



# How Daniels Health strengthened its workforce to battle a pandemic

- Harnessing talent tools to empower the organization to focus on its main commitment – to make healthcare safer.
- Ensuring an authentic people-driven identity and communicating its purpose, even in a period of hypergrowth.
- Prioritizing employee engagement, well-being, and retention at both individual and team levels amid COVID-19.

## Overview

Daniels Health has been redefining and revolutionizing healthcare and infection control for over 35 years. The company was established in 1986 with the simple belief that microbiology, teamed with innovation and clinical contribution, could eliminate an issue profoundly impacting the healthcare industry. Since its revolutionary Sharpsmart collector was launched in 1999, Daniels Health has been leading the way in preventing needlestick injuries, managing infection control, and reducing environmental waste across the globe. Today, the healthcare service company operates in six countries across four continents and continues its mission to create a new standard in sharps and medical waste management.

As hospitals and healthcare providers fight the COVID-19 pandemic, Daniels Health stepped up to provide complete continuity of its services. The organisation, which serves more than 56,000 facilities and employs over a thousand people worldwide, is expanding fast to fulfil its role as a critical service provider in this time of heightened need.

### LinkedIn Solutions in play

**LinkedIn Talent Solutions** attract and recruit talent, leveraging unique data insights from the world's largest talent pool.

**Glint** provides actionable insights that increase engagement, build stronger teams, and improve business performance.





## The Challenge

The pandemic has altered the meaning of “business as normal” for the healthcare industry – it is far from normal. With the surge in demand for health services, Daniels Health is committed to remain in the best position to support and protect not just healthcare partners but also its employees.

For 10 years, the company ran a manual process of employee engagement surveys that expended immense time and effort without in-depth results and deep organizational understanding. This was no longer tenable, especially at a time when employee safety and well-being were vital. As Daniels Health extended its footprint to support customers, it had to ensure that new and existing employees were part of a high-performance culture, and that they were kept engaged and well-connected. Now, more than ever, every employee needs a voice – and Daniels Health has committed to making meaningful changes in this aspect.

## The Strategy

To hire the right talent, Daniels Health showcases its employee value proposition that centers around a purpose-filled culture on its LinkedIn’s Life pages. Across the globe, they attract candidates driven by similar motivations. This is accompanied by LinkedIn Talent Insights, which gives its recruiters and managers unmatched access to market employment data and an untapped talent pool – all of which is crucial to its global vision and hiring needs for a hybrid onsite and remote workforce.

Retaining talent remains a priority. When Daniels Health replaced its manual engagement survey with Glint a year ago, the People & Culture team was able to quickly and easily glean macro and micro data across all regions on a global level. Managers are now empowered to act on employee feedback, resulting in a more engaged workforce that continues to give their very best even as the healthcare crunch deepens.

“We needed foundational systems as a bedrock for growth, and Glint sold itself. The system is highly intuitive, and beautifully designed. It has enabled us to understand the trends in our organization and importantly where we could invest to see the greatest impact on engagement. So far our leadership have gleaned invaluable insights to inform our people strategy.”



Jude Duff

Global Chief People Officer,  
Daniels Health