

## 5. Methodology Detailed Description

### The Protection period: Qualitative Assessment

The Qualitative assessment process consists in evaluating the performance of the actual covid19 protection practices.

We use “The crisis Transformation Assessment tool” designed to compare and rank current plant practices in the area of Health-care against what is considered best practice. This evaluation is essential because it allows to set clearly defined progress objectives but also to serve as a reference for the assessment of future improvements.

It consists in a series of observations on site and interviews conducted by our team within the framework of our Health-care Matrix. The interviews are performed cross-functional throughout your organization. The assessment typically would be targeted towards all operational departments potentially involved in assuring on site work. We scan via more than 100 questions amongst others the following categories.

1	Steering & strategy
2	Staff awareness & training
3	Workplace organization
4	Hygiene at work and cleaning
5	Operations & protection/prevention
6	Travels

Each axis represents a pillar in the covid19 management approach, you will have at the end of the audit, a clear and pragmatic view of your strengths, your weak points, objectives adapted to your reality as well as the plan of action to follow in order to achieve these objectives.

## The Protection period: Quantitative Risks analysis

The classic approach to risk management is past due to the corona pandemic. Risk managers have to learn to deal with ambiguity and uncertainty instead of denying this ambiguity and controlling the uncertainty. Uncertain risks are risks where there is no knowledge about probability and effect, making an assessment of the acceptability of the risk impossible. With ambiguous risks, there is no knowledge about chance and effect, but there is also scientific and social discussion.

QHSE is working on a conscious and direct approach to problems (coping strategy) to deal with risks. The classic risk approach is no longer compatible in the VUCA world (Volatile, Uncertain, Complex and Ambiguous). At I-care we support the necessary approach of Estimating and interpreting risks. We apply then the strategy of good father associated to latest worldwide experience in order to link the risks with their priority.

Prevention before corona	Prevention after corona
QHSE works on risk management	QHSE is working on a conscious and direct approach to problems (coping strategy) to deal with risks.
The risks must be managed: QHSE checks and controls	The classic risk approach is no longer compatible in the VUCA world (Volatile, Uncertain, Complex and Ambiguous)
Measuring is knowing: everything in terms of risk assessment is clearly defined and measurable	Estimating and interpreting risks is necessary
Risks are simple	Risks are uncertain and ambiguous

During the personalized risk analysis and action plan creation, **we are constantly careful to respect these few simple rules** guaranteeing the right approach to our work:

- Make every effort to protect the safety and health of employees.
- Only take preventive measures that are proportional.
- Copy the good practices and avoid trying things out
- Only apply measures that are evidence based
- Do not follow a fire flame policy.
- Do not suddenly, out of the sky, take measures.
- Be clear in communicating to everyone, including with contractors and (sub) contractors

Results are translated into an action plan to prioritize actionable items and keep the program on track. The action plan is a detailed project plan that captures all potential future action items and prioritizes each one and assigns an appropriate timeline for completion and who is responsible for execution of the item. The goal is to turn the action plan into a Gantt chart for project execution.

Our approach to risk assessment is as follows:

**Risks are categorized** considering their specificities, when necessary subcategories are created to stick closer to customer organization. Considering that the risk is always “virus propagation”, we base our evaluation on the risk factors for a more practical approach. The analysis of the risk factors leads to the appropriate measures to deploy on site.

**Risks are classified** under 3 levels “acceptable” “probable” “very important” linked to an action priority. The classification in order of priority makes it possible to determine for each action an implementation deadline

## **The Protection partnership: Implementation mandatory protective measures**

In this phase I-care starts the implementation onsite of the he most effective measures considering their impact and their deployment time. They are the first effective methods and tools highlighted by the risk analysis, validated together. **The aim is to install the devices as quickly as possible with an immediate positive impact on the health of workers.** During this phase I-care offers itself as a supplier **of labour, tools and project management.**

## **The Prevention partnership: Long-term prevention and reducing the impact of future crises**

In this phase I-care continue in partnership with your task force the implementation of all the validated new way of working.

This is the most important stage in the entire process. Even with a well-designed Health-care program, a solid prevention cannot be experienced without a solid implementation plan. It is when the process begins to evolve into a workable approach for Health-care Program. Several tasks must be completed before a final product is ready to be put into practice.

**The goal is this time to implement all the prevention measures deemed appropriate and** validated by you during the presentation of the risk analysis. This phase is spread over a longer time, **creating in depth a change in practice.** This time is also necessary for the assimilation of new methods by all workers.

## Sustainability and Continuous Improvement

### Training and mentoring

A key to success is to validate the understanding regarding the recommendations and procedures, as well as Health-care function as a whole. **Training can involve one-and-a-half days of classroom training, train-the-trainer session and a review of modifications and covid 19 protection task procedures.** To help implementing a sustainable protection competency program, our train-the-trainer program is the best approach. It emphasizes on the change in people's behaviour to produce the desired results with regards to Health-care.

### Continuous improvement

Like most programs, the Health-care Program could always be improved. It's a living organism that's constantly changing, growing and shrinking. Key personnel retire, and new people step into their positions. Continuous monitoring and improvements are required to maintain the program at an optimal level. In many cases, establishing Health-care related metrics and Key Performance Indicators is the first step to the development of program goals. KPI's are additional measurements that can provide insight into specific parameters. By looking at the current state of some of these metrics, goals can be established based on issues identified by the metric measurement.

In most cases, required improvements cannot be implemented all at once which creates a pipeline for future projects and activities. Sustaining the program might include a follow-up analysis as a method of benchmarking the implementation progress.

## Security

I-care assumes that all the necessary safety information has been included in the price request. On this occasion, the customer undertakes to warn I-care of the risks to which its staff may be subject in the context of this activity (in particular in the context of field surveys) in order to be able to integrate into its offer all the means of prevention necessary. I-care assumes that all practical aspects will be discussed at a kick-off-meeting before the start of activities.

## Consequential damages

I-care will not in any way, and notwithstanding any provision to the contrary provided elsewhere, be held liable for any indirect, immaterial or consecutive damage, such as loss of production, loss of income, loss of profit, capital costs and financial losses or similar economic reasons, caused or occasioned to the client during or in connection with the project of this offer.