COVID-19 - Management

**Member company:** Aperam

**Category:** workplace improvement; accident analysis and countermeasure development; enhancement of safety management systems

### The Challenge

In the beginning of 2020 the whole world was suddenly disrupted by COVID-19 (and still is!), this resulted that our normal, social way of working was not possible anymore.

The impact from this new virus was/is very heavy on health, social and economics.

- For Health, the illness rate went up, absenteeism was at its highest
- For Social, the mental well-being was suddenly more at risk
- For Economics, there was a worldwide financial impact, that impacted production

### Why?

Impact on whole worldwide organization of all companies, because of the invisible new enemy, we needed to protect our employees and also their families (Health and Mental). Therefore it was very important to shift very fast in a new way of working, this resulted in the following new challenges;

- Control the spread of the virus so our employees feel safe on the shop floor, in the offices and also at home
- Guarantee the production flow for our customers
- Control the absenteeism

### Needed Action

- Fast and regular communication about the first pandemic
- Fast implementation of hygienic measures based on measures defined by the worldwide virologists and internal medical staff
- Global new Health Risk Assessments to define the new risks on the workplace and defining measures
- Monitoring of the positive cases per site, to be proactive

### Action Review

**Specific:** The COVID situation is a very specific and unique situation. This disruption has demanded that there is a complete new need to refocus Aperam.

**Measurable:** KPI's created to measure the positive cases per production site and to identify close contacts within the Aperam sites.

**Achievable:**

- Keep positives cases as low as possible
- Quick detection of COVID spreading and determine close contacts
- Shop floor visit for respecting the COVID measures

**Realistic:**

- Follow-up COVID measures (KPI - graphics)
- Continuous communication in line with global governmental measures
- Detection of new cases (determine close contacts, PCR testing and antigen testing on European sites...)
- Communication to contractors, to employees and their families (e.g. cartoon about COVID measures, art contest...)
- All employees received masks for them self and their family
Time-bound;
The pandemic period is considered as a Time-bound event. The end is related to several external factors (spread of the virus, vaccines and new variations).

Target Beneficiaries from the Action

By creating a pandemic working group (safety advisors, medical staff and sites managers) it was possible to reduce the COVID-19 risks for our employees and their families. This was done in a way that the deliveries to the customers were not disturbed. We not only focussed on the employees but also on their families, this is important because it is possible to contract COVID anywhere.

Horizontal Expansion Capability

The way that Aperam had/is dealing with the virus could also apply to other companies; we are currently all facing the same special and hopefully unique situation. Our focus was the protect employees and their families because COVID-19 does not stop at the gate of the company or at the borders.

Outcome

- Fast reaction on new COVID cases at all sites (e.g. antigen testing...), reducing absenteeism.
- No COVID break out on sites that endanger the production, therefore the production and delivery to our customers is stable.
- We not only focussed on the employees but also on their family, this is important because it is possible to contract COVID anywhere. The working group had launched awareness campaigns for the families (family art contest, COVID-19 measures in shape of cartoons, masks...) to have a frequent sensitization.

Aperam Cartoons COVID-19 rules

From the start of the pandemic in 2020 special drawings explaining the rules to apply on our sites by the truck drivers have been developed. The target was to avoid any text as we have drivers coming from a lot of different countries and not always speaking the local language.
Aperam Art Contest “How we are fighting against coronavirus”

Aperam launched an Art Contest with the main aim to bring his employees and their families closer together in these difficult times of social distancing.

It was at the time where lockdown measures were started in 2020. To keep our people motivated and find an activity they could do with their children at home we launched this art contest to all our employees and their families.
Hello friends! We are Luke and Leia and we are experts in fighting the Coronavirus! We give you our best practice tips for preventing contamination at work and at home!

We need to take special care of the elderly and people with a weak immune system to stay healthy!

The best way to contain the spread of the virus is to avoid contact with contaminated persons. Some people may have the Coronavirus without showing any symptoms but still be contagious. We better say hello and goodbye at distance!

We sneeze and cough into our elbow, or use a tissue by keeping as much distance as possible from others. We throw away the used tissue immediately into a trash can and wash our hands.

We wash our hands often, especially before eating, after blowing our nose, going to the bathroom and after coming from outside. We wash the back of our hands, between the fingers, under the nails for at least 20 seconds, enough time to sing "Happy birthday" twice. In case there is no water and soap, we can use a hand sanitizer.

It is important to avoid large crowds or crowded places such as public transport. We stay at home as far as possible.

In case of fever, cough, difficulty in breathing or any other COVID-19 related symptoms, we stay at home and call the doctor! In case someone around us is sick, we keep our distance and the sick person wear a face mask!

Aperam supports local organisations in the fight against the Coronavirus, for example a lot of masks have been donated to local hospitals. Maybe you can also support those in need, for example by donating your old masks.

We wear a mask if needed or obligatory and we do not forget to wash our hands immediately after to put on and after we take it off.

We do not touch our face before having clean our hands! When we touch people who are sick, or touch dirty surfaces, we contaminate our hands with germs. The virus can go into our body by hand contact with our eyes, mouth or nose.

Let us fight against COVID-19 together! Follow our tips and pass on what you have learned!