A research investigation into the impact of ensuring workplace safety and worker protection among staff at Square Pharmaceuticals PLC, Bangladesh.

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Abstract:

The goal of this study is to protect employees and provide workplace security at Square Pharmaceuticals. It goes beyond that to encompass relationships within an organization, both internal and external. The internal dynamics are typically crucial to boosting productivity. The working atmosphere at a company affects how productive the employees are. A safe workplace is one where there is a favorable environment for the workers. Furthermore, a place where there are no

injuries can be considered safe. Such a setting makes certain the staff members have the right instructions and alerts.

In recent years, increased concern about health, safety, and environmental issues in industries has resulted in the development of integrated health, safety, and environment management Systems in many organizations. The purpose of this study was to assess the HRM management system in pharmaceutical organizations. Understanding the significance of workplace safety and protection, this study used ten questionnaires to collect data from a Square Pharmaceutical respondent. To test the hypotheses, his opinions and responses were evaluated.

What safety a company provides to make sure that all (customers and employees) are safe, safety during regular risk management, how the emergency events are handled, we are directly taking information from the employees of our chosen company. All the information and research are given below.

Key words: Pharmaceutical Organization, Management, Safety, Health, Risk

Introduction:
Maintaining a safe and secure workplace is essential to employee health and productivity. Establishing and upholding safety standards requires cooperation between employers, workers, and regulatory agencies. Since 1985, Square Pharmaceuticals PLC., Bangladesh's largest pharmaceutical business, has been ranked first among both domestic and international competitors. The corporation established the Natural Care Unit in 2004 to cater to the growing interest in alternative therapies including Ayurveda and herbal medicine. (SQUARE Pharmaceuticals PLC. (n.d.). To provide individuals with products and services that enhance their quality of life was the inspiration for the creation of Square. The conglomerate has expanded to include several enterprises across numerous industries, including healthcare, textiles, consumer products, media, and IT.

Background:
A safe and healthy workplace not only protects workers from injury and illness, a well-maintained workplace may also have positive effects on productivity, quality of work, employee retention, and morale. Comprehensive safety policies, regular risk assessments, training, PPE,

health and wellness programs, clear reporting systems, regular inspections and audits, safety committees, regulatory compliance, incentives and recognition, and a culture of continuous improvement are just a few of the many effective methods. Employers may make significant improvements to worker safety, lower the likelihood of workplace accidents, and increase productivity by adopting and promoting these measures. Employee morale is boosted, which in turn improves productivity and the bottom line. Employers may establish a workplace that prioritizes worker protection, minimizes the chance of accidents and injuries, and ultimately leads to higher productivity and better business performance by applying these methods and cultivating a culture of safety.

Objectives:
We think that workplace safety and worker protection, such as making sure workers have a safe place to work and safe tools, rules, and processes, protects their health and safety. staff at Bangladesh's Square. More specifically, we think: The more productive a place of work is, the safer it is. Safety at work is good for the health of both workers and companies. When safety is better, health is better. When workers are healthy, they do their jobs better and are happy in general.
In a safe place to work, accidents don't happen very often. This means that safety reviews take less time and costs for worker's compensation go down. This also cuts down on the time it takes for staff to get better after getting hurt.

Employees are inclined to seek employment in environments that prioritize their safety and minimize the risk of accidents or injuries. In this particular context, it may be observed that employees experience a higher level of satisfaction and demonstrate increased productivity. Ensuring a secure working environment has significant importance for both employees and employers alike. All individuals employed have the entitlement to have a sense of security inside their workplace. Irrespective of the size of a corporation, ensuring workplace safety is of paramount significance. Ensuring safety is an essential component of all occupational endeavors, regardless of their scale or magnitude. According to Ahmed (2023), the effective implementation of safety measures not only ensures the safety of people but also safeguards industrial equipment. Ensuring the safety and well-being of employees is within the purview of corporate responsibility. The objective of this study is to examine the extent to which workplace safety and worker

protection measures in Square, Bangladesh, effectively safeguard the health and well-being of workers.

Literature Review:

LR Table:

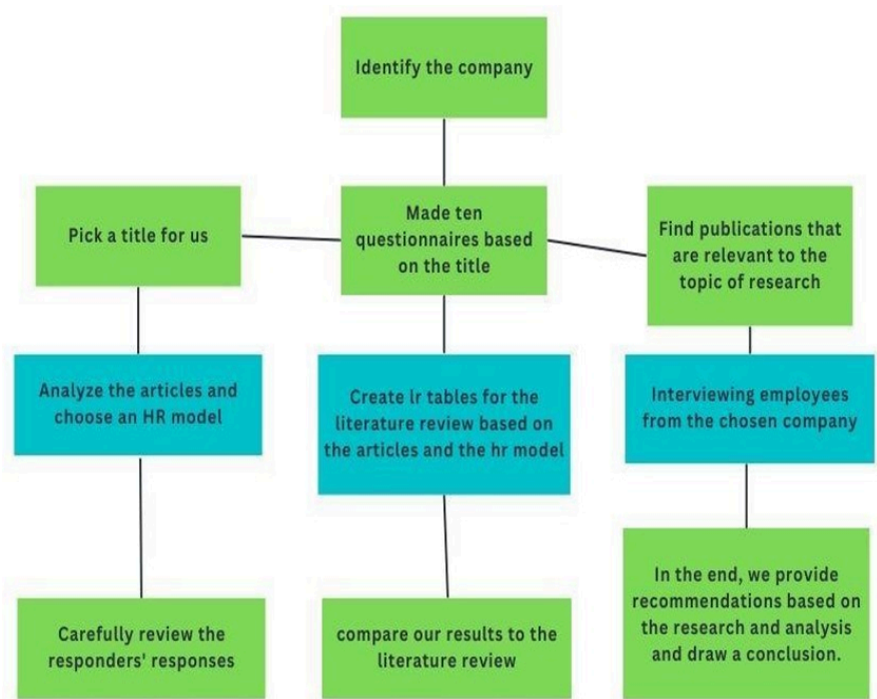| Author's Name and Year	Factors	Description
Makin, A. M., & Winder, C. (2008)	Occupational Health and Safety Management Systems	This analysis looks at the efficiency of occupational health and safety management systems (OHSMS) across different sectors. It emphasizes how an OHSMS that is properly implemented may greatly lower occupational injuries and accidents.
Ramsay, H. (1977)	Worker Participation	This review investigates the significance of worker engagement in improving workplace safety. It highlights the need of including workers in safety-related decision- making and hazard detection in order to promote compliance with safety regulations and build a better safety culture.

Wilkins, J. R. (2011)	Safety Training	This research review focuses on the results of occupational safety training programs. According to the research, good safety training results in fewer accidents and incidents as well as increased employee knowledge of safety issues.
Moir, S., & Buchholz, B. (1996)	Ergonomic Interventions	This evaluation assesses several ergonomic measures intended to safeguard employees from musculoskeletal problems and other physical stresses. It shows that incorporating ergonomic solutions, such appropriate workstation design and equipment, might lessen the risk of work-related accidents.

Kalimo, R., El Batawi, M. A., & Cooper, C. L. (1987)	Psychosocial Factors	This meta-analysis looks at how workplace safety is related to psychosocial elements including job stress and organizational support. According to this, addressing psychological variables can improve safety performance and lower the risk of accidents.
Harrisson, D., & Legendre, C. (2003)	Technological Innovations	This review investigates how technology might enhance worker safety. It goes through ways to monitor safety conditions, stop accidents, and improve worker protection using technologies like wearable technology, sensors, and artificial intelligence.

Yule, S., Flin, R., & Murdy, A. (2007)	Safety Climate and its Impact	The shared views of safety among personnel inside the business are referred to as the "safety climate," and this review summarizes empirical studies in this area. The results show a good safety atmosphere is linked to lower accident rates and greater levels of adherence to safety regulations.
Dodoo, J. E., Surienty, L., & Al-Samarraie, H. (2023)	Leadership	In fostering a safety culture Inside businesses, this research review emphasizes the crucial role of leadership. It emphasizes how Encouraging and accessible leadership has a big impact on how employees behave when it comes to safety, as well as how well safety is performed overall.

Methodology:

A qualitative research approach was used for the purpose of this study so that the experiences and points of view of employees on a specific topic could be investigated. Utilizing qualitative research as a methodology is appropriate when the purpose of the study is to investigate the individual experiences, meanings, and interpretations of individuals. We followed the flow chart presented below and allowed us to maintain our forward momentum and keep our work in an orderly fashion.

Sample:

Purposive sampling was used to choose the sample from Square Pharmaceuticals, and one employee was chosen for the study based on availability and willingness to participate. In order to guarantee a range of viewpoints, the participant was chosen from several disciplines.
Participant: Name: Nayem Shihab Uddin Noor

Designation: Senior Associate Marketing & Business Development

Email: nayem.shihab.uddin.noor@squarepharma.com.bd

- **Data Collection:**

The data collected for this case study has been taken from interviews from the participant. The interview questions were open-ended, giving the participant the chance to elaborate his experience. The interviews were audio recorded and transcribed for further analysis. The questionnaire table and the summarized responses of the participant are given below.

Questionnaire and Response:

Questions	Participant
What safety rules and measures does Square have in place to make sure that workers and customers are safe?	Square probably performs regular risk analyses to find possible workplace dangers. Safety audits are performed to assess and validate the effectiveness of current safety measures and practices. As a result of these analyses and investigations, Square is able to make the required adjustments to keep a secure environment.
How does Square make sure that the workplace is safe by doing regular risk assessments and safety audits?	Square certainly performs frequent risk assessments and safety audits to uncover workplace dangers. Safety audits evaluate and verify existing safety practices. These examinations and audits help Square enhance safety.

What kinds of safety training classes are there for workers to make sure they know how to do things safely?	Square may hold safety training seminars for its personnel to make sure they are knowledgeable about safety procedures and practices. These seminars can address subjects including fire safety, workplace ergonomics, emergency response, and general safety awareness.
How does Square follow local, state, and federal laws and rules for safety?	Regulations and standards for safety must be followed by Square at the local, state, and federal levels. This entails routinely examining and upgrading safety procedures and regulations to comply with the most recent legislative requirements.
How do emergency events get handled at Square, and what plans are in place for getting people out of the building and getting the word out?	We have well-defined emergency response plans in place to deal with a variety of scenarios. We have defined evacuation routes, assembly places, and trained emergency response teams in the case of an emergency. Furthermore, we deploy an effective communication system to quickly alert all personnel, ensuring that everyone is aware of the situation and can safely leave.

Is there anything in place to protect workers who do a lot of remote work or who regularly travel for work?	Yes, Square looks after all of its employees, including those who work remotely or frequently travel. To maintain data security, we provide remote workers with cybersecurity rules and tools. Travelers receive assistance, resources, and travel safety advice to ensure their safety.
How has Square responded to the potential health and safety risks posed by the COVID-19 pandemic? How are programs promoting hygiene, immunization, and social isolation being carried out?	Square's response to the pandemic was prompt and comprehensive. We quickly transitioned to remote work, delivered hygiene supplies, and assisted with immunization efforts. To preserve our employees' health, educational campaigns and frequent updates stress hygienic standards and social distancing.
What protocols exist for analyzing and handling situations involving injuries or near-misses in the workplace?	Square takes a proactive approach to injury and near-misses. We have a well-defined incident reporting system in place so staff can swiftly report any issues. A dedicated safety team thoroughly investigates each incidence, identifying core causes and adopting corrective actions to avoid future mishaps.

How does Square track the success of its safety initiatives in the office and adjust course as needed?	At Square, we take ongoing improvement very seriously! The success of our safety programs is measured by frequent safety audits, performance indicators, and employee feedback. This data-driven approach allows us to identify areas for improvement and alter our safety policies to create a safer workplace.
Are workers actively contributing to safety measures through participation in safety committees or meetings?	Yes, employee involvement is actively encouraged. Employees can express their safety concerns and suggestions through safety committees and meetings. Square values customer feedback, and their active participation assists us in creating a safer workplace for everyone.

- **Data Analysis:**

The data were examined using a technique known as thematic analysis, which includes extracting recurring themes and patterns from the data using a methodical approach that involves transcribing and classifying the data. A number of times were spent reading and re-reading the transcribed interviews in order to isolate the important ideas and themes. After that, the data were transcribed, organized, and carefully examined using statistical methods.

Results and Findings:

This study investigated methods for ensuring workplace safety and workers protection at Bangladesh's Square Pharmaceutical. A Questionnaire was presented to a participant who worked as a senior associate marketing & business development for Square PLC in Dhaka.Safety rules and measures: The results suggest that Square prioritizes workers and customers safety. The respondent agreed that the safety briefings and training are held in a secure environment. This

finding supports that everyone has a wide range of safety policies and is aware of the practices like emergency responses, fire safety and correct equipment usage that keep the workplace safe and secure.

Risk assessments and safety audits: Square performs on frequent assessments and safety audits by uncovering workplace danger and preventing safety. They take examinations like safety training seminars for its personnel knowledgeable on risk assessments and audits to verify safety practices on a regular basis to identify and mitigate potential danger.

Measures to avoid Violence: Square takes workplace safety seriously and has measures in place to avoid violence. The workplace is a primary issue and Square has strict anti-violence measures. The responder reported that the employees receive extensive training in conflict resolution and de-escalation strategies to ensure handling difficult situations calmly and professionally.

Health and safety risks during COVID-19: The responder stated that during COVID-19 pandemic, they transitioned to remote work and delivered hygiene supplies, assisted with immunization efforts to preserve employees' health, educational campaigns and regular communication and social distancing.

Laws and rules: Regulations and standards for safety must be followed at the local, state and federal levels by routinely examining and upgrading safety procedures.

Safety and Health issues at work: Square emphasizes safety and health officials in charge of ensuring a safe working environment. They maintain the safety policies by doing routine reviews and practices to ensure compliance with legislative standards (SQUARE Pharmaceuticals PLC. (n.d.)).Safety training classes: Safety training seminars for the employees to make sure they are knowledgeable. Seminars like: hazard identifications, customer safety and workplace ergonomics to emphasize safety in their daily tasks (SQUARE Pharmaceuticals PLC. (n.d.)).

Protocols for analyzing and handling situations: Square takes a proactive approach to injury and near-misses. Responders have a well-defined incident reporting system in place so the staff can report any issues. Besides, the safety team investigates incidence, core causes and adopts corrective actions.

Safety Initiatives: The success of Squares safety initiatives is measured by safety audits, performance indicators and employee feedback. This data-driven approach allows to improve the areas and safety policies (SQUARE Pharmaceuticals PLC. (n.d.)).

Security for sensitive information and online transactions: Protecting sensitive information is unquestionably a major priority. The responder stated that they have a detailed set of laws and procedures like robust security and mechanisms in place to secure data and online transactions. They use cutting-edge technologies to ensure a secure work environment.

Participating in safety committees: Square has a safety committee for their employees. They can take safety concerns and suggestions through safety committees and meetings. Square values customer feedback and their participation promotes a solid safety culture and creates a safer workplace for everyone.

Comparative Analysis:
Based on the findings from the study investigating workplace safety and workers' protection at Square Pharmaceutical in Bangladesh, several key areas can be compared and analyzed to understand how the company prioritizes safety and implements measures to ensure a secure work environment.

Safety Rules and Measures:

The study found that Square places a high priority on workers' and customers' safety. The respondent agreed that safety briefings and training are conducted in a secure environment. This indicates that Square has established comprehensive safety policies and ensures that employees are aware of emergency responses, fire safety, and proper equipment usage. The company's commitment to safety training contributes to maintaining a safe and secure workplace (Pathak, 2023).

Risk Assessments and Safety Audits:
Square demonstrates a proactive approach to safety by conducting frequent risk assessments and safety audits. By regularly uncovering workplace dangers and preventing safety hazards, Square shows its dedication to identifying potential risks and taking appropriate measures to mitigate them. The emphasis on safety training seminars

for personnel on risk assessments and audits indicates a culture of continuous improvement in terms of safety practices (Pathak, 2023).

Measures to Avoid Violence:

The study highlights Square's serious approach to workplace safety by implementing measures to avoid violence. The company prioritizes workplace safety by having strict anti-violence measures in place. The fact that employees receive extensive training in conflict resolution and de-escalation strategies underscores Square's commitment to handling difficult situations calmly and professionally.

Health and Safety During COVID-19:

The responses indicate that Square took proactive measures to protect employees' health during the COVID-19 pandemic. Transitioning to remote work, providing hygiene supplies, assisting with immunization efforts, and maintaining regular communication and social distancing demonstrate Square's commitment to ensuring the well-being of its employees during challenging times.

Compliance with Regulations and Standards:

Square emphasizes compliance with safety regulations and standards at the local, state, and federal levels. By routinely examining and upgrading safety procedures, the company strives to meet or exceed the necessary safety requirements, ensuring a safe working environment for all employees.

Safety Training Classes:

Square's focus on safety is reinforced by providing employees with safety training seminars. Covering topics such as hazard identification, customer safety, and workplace ergonomics, these training sessions equip employees with the knowledge to prioritize safety in their daily tasks (Pathak, 2023).

Protocols for Analyzing and Handling Incidents:

Square adopts a proactive approach to dealing with injuries and near-misses. The well-defined incident reporting system and safety

team investigations help identify the root causes of incidents, leading to corrective actions and prevention measures.

Safety Initiatives and Data-Driven Approach:

The effectiveness of Square's safety programs is evaluated by means of safety audits, performance metrics, and solicited input from employees. The utilization of a data-driven strategy enables the organization to systematically identify areas that require enhancement and consistently enhance safety policies (Pathak, 2023).

Security for Sensitive Information and Online Transactions:

Square recognizes the importance of protecting sensitive information. By having robust security procedures and mechanisms in place, along with the use of cutting-edge technologies, the company ensures a secure work environment and safeguards sensitive data and online transactions.

Participating in Safety Committees:

Square values employee feedback and promotes a solid safety culture by having safety committees and meetings where employees can voice their safety concerns and suggestions. This participative approach fosters a safer workplace for everyone (Pathak, 2023).

Recommendations:

In this time of modern industry, safety and defense at work are of the utmost importance. Every worker wants to work in a place that is safe and protected. Over all these years, The Square Pharmaceuticals has kept its workers safe and protected because it has always been committed to doing so. During our study, however, we found that Square Pharmaceuticals was missing a few safety steps. The business should think about trying some new things to improve its reputation as a good workplace and make sure its workers are safe. These methods could include getting workers to participate and report, making sure they use their personal safety equipment (PPE) correctly, and making sure management and workers get along well. To build a strong safety culture, it is important to give workers the tools they need to participate in safety efforts. Because of this, Square Pharmaceuticals should

promote an atmosphere of open dialogue and participation. This can be done by setting up a system where workers can report safety worries, almost-missed accidents, or any other safety issue that isn't getting enough attention. This method of reporting will also help to look at safety practices on a daily basis. Square Pharmaceuticals must ensure that the workers have access to the right personal protective equipment (PPE), such as hats, gloves, and safety glasses, for their jobs. Also, there should be regular checks to make sure that the staff is using the required PPE correctly. Also, the company should set up training classes to teach workers how to use, keep, and get rid of PPE correctly. Square Pharmaceuticals should try to build and keep a good relationship between management and workers so that safety policies can be carried out well and safety measures are accepted and followed by everyone in the company. It can be done by ensuring open conversation, trust, and good ties between people. To put safety policies and practices into action, managers and workers must have a good relationship and work together. Square Pharmaceuticals should put trust, mutual respect, and open communication at the top of its list of priorities in order to make a safe atmosphere for safety efforts. When management and workers get together for regular safety talks and forums, it can be easier to have useful conversations and get feedback. When workers feel like they are important and are being listened to, they are more likely to take part in safety efforts and follow safety rules. By using these methods, Square Pharmaceuticals can improve its reputation as a good company and make the workplace better for its workers. Putting worker safety first not only keeps workers safe, but it also boosts output and creates a good company atmosphere. We think that if Square Pharmaceuticals follows these suggestions, it will be well on its way to protecting workers and making sure the workplace is safe in this age of modern industry.

Limitations:

Workplace safety and worker protection are crucial, but organizations face various restrictions and challenges. Human mistakes, resistance to change, and cost-effectiveness can hinder safety measures. Companies may struggle to afford safety equipment, training, and infrastructure, and comply with changing safety laws. High-risk sectors like construction, mining, and manufacturing require more complex safety standards. Language and cultural limitations can impair safety communication, and remote work and telecommuting can hinder safety

monitoring. Persistent enforcement and accountability are essential for maintaining a safe culture. Emergency and natural disasters may not be considered in workplace safety plans, and training and retention can lower safety awareness. Complacency can lead to complacency and risk-taking in accident-free settings. Despite these challenges, organizations must continue to prioritize worker safety by promoting safety, investing in training and infrastructure, and regularly assessing and upgrading safety standards.

Conclusion:

To conclude, workplace safety and worker protection in a company like Square Pharmaceuticals positively influence the quality of the working place, security of work, employee retention, morale, productivity, performance, and efficiency of the workers and employers-employees relationship. From the interview of the participant of this study, it has been known that Square is very sincere regarding ensuring a safe workplace and worker protection. They regularly arrange risk assessment programs and safety audits on emergency responses, fire safety, correct equipment usage, workplace ergonomics, and general safety awareness and seminars to evaluate all these measures taken into action. They have a safety committee and hold safety briefings and training sessions for the workers. Besides, Square has special policies to avoid violence in the workplace, ensure the security of sensitive information and online transactions, evaluate customers' and employee's feedback, and provide cyber security to distant workers and travel safety advice for the travelers. They also took prompt action to combat the hazardous situation that arose during the Covid-19 pandemic. Square can encourage worker participation and reporting, usage of PPE, and maintenance of cordial management-worker relationships. Despite having various limitations such as economic, language and cultural, working distance, and telecommunication barriers, Square Pharmaceuticals is trying its best to maintain continuous improvement of workplace safety and worker security.

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