South American Publishing

SAP Health and Policy. 2022;1:17
doi: 10.56294/shp202217

ORIGINAL

Proposal for the implementation of a Hygiene, Safety, Environment and CSR plan in the company A.J. & J.A. Redolfi SRL

Propuesta para la implementación de un plan de Higiene, Seguridad ,Medio ambiente y RSE en la empresa A.J. & J.A. Redolfi SRL

Hernán Federico Gauna[1]

[1] Universidad Siglo 21, Licenciatura en Higiene, Seguridad y Medio Ambiente Laboral. Córdoba, Argentina.

Submitted: 06-03-2022 | Revised: 08-06-2022 | Accepted: 20-10-2022 | Published: 21-10-2022

ABSTRACT

A.J. & J.A. Redolfi SRL is a company located in the town of James Craik, it has been in the wholesale of food products for more than 50 years, its structure is in marked growth, however there are aspects to improve, in this case report it is emphasized in the productive sector of the company, being the same the distribution and deposit, through a general survey of occupational hazards conditions have been detected that must be corrected, as well as everyday situations. This report seeks to correct the situations and conditions mentioned above through a hygiene and safety plan supported by three pillars, staff training, implementation of safe work procedures and document everything related to the matter, in this way have records and be able to work from continuous improvement. On the other hand, it is considered to implement corporate social responsibility policies to cement the mission of the company from the commitment to reduce to the maximum the negative impacts that the activity generates on the environment. The final objective of this proposal is to be able to generate a solid organization in these two aspects to certify international standards, ISO 45001 and ISO 18001 in the near future.

Keywords: Survey; procedures; impacts; diseases; accidents.

RESUMEN

A.J. & J.A. Redolfi SRL es una empresa situada en la localidad de James Craik, que lleva más de 50 años en el comercio mayorista de productos alimentarios, su estructura está en notable crecimiento, sin embargo, hay aspectos que mejorar; en este informe de caso se destaca en el sector productivo de la empresa, siendo lo mismo en la distribución y el depósito. Mediante una encuesta general de riesgos laborales se han detectado condiciones que deben corregirse, así como situaciones cotidianas. Este informe busca corregir las situaciones y condiciones mencionadas anteriormente mediante un plan de higiene y seguridad apoyado en tres pilares: formación del personal, implementación de procedimientos de trabajo seguros y documentación de todo lo relacionado con el asunto, de esta manera contar con registros y poder trabajar con una mejora continua. Por otro lado, se considera que implementa políticas de responsabilidad social corporativa para consolidar la misión de la empresa desde el compromiso de reducir al máximo los impactos negativos que la actividad genera en el medio ambiente. El objetivo final de esta propuesta es poder generar una organización sólida en estos dos aspectos para certificar las normas internacionales ISO 45001 e ISO 18001 en un futuro próximo.

Palabras clave: Encuesta; procedimientos; impactos; enfermedades; accidentes.

© 2022; The Authors. This Open access article is distributed under CC BY 4.0 licence.

INTRODUCTION

The purpose of this case report is to identify some negative factors present in the organization and thus generate a proposal for improvement through the implementation of a viable Health, Safety, and Environment plan for A.J & J.A REDOLFI. It is considered that for the implementation and execution of the health and safety plan to be successful, it is necessary to include all levels of the organization; however, the focus will be on the operational sector of the company.

Taking into account Article 4 of Law 19587 on health and safety, which states that: "Health and safety at work shall include technical standards and sanitary, precautionary, protective or any other measures aimed at:(1) a) Protecting the life and preserving and maintaining the physical and mental integrity of workers; b) Preventing, reducing, eliminating, or isolating risks in different workplaces or job positions; c) Encouraging and developing a positive attitude toward the prevention of accidents or illnesses that may arise from work activities." It is considered extremely important to address certain issues that will be presented in detail throughout this paper, as part of a comprehensive occupational health, safety, and environmental plan.

The company A.J & J.A REDOLFI was founded in 1993 and is a partnership between the founder and one of his sons. It is dedicated to the sale and distribution of various products: food, refrigerated products, cigarettes, beverages, cleaning supplies, among others. This company is located in the town of James Craik, in the province of Córdoba. It has more than 50 years of experience in the industry and five branches in five locations in the province: Río Cuarto, Córdoba, Río Tercero, San Francisco, and James Craik.

A.J & J.A REDOLFI is continuously growing in the wholesale food products sector, winning new customers every year in the interior of Córdoba and throughout the country. It currently serves more than 6 000 customers through 35 salespeople.

To ensure optimal distribution and service to its customers, it has its own fleet of vehicles, including five small utility vehicles, 23 larger utility vehicles, 20 trucks, and five forklifts. It has a staff of 170 employees spread across its five branches. It currently sells products from large companies such as Masallin Particulares, Unilever Argentina, Kraft Food Argentina, Regional Trade, and Fratelli Branca, among the most important. The company offers a wide range of products, as sales are not focused on any particular product but on the entire range available on the market.

The company's strategy is to differentiate itself from its competitors through "highly customer-oriented service and competitive prices."

Despite its constant growth and its position as one of the most popular choices among retailers, difficulties have been identified in some areas of the organization. First, it should be noted that the company does not have a health, safety, and environmental plan in place, which is considered essential for any organization.(2)

This plan should include, for example, a safe working procedure for each job position, an annual training program, a self-protection plan, the implementation of a COVID-19 protocol, and the inclusion of CSR by the organization, among other things. We can use this final thesis, which focuses on the implementation of a health and safety plan for different types of organizations, as a reference, as it will be very helpful throughout the project.(3,4,5)

Communication and participation within an organization are vital to its existence, which is why it is necessary to allocate resources to address this situation that causes problems, such as not having a job induction process.(6,7,8)

A.J & J.A REDOLFI does not have this process in place, which means that employees learn as they make mistakes. This has led to financial losses and has also caused problems in operational areas, as these are the areas where employees are exposed to the greatest number of occupational hazards. Examples include truck drivers and dispatch personnel, among others.

Another problem that was detected, which was highlighted and is considered extremely important for the immediate future of the company, is the lack of a corporate social responsibility and environmental policy (CSR). When gathering information about the organization, no plan aimed at an environmentally friendly economy was observed. This is clearly evident since its immediate competitors, such as Makro s.a. and Luconi srl, have invested in social and environmental policies that strongly mark the mission and vision of these organizations.

As background, we can cite an article that mentions the importance consumers place on choosing between products from an organization with a clear r social and environmental responsibility policy and one that does not allocate resources to this. That is why it is considered necessary to implement it in the organization we are dealing with.(4,9,10)

Every company's mission and vision must include a commitment to both society and the environment, seeking well-being and sustainability. Three dimensions must be taken into account for a correct assessment (economic, environmental, and social). This influences the image of any organization and directly affects its surrounding environment, as well as its employees, suppliers, and customers, who are increasingly looking to purchase environmentally friendly products throughout the manufacturing process.

It is also necessary to pay attention to the lack of evidence in terms of occupational health and safety. Although training documents exist, it is considered that much more can be done due to the size of the organization and its continuous growth. Information on health and safety is considered scarce, as extremely important indicators have not been surveyed, such as the conditions of the warehouses where food products are stored.(11,12,13,14)

Finally, we can cite a report that will be very helpful in understanding the importance of internal communication regarding changes within an organization and how this is reflected in a higher accident rate.(11,15,16)

METHODS

Taking into account the benefits outlined above, it is recommended that A.J. & J.A. Redolfi SRL begin implementing the current proposal.

General objective

- Implement safe working procedures and a commitment to environmentally friendly practices so that, in the near future, ISO 45001 and ISO 14001 standards can be implemented at A.J. & J.A. Redolfi SRL, with the aim of optimizing resources and achieving a safe working environment. This will be carried out during the 2021-2022 period.

Specific objectives

- Develop environmentally friendly economic policies to impose a corporate mission committed to the impact generated on the environment
- Implement safe working procedures in the organization's operational area and create documents corresponding to workplace accidents.
- Draw up a sufficiently efficient health and safety plan for the dispatch and distribution area.

Scope

This proposal is designed to be implemented in the operational areas of the organization under study, which are all of its storage and distribution points in James Craik, Río Tercero, San Francisco, Córdoba Capital, and Río Cuarto, covering all workers in these areas.

The aim is for the company to implement ISO 45001 in the near future, incorporating into its mission the commitment to minimize the negative impact that the organization has on the environment where it operates.

Implementation will begin in January 2021, and the expected timeframe for evaluating the final results is one year. However, it is proposed to evaluate the indicators every three months, with a total of four reviews during the implementation of the proposal, and to keep records of these.

The period for carrying out this proposal is 2021-2022, however, it will be gradual. The aim is to have the material resources available in the first quarter, January-March, these being reams of recycled paper, low-energy lighting, and labeled trash cans, so that implementation of the proposal can begin in the next three months. In the third quarter, the aim is to demonstrate savings in electricity and a clear culture of environmental responsibility on the part of the organization. Finally, to close the proposal, an audit will be carried out.

During the period of purchase of supplies, the person responsible for hygiene, safety, and the environment will be in charge of the location and labeling of the bins in dispatch and distribution areas and, on the o r hand, the installation of low-consumption lighting in compliance with Resolution 84/2012. In addition, during the same period, training on environmental protection and resource conservation will be provided by a licensed professional at the head office and by technicians at the other branches.

To implement the current proposal, the following actions will be taken:

- Create an annual budget for corporate responsibility policies
- Purchase reams of recycled paper for company invoicing

- Replace lighting in warehouses and distribution centers with low-energy bulbs.
- Staff training in environmental management
- Separate waste into labeled trash cans

We will seek to maintain a two-way relationship with the recycled paper supplier and with companies that have the same CSR policy.

On the other hand, in an aspect more related to hygiene and safety, this proposal seeks to achieve a safe working environment. To this end, work procedures will be implemented that will be the same for all distribution centers. The hygiene and safety officer will be responsible for drawing up this plan and implementing it at the head office located in James Craik, and this will then be replicated by the technicians incorporated in the rest of the branches.

The objective is to achieve a solid foundation so that the organization has the tools, knowledge, and resources to aspire to implement the ISO 45001 standard, creating a safer and more productive environment at the same time. The training program includes a total of 24 courses per year for each branch. The main topics to be covered include ergonomic risks, safe forklift operation, fire contingency plans, and the use of PPE, among others. By May, the entire organization is expected to be ready to implement the health and safety plan and safe procedures, with the main objective being to have trained and motivated employees. In order to provide knowledge and resources to staff, we will work together with local firefighters, who will accompany the health and safety professional during training and drills related to the fire contingency plan. In addition, two training sessions will be held each year, focusing on teaching staff CPR. These sessions will be led by paramedics, who will be responsible for delivering the training.

Finally, in December, an audit will be carried out to demonstrate concrete improvements and a culture of health and safety within the organization.

Unsafe conditions that need to be resolved quickly have been identified and described in the situation analysis. These are due to a lack of prevention, control, evaluation, and resolution in the area of hygiene and safety. The factors can vary, but one of the most common is not having an annual budget for the hygiene and safety department. There are situations covered by the budget, such as training, but there are also some unexpected situations that have a direct impact on the safety of operators. A clear example of this is the breakage of a warehouse window. For this reason, it is proposed that this type of situation be taken into account in order to provide a rapid response and solutions to ensure the safety of each worker.

Given the global pandemic situation, it is essential to incorporate a COVID-19 protocol into the health and safety plan. The document can be found in the annexes and is applicable to all distribution centers. Its primary objective is to protect the health of workers as well as anyone who comes into contact with the organization.

One challenge for this organization is the need to build a team in the operational area that participates in decision-making on various issues. In this case, we will work on hygiene and safety, giving each operator the opportunity to suggest key needs for positive changes to their daily work. These will be evaluated by the hygiene and safety manager and worked on together with the dispatch manager to achieve an environment of total harmony and safety.

To carry out this stage, it will be necessary to:

- Comply with current regulations
- Develop a health and safety program
- Develop an annual training program
- Deliver 24 training sessions per year
- Propose an evaluation system for topics covered in training
- Prepare documents on workplace accident rates
- Conduct two annual fire drill drills
- Create internal workplace climate surveys
- Create an annual budget for the health and safety department, with the in order to be able to respond to unexpected situations.

Resources

In order to carry out this proposal, certain resources will be necessary. These are detailed below

Human resources:

- Degree in health, safety, and the environment
- 2 health and safety technicians

Building resources:

- 1 office for training for each distribution center

Material resources:

- PPE
- Signage
- 1 projector per distribution center for exclusive use by the health and safety department
- 1 computer per distribution center for exclusive use by the health and safety department

Financial resources:

- An annual budget will be required to pay the fees of HYS professionals and to purchase all the materials needed to carry out the proposal.
- The budget for the purchase of eco-friendly printed sheets will be $26 000, which is equivalent to 20 000 units, according to the daily rate quoted by the company "OFERTA GRÁFICA," located in the city of Córdoba.

Legal resources:

- Laws
- Decrees
- Resolutions
- Regulations.

Figure 1. Gantt chart

ACTIVITIES	START	END	DURATION IN DAYS	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	PLANNED BUDGET (USD)	SOURCE OF FINANCING
Signing of the memorandum of agreement	01/2021	01/2021	30															Responsible administration and management
Resource purchase	01/2021	03/2021	90															Own resources
Hiring of trainers	01/2021	12/2021	365															Licenses and technical services
Pre-survey with experts	03/2021	03/2021	1															Licenses and technical services
Initial training round	05/2021	05/2021	1															Human resources
MOOC 1	07/2021	07/2021	1															Licenses and technical services
Assessment of people IV	08/2021	08/2021	1															Licenses and technical services
Pre-survey with students	10/2021	10/2021	1															Licenses and technical services
Dissemination of results	10/2021	12/2021	90															Licensed

RESULTS AND DISCUSSION

In order to demonstrate that the partial results are within expectations, certain indicators will be established and evaluated on a quarterly basis, as follows:

1. Using a checklist and RGRL, demonstrate improvements in the implementation of safe procedures and workplace conditions.
2. All workers assigned to dispatch, warehousing, and distribution areas must pass the exams proposed by the health and safety professional with a score of 80 % or higher.
3. Demonstrate positive results through internal climate surveys.
4. Demonstrate a reduction in consumption compared to the same period last year through the implementation of low-energy lighting.
5. Quantitatively test the increase in productivity through the implementation of safe procedures.

The company A.J. & J.A. Redolfi SRL, located in the town of James Craik, is a wholesale organization dedicated to the sale and distribution of food products, refrigerated products, cigarettes, cleaning supplies, among others.

The company is constantly growing; however, opportunities for improvement have been identified with regard to hygiene, safety, and the working environment, which were highlighted above.

By implementing the improvement proposal, we aim to have a highly trained staff in hygiene and safety, implementing safe work procedures in order to take advantage of human resources and increase productivity. The main objective is to have an organization with a clear mission of corporate social responsibility that provides a safe working environment for all employees, customers, and suppliers.

Achieving this objective will mean preparing the company to certify international standards in the near future, allowing it to take a big step forward and compete nationally as a model company for others to follow.

Through RGRL, unsafe conditions and situations were identified that posed a risk to the physical integrity of workers and an economic risk to the organization. A comparison was made with organizations with which it competes directly, and in some aspects, opportunities for improvement were found. Firstly, the lack of an environmentally friendly policy and secondly, the lack of a health and safety plan, two pillars that are considered key to the viability of a highly competitive organization. It was proposed to work from a health and safety plan that initially covers the operational sector of the organization with, as this was where situations and conditions were identified that needed to be improved in the short term.

Two major strengths of the organization are its track record and customer loyalty, which have enabled it to compete with large wholesalers, some of them international. However, this competition has been limited due to major weaknesses, namely the lack of a corporate social responsibility policy and the lack of a health, safety, and environmental plan. That is why this case report focuses on strengthening the company's strengths to generate opportunities for continuous improvement and achieve a business structure with solid roots that extend from each employee to the end consumer.

In order to continue with marked business growth, it is recommended that resources be allocated to the operational sectors in terms of hygiene, safety, and the environment. To this end, it will be essential to work towards continuous improvement, which can be achieved through clear, applicable, and documented work procedures. Implementing these procedures will be a challenge for the organization, but success in this area will bring the company closer to its main short-term objective, which is to achieve a highly committed and trained workforce without neglecting to position itself as an organization with a clear mission where care for the environment is a policy of the organization. This will lay the necessary foundations for medium-term certification to international standards, positioning the organization as a model and highly competitive company in the wholesale food products sector at the national level.

For this reason, it is recommended that the impact of the organization on the environment be included as an annual agenda item, with advice from professionals in the field.

It is also recommended to implement an incentive program to initiate the implementation of safe work procedures, where those who exceed the requirements set forth in this document will enjoy extra benefits, in order to achieve a culture of safety within the organization.

Finally, it is recommended to provide training where resources are allocated to the preparation of each worker, such as systems (Office Package). This will generate a good working environment of total participation and the opportunity to have highly trained personnel in case internal growth opportunities arise.

One of the greatest benefits will be to generate added value for each product through a business structure that provides highly competitive job opportunities in today's market, empowering each worker through a culture of training and education.

To achieve this, it will be essential to work on three pillars.

Figure 2. Indispensable pillars to work on



REFERENCES

1. Ley N° 19587. Higiene y Seguridad en el Trabajo. Infoleg. 21 de abril de 1974. Disponible en: http://servicios.infoleg.gob.ar/infolegInternet/anexos/15000-19999/17612/norma.htm
2. Ley N° 24557. Riesgos del Trabajo. Infoleg. 13 de septiembre de 1995. Disponible en: http://servicios.infoleg.gob.ar/infolegInternet/anexos/25000-29999/27971/norma.htm
3. Bermúdez C, Mejías Acosta A. Medición de la responsabilidad social empresarial: casos en pequeñas empresas latinoamericanas. Ing Ind. 2018; Disponible en: https://www.redalyc.org/articulo.oa?id=3604/360458817010
4. Brahm MF. Análisis de la relación entre productividad y seguridad laboral [Internet]. Santiago: ACHS; 2016. Disponible en: https://www.achs.cl/portal/fucyt/Documents/Proyectos/1722014_PUC_Singer_Productividad_Informe_Final_090516.pdf
5. Casas S, Klinj T. Promoción de la salud y un entorno laboral saludable. Rev Lat Am Enfermagem. 2006;14(1). Disponible en: https://www.scielo.br/pdf/rlae/v14n1/v14n1a19.pdf
6. Medina M, Sosa C. Programa de concientización en Higiene y Seguridad en el trabajo. Trabajo final de grado. Instituto Universitario Aeronáutico; 2009. Disponible en: https://rdu.iua.edu.ar/bitstream/123456789/1246/1/PFG-MEDINA-SOSA.pdf
7. Montañez-Moya G, Gutiérrez-Olvera S. Las prácticas responsables desde la teoría de los grupos de interés en las pequeñas y medianas empresas. 2014. Disponible en: https://www.redalyc.org/articulo.oa?id=461/46131111003
8. Organización Internacional de Normalización. ISO 26000:2010. Guía sobre responsabilidad social [Internet]. ISO; 2010. Disponible en: https://www.iso.org/obp/ui#iso:std:iso:26000:ed-1:v1:es
9. Oropesa C. Gestión de cambios en plantas industriales de procesos y la prevención de accidentes laborales. Rev Fac Ing Univ Cent Venezuela. 2015;30(1). Disponible en: http://ve.scielo.org/scielo.php?script=sci_arttext&pid=S1315-01382015000100006
10. Organización Internacional del Trabajo. El trabajo en tiempos de pandemia. OIT; 2020. Disponible en: https://www.ilo.org/wcmsp5/groups/public/---americas/---ro-lima/---sro-santiago/documents/publication/wcms_745573.pdf
11. Peñalosa Otero ME, López Celis D. El estereotipo de los colombianos frente al consumo socialmente responsable. Pensam Gest. 2018;(44):243–60. Disponible en: https://dx.doi.org/10.14482/pege.44.10384
12. Ramírez G. Un enfoque integral para el mejoramiento de la salud en el trabajo y la productividad. SURATEP; 2004. Disponible en: https://www.arlsura.com/pag_serlinea/distribuidores/doc/documentacion/induccion.pdf
13. Riquelme Leiva M. FODA: Matriz o Análisis FODA – Una herramienta esencial para el estudio de la empresa. Santiago de Chile; 2016. Disponible en: https://www.analisisfoda.com/
14. Sabbadin G. Proceso de concientización, formalización y seguimiento del uso de elementos de protección personal. Trabajo final de grado. Universidad Siglo 21; 2007. Disponible en: https://repositorio.uesiglo21.edu.ar/handle/ues21/1225
15. Superintendencia de Riesgos del Trabajo. Protocolo SRT para la prevención del COVID-19. SRT; 2020. Disponible en: https://www.argentina.gob.ar/sites/default/files/protocolo_srt_covid-19_24_06_2020.pdf
16. Vargas J. Responsabilidad Social Empresarial desde la perspectiva de los consumidores. CEPAL; 2006. Disponible en: https://repositorio.cepal.org/bitstream/handle/11362/3543/S2006312_es.pdf?sequence=1&isAllowed=y.
17. FINANCING

FUNDING

None.

CONFLICT OF INTEREST

None.

AUTHORSHIP CONTRIBUTIONS

Conceptualization: Hernán Federico Gauna.
Data curation: Hernán Federico Gauna.
Formal analysis: Hernán Federico Gauna.
Research: Hernán Federico Gauna.
Methodology: Hernán Federico Gauna.
Project administration: Hernán Federico Gauna.
Software: Hernán Federico Gauna.
Supervision: Hernán Federico Gauna.
Validation: Hernán Federico Gauna.
Visualization: Hernán Federico Gauna.
Writing - original draft: Hernán Federico Gauna.
Writing - revision and editing: Hernán Federico Gauna.