supply with demand:** Refer to AI-powered risk intelligence reports to identify those who are most and least likely to buy your products due to the effects of COVID-19 on consumer behavior.

Protect and Preserve Your Most Valuable Resources

The OnSolve Platform for Critical Event Management keeps your business operations running with real-time data collection from thousands of the most trustworthy sources, as well as in-depth risk intelligence reporting

in real-time, a lightning-fast, secure critical communications system that targets your people, places and property anywhere in the world and a complete audit trail of all your remediation activities.

The OnSolve platform lets you save:

- **Lives:** Rapidly communicate with and warn employees as quickly as local health agencies and redirect employees to facilities not impacted by COVID-19.
- **Time:** Quickly and accurately identify and analyze critical events without intensive human intervention, and proactively plan for outbreaks and operational disruptions.
- **Money:** Maintain consistent levels of productivity and execute response plans to recover from disruptions faster.

With the OnSolve Platform for Critical Event Management, even the largest multinational corporation can protect its workforce and operations before, during and after a global disaster like COVID-19.

Learn why OnSolve should be a part of your communication plan.

REQUEST A DEMO

About OnSolve

OnSolve delivers critical event management solutions designed to help enterprises, organizations and agencies of all sizes create the most successful outcomes when critical events occur. The OnSolve Platform for Critical Event Management combines leading risk intelligence, critical communications and incident management into one SaaS-based global portfolio. Our AI-powered platform is purpose-built to deliver fast, relevant and actionable intelligence, enable vital communications and allow response teams to react calmly and confidently.

Visit OnSolve.com to learn more.