ServiceNow® Safe Workplace suite

Helping our customers make the return to workplace work for everyone

As the world begins to reopen, preparing to make going back to the workplace work for everyone requires careful planning and execution. Business functions across the enterprise – from IT and HR to Workplace Services and Legal – must work together seamlessly to create a safe and productive experience for all employees, whether they return to the workplace or continue to work from home.

Powered by the Now Platform, the ServiceNow® Safe Workplace suite is designed to help companies manage the essential steps for returning employees to the workplace, assessing both workforce and workplace readiness, to support their health and safety.

View your organization’s readiness to open at-a-glance

The ServiceNow® Safe Workplace Dashboard provides data visualization for all the Safe Workplace apps. Overlaid with a map and publicly available infection data, it gives organizations the ability to geographically see the density of infection rates and vaccination statuses, and allows you to drill into specific locations. Workplace sites are marked to indicate its ability to open, and remain open, based on workforce and workplace readiness. View the latest workplace and COVID-19 data to manage workplace occupancy levels and make informed decisions for reopening sites.

Identify affected employees to help prevent outbreaks in the workplace

To help mitigate the transmission of infectious diseases, the ServiceNow® Contact Tracing app provides workplace administrators with a rapid identification and response process to manage and reduce the spread of COVID-19. The solutions uses data available from the workplace – like meeting participants, visitor information, badge scans, WIFI access points, and Bluetooth – to help employers trace and reach out to employees that may have been exposed to an affected person in the workplace. Cases can be automatically created when an employee reports their illness and contact tracers can be automatically tasked to reach out to all potentially exposed employees to gather health information. Employees are enabled to submit contact tracing information via SMS, making it simple to keep administrators informed.

Once individuals are notified of their possible exposure, the ServiceNow® Health and Safety Testing app streamlines the process of employee health testing by empowering employees to submit health testing requests. Health testing information, like test type and preferred testing data and location, are provided through request forms, giving administrators the information needed to arrange testing and deliver scheduling confirmation to the employee. After completion of health testing, employees receive and submit test results to satisfy the employer health and safety requirement, clearing them for a safe return to the workplace.

Key Benefits

- Get a comprehensive view of site readiness to support employees returning
- Trace potentially exposed employees to support a healthy workplace
- Identify affected employees to prevent outbreaks in the workplace
- Gain visibility into employee wellness and their ability to return
- Verify the health status of employees and visitors for entry into the workplace
- Support the health and safety of your workforce when traveling for business
- Gain insight into the current status of vaccination within your workforce
- Quickly configure clean and socially-distanced workspaces for a safe return
- Monitor the PPE resources needs of your workforce in real-time

The Safe Workplace suite of applications are designed to work together to address the various aspects of a comprehensive return to workplace strategy.
The ServiceNow® Vaccination Status application gives HR departments the ability to track the status of employee vaccinations in the workplace. Organizations can collect vaccination data for workforce planning, as needed based on business requirements, and report on the readiness of the workplace. Employees are empowered to submit documentation of completed vaccinations, via desktop or mobile, to meet their employer’s health and safety requirement for a safe return to the workplace, while administrators can track the status of employee vaccination in the workplace. Status updates can be completed manually by employees in response to vaccination dose reminders that ensure individuals receive subsequent vaccinations.

**Address the challenges of workforce readiness for your organization**

Employers want to gauge the readiness of their workforce before returning to the workplace. With the ServiceNow® Employee Readiness Surveys app, HR leaders can continuously connect and engage with employees to gain insight into their personal readiness by understanding their availability and return timeframe, measuring the interest level of returning to work, and revealing concerns about personal health, family obligations and workplace safety. Employee responses to survey questions automatically trigger actions like workplace reservations, PPE requests, and sending health verification.

The Safe Workplace suite extends its workforce readiness solutions with the ServiceNow® Employee Health Screening app. This solution facilitates employee and visitor screening for elevated temperatures as a control to prevent possible infections from spreading in the workplace. Employees are screened by either mobile self-service or health screeners while visitors can verify their health status with a simple email response prior to their arrival. Administrators can view trends via a reporting dashboard and track the return of employees into the workplace.

Supporting the safety of employees when traveling for business is also essential. The ServiceNow® Employee Travel Safety app gives organizations the ability to pre-authorize business travel for employees based on the safety status of the destination. Managers can make informed decisions on employee travel requests upon reviewing customer location site information and leveraging local COVID-19. Employees are prompted to enroll in health verifications before and through the duration of the trip and daily contact check-in requests are sent to employees to ensure safety guidelines are being followed and their travel is safe.

**Give HR the essential tools to deliver your workplace readiness plans**

Supporting employee safety requires organizations to manage workplace distancing, shifts and sanitation. With the ServiceNow® Workplace Safety Management app, employers can quickly configure clean and socially-distanced workspaces for employees to safely return. Workplace services can pre-assign employee shifts to available workspaces and stagger arrival times or desk bookings. Timestamps are captured with workplace reservations to support contact tracing. To prepare for employee returns, cleaning schedules can be configured based on their return shift schedule to help protect employees from infection.

The ServiceNow® Workplace PPE Inventory Management app helps organizations manage and monitor the needs of the workplace to support the physical safety of your workforce. The solution provides a comprehensive view of inventory by each facility, an aggregate scope of the entire workplace, and historical data on how equipment levels have changed over time. Current inventory levels can be updated for accurate and real-time inventory management.

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**Safe Workplace suite**

The Safe Workplace Suite provides core capabilities for assessing workforce and workplace readiness and for taking steps to reopen.

- **Safe Workplace Dashboard**, get a complete view of your readiness to reopen sites, displaying data from all the Safe Workplace apps
- **Contact Tracing**, rapidly trace and reach out to exposed workers to mitigate the ongoing risk of disease transmission
- **Health and Safety Testing**, streamline the process of employee health testing to identify affected employees
- **Vaccination Status**, allow organizations to track the status of employee vaccinations
- **Employee Readiness Surveys**, gauge readiness to return to the workplace and determine how to make employees feel safe
- **Employee Travel Safety**, pre-authorize business travel for employees based on safety status of the destination
- **Workplace Safety Management**, deliver self-service desk bookings with pre-defined safe distancing plans, shift assignments, and sanitation schedules
- **Workplace PPE Inventory Management**, manage your PPE inventory across locations and facilities to meet the physical safety needs of your workforce