



HID Malaysia Protects Employees, Mitigates Risk of COVID-19 Spread with HID Location Services for Workplace Safety

HID Global powers the trusted identities of the world's people, places, and things – making it possible for people to transact safely, work productively and travel freely. Its trusted identity solutions give people convenient access to physical and digital places and connect things that can be identified, verified, and tracked digitally. Millions of people worldwide and some of the most innovative companies on the planet use HID products and services to navigate their everyday lives, and billions of things are connected through HID technology.

HID Global, an ASSA ABLOY Group brand, is headquartered in Austin, Texas and has more than 4,000 employees worldwide. It operates international offices supporting more than 100 countries, including Malaysia where 700 employees produce top-quality RFID tags, cards and prelaminate from two locations in Johor. The high-capacity automated production facilities are ISO 9001 and 14001 certified, as well as MasterCard Card Quality Management (CQM) Contactless and Dual Interface and Common Criteria Evaluation Assurance Level 6 (EAL6) certified.

CHALLENGE

As the COVID-19 pandemic gripped the globe, HID Malaysia was focused on maintaining a safe work environment, implementing a wide range of protective measures including temperature checks, face masks, readily available sanitizers, and social distancing including visual cues and time splits. Nonetheless, it found itself dealing with a surge of cases in its factories and dormitories – where its foreign employees live – as COVID-19 swept through Johor. Efforts to quarantine employees and their spouses, whether at home or in the dormitories, weren't enough to stop the spread as positive tests continued rolling in.

“This led us to start contact tracing next-level contacts with CCTV footage and interviews. But it was a cumbersome and lengthy process when time was of the essence,” said Robert Verkuijlen, Managing Director, HID Malaysia.

This method also presented several additional challenges. It was difficult to identify individuals on CCTV and executing a facility-wide program safely and accurately was problematic. Further, the interviews themselves were subjective and put interviewers at risk for exposure.

SOLUTION

The answer to HID Malaysia's problem was found close to home: HID Global's Location Services for Workplace Safety. Further, because HID Condition Monitoring Services had been implemented in the Johor factory a year earlier, deployment of the contact tracing solution could be handled quickly and easily.

The physical distancing solution leverages the same infrastructure as Condition Monitoring Services, which wirelessly monitors the operational status of production machines. This includes 60 BluFi Gateways installed throughout the Johor factory and the HID Bluzone cloud dashboard.

“Because both solutions operate on the same framework, it was a simple process to deploy Location Services. Installation of a parallel infrastructure was not necessary, nor was new cloud software. Only the beacons were new,” said Verkuijlen.

The only new equipment required for Location Services for Workplace Safety was Bluetooth Low Energy (BLE) HID BEEKS™ Aware fobs that employees hang on their lanyard or clip on their belt or shirt. Each fob is pre-configured for detection and alerts based on recommended distancing guidelines and is assigned a unique serial number identified via a QR code label on the back.

The fobs send signals to the more than 60 previously installed BluFi Gateways, tracking the wearer's position and triggering audio and visual alerts when employees stand too close together for too long. Tracking data is also sent to the HID Bluzone cloud dashboard to provide a full digital trail of employees' whereabouts and historical interactions while at work, making it possible to rapidly respond to cases and activate isolation procedures as needed.

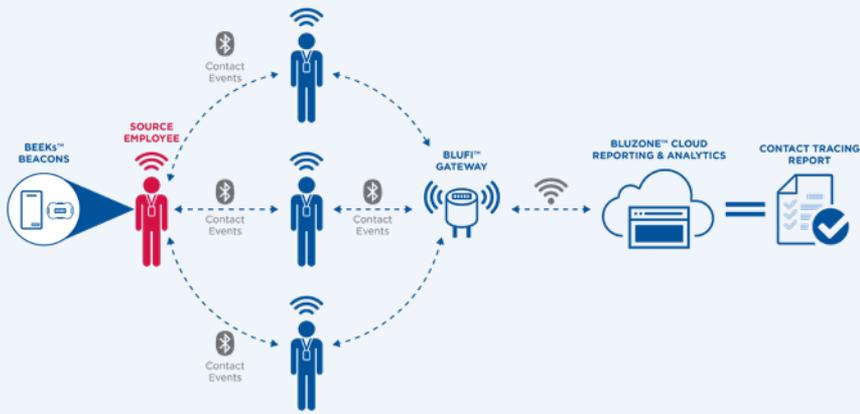


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Robert Verkuijlen
Managing Director
HID Malaysia

Solutions

- HID Location Services for Workplace Safety



RESULT

Employees reported feeling safer with the contact tracing solution in place and reported that the fobs provided a sense of control and awareness. Because the solution accurately traces historical movements throughout the facilities, anyone who was exposed could be quickly located and isolation protocols immediately initiated, mitigating the virus' spread.

Because HID Location Services delivers real-time analytics and reporting directly to the cloud, it enables rapid and effective resolutions. It automates the contact tracing process, providing relevant information on the exposed employees' identity and location, along with the IDs of those in close proximity, the location and duration of exposure – and it does so more accurately than did CCTV or paper logs. It also maintains privacy by using a trusted HR process to map the reported IDs to names.

It took less than two hours to contact trace all 700 HID Malaysia employees, ultimately identifying a cluster within the dormitories. Exposed personnel were able to quickly self-quarantine, significantly reducing the risk of additional exposures.

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