



## Christopher Vogelheim

Associate Director of HR  
& Employee Relations  
Grifols

# Grifols Saves Millions of Dollars in Litigation and Unemployment Payouts with HR Acuity

**COMPANY**  
Grifols

**HEADQUARTERS**  
Barcelona, Spain

**INDUSTRY**  
Health Care/Plasma

**NUMBER OF EMPLOYEES**  
26,000 globally/12,000  
Biomat Division

**WEBSITE**  
[grifols.com/en/home](http://grifols.com/en/home)

Christopher Vogelheim is the Associate Director of HR & Employee Relations for Grifols, a global health care company founded in Barcelona in 1909. The company is comprised of four divisions — Bioscience, Diagnostic, Hospital and Bio Supplies — that develop, produce and market innovative medicines, solutions and services in more than 100 countries and regions. Christopher has oversight for employee relations (ER) and unemployment for 12,000 employees in over 300 plasma donation centers in North America.

We recently spoke with Christopher about his experience with HR Acuity and how our platform helps him and his team to do their jobs thoroughly and consistently, with a central repository and stored history for ER case management documentation and findings.

HRACUITY®

## THE CHALLENGE:

### Paper records that lacked the proper trail created risk

Prior to coming to Grifols, I was an ER leader for a health system that lacked continuity in terms of recordkeeping for case management. Everything was piecemeal, in Word and Excel documents. There wasn't any proper documentation to mitigate risk according to employment law. Nothing was stored in one place, so it was a scavenger hunt to try to find where things were filed, if they were filed at all. There was no continuity in the handling of disciplinary actions or recommendations because there were no central processes or oversight of the ER process in a decentralized organization. Also, there was no way to mitigate Department of Labor concerns, or to ensure that we were abiding by our own policies and practices.

### HR Acuity delivers immediate value following implementation

When I joined Grifols in 2018, the company had just implemented HR Acuity, and it was quickly gaining momentum.

We created the Employee Relations Service Center, a service call center, that provides an avenue for employee reporting, management reporting and ethics reporting. Employees can call in with a claim of harassment, for example, and a case is built in HR Acuity and assigned to an ER Specialist for handling.

What we do in HR Acuity related to documentation, investigations and corrective action helps us to understand and support why we separated an employee and why they may not be eligible for unemployment. We have all that information documented and, because of our documentation, we haven't had to pay unemployment in 124 out of 125 of our last cases. HR Acuity also works well with our global ethics hotline. We can do our employee relations and investigations work in HR Acuity and then attach the case report to our other system to paint a more complete picture in our more serious cases.

The information in HR Acuity helps to keep my team organized and, as the leader of the team, I can review case health and development from beginning to end.

### Analytics that lead to proactive insight and action

I continually get requests for data from throughout my organization. The analytics capability in the HR Acuity platform is strong, and I can get the exact data that I need quickly. I can easily discover trends and metrics that help the organization to be more proactive and get ahead of issues. I can see areas of concern and then make decisions on how we will handle them, whether through more training, further enrichment or development, or coaching that's needed.

Our C-suite wants a lot of reporting and to know, for example, whether a specific training lowered the number of claims and by what percent. We can provide leadership with information about the top issues we handle, the top 10 actions we've taken, how much attrition or turnover we have, the number of cases of racial harassment, the number of cases by manager or by region or department. The C-Suite also wants to look at financial responsibility – how many terminations were voluntary or involuntary and how many of those were linked to unemployment payouts.

We evaluated other solutions and HR Acuity just surpasses them all. It's intuitive and ensures that all necessary actions have been taken before we can close a case. Senior leaders can review cases to learn more and to help inform changes to policies or procedures. And our senior leaders also appreciate the reporting that gives them insights from many different angles so they can see and understand what's going well and where there are concerns that need to be addressed.



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### **Bullet-proof records that pass legal and EEOC muster**

Our legal partners love the HR Acuity platform software as it's been proven to mitigate risk. They have stated that the documents are very well organized and show exactly what we have done, along each step of the way, to address an issue or handle an investigation. The platform shows the legal team that things were done in a consistent and timely fashion. In fact, it's without a doubt saved us millions of dollars in claims because we have thorough documentation to back up any decisions we've made.

As we bring on new acquisitions, we immediately set up their ER folks on HR Acuity to stop them from bleeding out money in litigation. We also provide our case records from HR Acuity to the EEOC, when needed, demonstrating what we've done, the actions we have taken, the people we have spoken to, and the EEOC views us as a trusted partner because we have dotted all the I's and crossed all the T's.

### **Gaining ER confidence and sharing best practices within the ER team**

HR Acuity has really helped my team build their confidence. Each week, we have a review of the best cases. My team learns from each other, and they all share their knowledge to help each other. They mirror the best cases when similar issues arise and can more easily collaborate and engage in team-building activities. For example, someone may be looking for a good way to word a warning letter, and they can look at the ones that others have written to obtain best-practice ideas. This shortens the learning curve for new team members and builds skills with my tenured ones.

Our biotech company is growing rapidly, and they are considering a pilot to expand HR Acuity globally. I foresee always using HR Acuity – wherever I go, it will go too.

Protect Your Reputation and Build a Better Workplace With HR Acuity.

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[www.hracity.com](http://www.hracity.com)

### **About HR Acuity**

While you can't prevent every employee relations issue, you can change how you respond. HR Acuity is the only technology platform specifically built for employee relations and investigations management. HR Acuity's SaaS technology empowers you with built-in intelligence, templates and reporting so you can conduct fair investigations according to best practices; uncover trends and patterns through forward-looking data and analytics; and provide trusted, consistent experiences for your people.