



## BUSINESS ASSURANCE

# MY CARE

Build trust in your company's ability to keep people safe.

Demonstrate infection risk compliance and maturity, in line with national requirements and industry-wide best practices, to confidently restart your business and make it more resilient for the new normal.

Are you looking to verify that you are ready to restart business or working to incorporate infection risk management into your HSE (Health, Safety & Environment) system? Or are you in need of a bespoke infection risk management programme? Whatever your infection risk management needs, DNV GL's proprietary My Care framework can support you to:

- Leverage our healthcare and risk management expertise.
- Apply a hospital-grade approach.
- Use the assessment statements and dedicated trust mark to provide transparency and to communicate trust in your infection risk capabilities to your customers, employees, regulatory authorities and other stakeholders.

- Respond rapidly to restart your business today or leverage your existing COVID-19 response to adapt your business to the post COVID-19 environment.
- Ensure compliance today and continuous improvement going forward to drive lasting change in your HSE policies and management systems.

### What is My Care?

My Care supports organizations to manage and measure their infection risk prevention and mitigation measures. We provide a broad range of service offerings depending on your needs and approach:

- Readiness assessment: assure that your organisation has

addressed, adopted and implemented all of the necessary infection risk management measures to restart operations.

- **Maturity assessment:** implement and improve infection risk within your HSE system by measuring your maturity level and defining a clear improvement path to reach the next level.
- **Bespoke services:** commission a tailored customer program based on the My Care methodology. For example, develop or adjust your current protocol; train your employees or sub-contractors; or conduct targeted assessment programmes.

Obtain a detailed assessment report outlining internal improvements and a statement that provides stakeholder transparency. The statement is stored on our blockchain for added integrity. A dedicated trust mark, specific to the approach you are following, can be shared with customers on websites and at your physical premises.



Companies undergoing the readiness assessment obtain the Infection Prevention Ready trust mark. While the maturity assessment generates the Infection Prevention Advanced trust mark. Customers using the bespoke services will obtain a specific trust mark for their use. All trust marks can be linked to the online statement.

To provide the level of infection prevention required today, My Care is firmly founded on our infection risk management approach used by hospitals to ensure patient safety. This is combined with our risk management knowledge, HSE management system expertise and maturity approach based on ISRS™.

### Building business resilience

The My Care methodology takes a holistic approach to infection risk management. The maturity model assesses an organisation's current infection risk management effectiveness and identifies capabilities needed to improve performance. My Care provides a structured approach where continual improvement and monitoring is essential. This helps organisations deal with the rapidly evolving threat from COVID-19 and infectious diseases more generally. The following elements, in particular, help your organisation respond effectively:

1. Assess your capabilities in managing and mitigating infection risk.
2. Adapt your HSE policies to the post COVID-19 environment.
3. Reassure your customers as pre-requisite to re-opening business.
4. Connect customers digitally to build trust.

5. Engage now, re-assess, then engage again.

### The methodology

The My Care methodology measures infection risk management capabilities across six (6) different dimensions:

#### 1. Governance

Responsibility and roles of the top management within your organization as it relates to issuing policies, corporate culture development, spreading awareness, risk management and the allocation of resources to mitigate infection risk.

#### 2. Strategy

Detailed planning processes for the development of strategy, goals and objectives addressing all of the components to achieve the desired end goal of effective infection risk mitigation.

#### 3. Communication

Identification and management of your communication channels and your target audiences, both internally and externally.

#### 4. Actions

A structured and vetted programme for implementing your organizational strategy, policy and plans for infection risk management in practice within your organization in a robust, effective and evidenced manner.

#### 5. Data analysis

defining, setting up, measuring and monitoring infection metrics and all the parameters allowing an organization to understand the real status of its planned roadmap.

#### 6. Continuous improvement

Processes to update and increase organisational efficiency, efficient, updating roles, processes and tools to achieve the target level of performance  
Infection prevention processes and systems are scored on a 5-level maturity scale.

### A worldwide leader

DNV GL is a world-leading assessment and certificate provider operating in more than 100 countries. Through certification, verification, training and digital assurance solutions, DNV GL helps companies manage risks and assure sustainable performance of organisations, people, products and value chains across all types of industries.

Combining technical, digital and industry expertise, DNV GL contributes to developing solutions and ecosystems helping organisations tackle global transformations in trusted and sustainable ways. With its origins stretching back to 1864, DNV GL continues to be driven by its purpose to safeguard life, property and the environment.