

GOOD PRACTICE SCOTLAND

Good employment practices

Contact person (NCO)

Name and organisation

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General information about the MOGP

Name of organisation and short description

Thomas Tunnock Ltd, Glasgow. Biscuit manufacturing.

The Tunnock Products have a good market in UK and are exported worldwide. It is a family firm established in 1890 by the current Managing Director's grandfather and over the decades they have employed a local workforce.

Contact person

sales@tunnock.co.uk

Website

<http://www.tunnock.co.uk/>



Information on the good practice 'Good employment practices'

Aims

- The Occupational Health Service is 'in-house' and aims to assist employees with acute medical conditions and those who present with a range of chronic illnesses to remain in work for as long as possible.
- Various policies have been developed so that employees are aware of their own responsibilities and the assistance available to them, should they require it.
- To ensure that company management addresses the needs of their workforce to the highest possible standards in order to retain a high-level of health in the working environment.
- To offer a range of 'return-to-work' support services if and when required.

Target group

All workers.

Description

- Co-ordination between professional agencies – when the need arises there is co-ordination between the individual's General Practitioner (doctor), the Occupational Health Advisor, the Occupational Health Physician, Management and HR. When required external agencies will also become involved e.g. counseling for stress, bereavement or other social issues.
- Early intervention – the usual attendance management protocol is followed i.e. an absence of longer than 3 weeks is deemed to be long-term. At this point, the employee will be contacted by the Occupational Health Advisor who will discuss the situation in depth with the employee to identify what support is required. The individual may also be referred to an Occupational Health Physician for further input.
- Self-Management of the condition – this is achieved through dialogue with the Occupational Health Advisor and appropriate information being given to the individual employee. Time off is given for employees to attend clinic/medical appointments without jeopardising their 'Reward Scheme' (bonuses).

Why is it a good practice?

- Management, HR and the Occupational Health Advisor work with the individual employee to identify his or her needs and retain employment.
- Open communication between management and staff has led to good working relations.
- Company culture – this is a family business which has grown over the decades to become a world famous biscuit manufacturer. Generations of families have been employed in the factory and hence management has a good knowledge of the workforce. In turn, the workforce is aware of the ethos of the company.



Results

Evaluation

- Evaluated by keeping records of what happened at one event, discussing with employees what could have been done differently and giving the opportunity to identify the topic areas which should be highlighted.
- Cost benefits have been monitored by reference to levels of attendance at the workplace.
- Results of the evaluation show that during the last 2 years levels of sickness absence have been reduced. In addition, there is anecdotal evidence that employees appear happier when they are treated fairly.

Incentives for success

- There is a bonus scheme which rewards workers for good attendance at work over a specified period.
- Each chronic illness case is looked at individually.
- Job Centre Plus is a government organization, and there has been communication between the company and this agency to facilitate return to work for employees.

Barriers for success

Not specified.

