

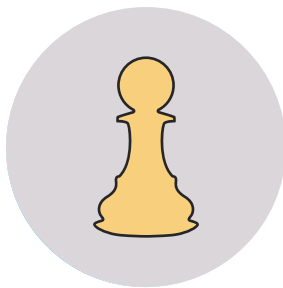
Risky Business

Managing Staff Compliance and Fatigue to Mitigate Risk

Risk mitigation is crucial in today's business world. Whether the risk is from health and safety concerns, macroeconomic issues, or other factors, organisations have risk management and mitigation at the top of their corporate strategy list. AON, the leading global provider of risk management, insurance and reinsurance brokerage, and human resources solutions and outsourcing services, recently polled over 1,000 companies to better understand their specific concerns around risk management. In the top ten risks given by respondents were multiple factors closely tied to human capital, including *Damage to reputation/brand*, *Regulatory/legislative changes*, *Failure to attract or retain top talent*, and *Property damage*. In organisations that rely on staff for operational purposes, many of these factors rear their heads on a daily basis. But what can these organisations do to manage risk day-to-day?

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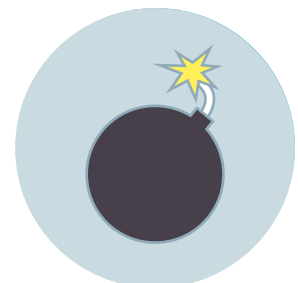
All the Right Moves



Over the course of nearly ten years serving the staff management space, we have seen that the most significant component of managing shift workers on a regular basis is found in their work schedules. The task of building and managing schedules is among the most time-consuming processes for today's small businesses, particularly in industries like staffing, retail, hospitality, construction, and health care. While getting the first schedule is not simple, what really keeps operations teams up at night is ongoing management of the schedule. And a big reason for that is ensuring the right person is being assigned to the right task. Moving staff and their shifts are big challenges faced every day. Availability is one key component but it's not as taxing as compliance and in turn, risk management.

Mission: Impossible

Many companies reliant on staff are overwhelmed at the thought of managing shifts with an eye on risk management. They are often so stuck in legacy technology and processes that they think it's impossible to manage shifts in an environment that tracks compliance issues such as certifications, licenses, training, and permits in their own repository as well as in context with the scheduling interface. But compliance management is not the only contributor to risk for companies managing staff. With organisations needing manual labor, fatigue is also a consideration.



Eyes Wide Shut



In industries like transport, construction, and healthcare, plus the agencies that service them, a tired employee is as big a risk factor as any. Major regulatory bodies are even introducing guidelines and legislation to bring this point home. For example, in the UK, the Health and Safety Executive (HSE) has built a sophisticated algorithm to manage fatigue in manual labor roles. It's even offered access to the calculus via a spreadsheet available on the HSE website. With changes in legislation regarding workforce accidents bringing more attention and even criminal liability to the employer, we feel strongly that adhering to these guidelines is paramount to risk management for your staff. Managing this fatigue in context with your schedule is the best way to ensure adherence.

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Minority Report



So now you understand that risk management vis a vis staff has additional new components that must be considered. The next key to risk management is a robust reporting engine to ensure you've been made aware of violations and infractions. In larger organisations, even if you've managed to avoid risk due to fatigue in the schedule management part of the process, you still may be missing any number of minor concerns that increase your risk exposure. For that reason, we recommend highly a thorough set of reports on compliance violations, easily accessible for a small group of decision makers on your operations team. Pattern detection will allow you to continue to refine your processes and policies to better manage and mitigate risk in your workforce in the future.

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Conclusion

Inherently, employees are at the forefront of companies' risk management efforts. As we've seen, recent research shows that employee-related issues are key in nearly half of the biggest risk fears faced by today's businesses. While many companies already

have robust risk management strategies at a corporate level, far too few are as detailed at an operational level with their workforce. When considering your options for a technological solution to your compliance and risk challenges, multiple capabilities are vital for success in mitigating risk caused by and related to staff, including an easy-to-access compliance repository for managing competencies, skills, and more; the ability to manage fatigue to avoid health and safety regulation; and a data structure that allows for reporting on all compliance-related information.

Compliance Solutions from Sirenum



Sirenum offers a powerful system for managing employee certifications, licenses, and permits in order to ensure a robust health and safety programme while also driving more efficient operations. In addition, Sirenum has built the only solution on the market that allows management access to risk and fatigue data in context with roster management.

Visit www.sirenum.com/solutions/compliance today or contact your Sirenum representative for more information on Sirenum's scheduling solutions.