

# COVID-19: How Stafflex returned their staff safely to the workplace, a case study



**Stafflex** is West Yorkshire's largest independent recruitment specialist.

Established in 2000, they are experts in providing quality staff to the Education, Office, Industrial and Engineering sectors across the West Yorkshire area.

## How Aware of the Risks Were You?

*"Very knowledgeable. We had done a great deal of research into how to be COVID Secure and had consulted with other businesses regarding their policies and experiences. We have kept ourselves up to date with all government guidelines and legislation surrounding COVID-19."*

## Executive Summary

Stafflex engaged the services of Equilibrium Risk to deliver a COVID-19 Security Assessment to bolster their existing policies and measures, and discovered:

- The training had a real impact on the confidence of their staff returning to work.
- Management were able to have a deeper insight into the feelings and concerns of their employees.
- They were able to further develop measures and communications cross the organisation that address those concerns.
- They were able to return their staff to the workplace in a way that made everyone feel safe.

## Challenges

Following 12 weeks of only three members of staff working from the office throughout lockdown, Stafflex started to introduce six members of their team back to office-based working. This went well for two weeks until four of the returning six contracted COVID-19.

It was clear that some of the implemented measures, that had worked so well for 12 weeks, had been breached!

This had a huge impact on employees' confidence in returning to work in the office.

***"Prior to working with Equilibrium Risk, We were COVID Secure; we had created our own policy, risk assessments, health screens, implemented new measures as per the government guidelines for an office environment."***

## How Our Service Helped

Stafflex found that, *"the online, real time training had a huge impact on the confidence of our staff."*

*The confidential survey enabled Stafflex' management to have a deeper insight into the feelings and concerns of employees.*

*This allowed us to develop our measures and communications even further in response to specific concerns."*

### **What did the decision-making process look like?**

*"We were quite happy managing our COVID Security however, we were acutely aware of how employees' confidence in the safety of their workplace had been compromised by the COVID cases amongst colleagues.*

*We knew that by engaging the services of an outside agency who could confirm that the measures we have in place are accurate and in line with government guidance, we would increase the confidence of our staff to feel comfortable working in the office environment.*

*We also knew it would help to strengthen understanding regarding our collective responsibility of keeping each other and our families safe by following government guidance inside and outside the workplace.*

## Results, Return on Investment and Future Plans

When asked if Stafflex had been able to quantify our service, *"Yes, most definitely. All staff have confidence in returning to work in the office environment!"*

In addition, *"We have been able to address other concerns raised in the survey in our monthly Hob Nob meeting. The fact that the online training sessions were recorded means that we can play them to any other returning members of staff who were not present for the online training i.e., those on maternity leave."*

Asked about future plans, *"We will continue to use the policy and measures we had in place alongside the developments in our COVID Security due to Equilibrium's COVID Security Assessment."*

### ABOUT EQUILIBRIUM RISK

Equilibrium Risk is a security and risk management company that supports business growth through effective, balanced security.

We do this by providing a secure environment in which your business can operate, continue to pursue opportunities, and grow.

If you would like to know more about how we can support your business growth, please get in touch:

W: [equilibriumrisk.com](http://equilibriumrisk.com)

E: [enquiries@equilibriumrisk.com](mailto:enquiries@equilibriumrisk.com)

T: 01 484 505321