Building Trust Between Clients & Suppliers

450 Clients
95K Suppliers
360K Connections
120+ Countries
3M Workers
When asking “How are you?”, 99% of the time—what is the response?

That’s why the question, “How are you?,” is in need of a drastic makeover.

Often when you ask people “how are you?” for a second time, you receive a more authentic answer. People tend to feel like you ‘actually’ care and that you are willing to listen.

Let’s think about asking better questions, and showing genuine care
Surviving OHS challenges in a COVID world – three steps to meeting your future OHS needs today!

Avetta Learning Sharing Session
Peter Sturm, STURM Consulting
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AGENDA

• Context, Research and Opinions
• New world versus old world occupational health & safety (OHS)
• How is traditional OHS in the world of work meeting the new COVID world of today?
• Why is a pandemic focused as a public health versus being a OHS work issue?
• Is a pandemic a significant OHS issue? Experience from 2003 SARS, lessons learned and uptake
• Did we miss something? Or, what did we miss during or in the planning for a pandemic?
• Is this the best time for a regulated OHS profession? If so, why?
• Are we ready for the next pandemic or major catastrophic OHS issue? If not, what do we need to do?
• Three steps to meeting future OHS needs today
THE WORLD IS TEMPORARILY CLOSED
Most organizations don’t yet have a detailed vision in place for hybrid work.

<table>
<thead>
<tr>
<th>State of post-COVID-19 return-to-office planning</th>
<th>% respondents</th>
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<tbody>
<tr>
<td>Haven’t started thinking</td>
<td>4</td>
</tr>
<tr>
<td>High-level vision being aligned among top team</td>
<td>32</td>
</tr>
<tr>
<td>Detailed vision in place and aligned but not communicated</td>
<td>21</td>
</tr>
<tr>
<td>Detailed vision in place and communicated, pilots started</td>
<td>11</td>
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</tbody>
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68% have no detailed plan communicated or in place

*Question: What is the state of your post-COVID-19 return-to-office planning?

McKinsey & Company
Context
The virus has broken through cultural and technological barriers.

Decrease workforce flexibility…scheduling, flexibility

Reimagine delivery models…digital, remote services, video teams

Strengthen talent…increase skills & capabilities

Workforce health & well-being part of the fabric

Think about things differently
73% Business leaders feel good about global economy

“great exhaustion” burnout with new work

Remote work – from discouraged to encouraged to new reality

69% respondents – build skills in existing staff – need new skills

Boards and Senior leaders – more collaboration crisis management

New world versus old world occupational health & safety (OHS)

The Occupational Health and Safety world is “not the same – we missed an opportunity to lead”.
How is traditional OHS in the world of work meeting the new COVID world of today?

Our traditional approach to Health and Safety is “outdated, irrelevant, compliance based” .......... Needs to move to the new approach – shifting to sustainability and human capital.
Why is a pandemic focused as a public health versus being a OHS work issue?

• Public health has led the pandemic crisis – OHS has been absent
• Is public health capable of leading? What are your thoughts?
• So........, how successful have we been?
“PPE” – is in the average person’s vocabulary
Pandemic issues….

- lack of surge capacity in the clinical and public health systems;
- difficulties with timely access to laboratory testing and results;
- absence of protocols for data or information sharing among levels of government;
- uncertainties about data ownership;
Pandemic issues....

• **inadequate capacity** for epidemiologic investigation of the outbreak;

• **lack of coordinated business processes** across institutions and jurisdictions for outbreak management and emergency response;

• inadequacies in **institutional outbreak management protocols**, infection control, and infectious disease surveillance; and

• **weak links between public health** and the personal health services system, including **primary care, institutions, and home care**.
WOW!

Source of Recommendations: Learning from SARS – Renewal of Public Health in Canada
October 2003
Did we miss something? Or, what did we miss during or in the planning for a pandemic?

What do you think?
Are we ready for the next pandemic or major catastrophic OHS issue? If not, what do we need to do?

• Are we ready?
• Are we moving to the new direction....or staying in the same place?
• Who is doing this planning?
Three steps to meeting future OHS needs today!
Three steps to meeting future OHS needs today

Step #1: Learn from COVID and apply to all new and leading principles to future events.
Step #2: OHS practitioners need to improve our practice today to meet future OHS needs!
Step #3: Are you ready? A new approach of moving OHS compliance to OSH sustainability – new paradigm!
Comments?

Questions?
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