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 and 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 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.

**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 spreads in the workplace. 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 upon a report’s creation, and contact tracers can be automatically assigned.

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 in office
- Trace potentially exposed employees to support a healthy workplace
- Identify affected employees to prevent outbreaks in the workplace
- Gain visibility into employee wellness and ability to return to the workplace
- Verify the health status of employees and visitors for workplace entry
- 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 workspaces for safe desk bookings
- Monitor PPE resources and the needs of employees in real-time

Safe Workplace Suite is designed to address a comprehensive safe return to workplace strategy for employees and workplace teams.
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 to meet their employer’s health and safety requirements, while administrators can track the status of employee vaccination in the workplace. Status updates can be made manually by the employee.

Address the challenges of workforce readiness for your organization

Employers want to gauge the readiness of their workforce. With the ServiceNow® Employee Readiness Surveys app, HR leaders can continuously connect and engage with employees to gain insight into their personal readiness, measuring the interest level of returning to work, and revealing concerns about personal health or family obligations. Employee responses to survey questions automatically trigger actions like desk bookings, PPE requests, and 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.

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. 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.

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 desks 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 to then support contact tracing. To prepare for employee returns, cleaning schedules can be configured based on their return shift schedule.

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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