

“Efficient work is promoted in the long-term by Systembolaget offering its employees a good working environment, stimulating work tasks and good opportunities for development”.

About the company

The formation of Systembolaget in 1955 was a step in the development of Swedish alcohol policy. Up to then there was alcohol rationing in Sweden. Systembolaget is a wholly owned government company and the Ministry of Health and Social Affairs is the responsible authority. Systembolaget has a monopoly on the sales to the public of liquors, wines and strong beers in Sweden. The monopoly is intended to constitute a safeguard aimed at ensuring that social interests will always be the primary consideration. Systembolaget was established to protect public health. Systembolaget has 416 shops in 310 districts and is located in 283 of Sweden's 289 municipalities. In addition to this, there are 575 agents for the distribution of the range. The subsidiary Lagena distribution AB co-ordinates goods transport for the various suppliers to Systembolaget.

Systembolagets' shops are divided into 28 districts, with a District Manager at each of them. There are approximately 4,700 employees, of which approximately 300 are at the head office in Stockholm. About 75% of the employees are women and about 75% of the employees work part-time with scheduled working hours. The average age is 39. In the year 2000, Systembolaget had a turnover of SEK 17,175m (excluding VAT) (approx. 1.717,5 million euros).

A supportive structure

Within Systembolaget, work with the working environment has always assumed a prominent role.

The work with working environment is supervised by the Working Environment Section, which is a section within the Personnel Department. Systembolaget's own Occupational Health Service, Systemhälsan, has been included in the Working Environment Section as of year 2002. The section includes the Occupational Health Physician, Ergonomist/ Occupational Health Physiotherapist, Personnel Counsellor and four Working Environment Counsellors. The central officers will primarily work with preventive working environment issues and rehabilitation and also be resource people for the Working Environment Counsellors who work locally in the shops.

At the Sales Department, there is a Development Engineer, who, among other things, is responsible for the development of new aids and various projects that affect the working environment in conjunction with the Working Environment Section. The Development Engineer and the Ergonomist/Physiotherapist are included in the group working with new shop fittings.

The Working Environment Counsellors

There are four Working Environment Counsellors employed, who in the new organisation, will each work in 7 districts per Counsellor.

They provide advice, assistance and support to promote a good working environment in all respects in the district's shops.



The District Managers will take over some work tasks from the Working Environment Counsellors, which means more overall work for the Counsellors. Today, the Working Environment Counsellors' tasks include:

- Regular visits to shops and telephone contact with Shop Managers and Health and Safety Representatives to provide advice and support in the local working environment work in the shops.
- Participate with information and introduction in conjunction with new building and refurbishment and in connection with the introduction of new aids, and also the follow-up of this work.
- Participate in and implement working environment courses in the shops and district.
- Implement measures in the working environment that have been decided by the Working Environment Committee.
- Implement new recruitment health examinations and supplement the working environment introduction provided in the shops.
- Participate in the follow-up of trial activities that affect the working environment.
- Assist and provide information concerning contacts with authorities together with legislation and regulations.
- Help individual employees with advice and support.
- Support shops with information about available resources, among other things medical skills, health care, special skills and working environment techniques.

Rehabilitation

The rehabilitation work at Systembolaget is successful. It is a duty of the Shop Managers to have early and regular contact with any person who is on sick leave and conduct rehabilitation evaluations. The Working Environment Counsellors, Personnel Counsellors and Occupational Health Physician check on the basis of the lists that the evaluations have been conducted, and then subsequently attend the rehabilitation work together with the person on sick leave and the Shop Manager.

Employee relocation

There are limited opportunities for relocation to lighter work within the company. In order to deal with this issue in the best possible manner, there is close collaboration with Vocational Rehabilitation Services. In Stockholm, the company participates in three employer circles in order to facilitate opportunities for employees to try other work.

Alcohol – and drug programme

The object is that the employee should remain in the company but that misuse should be eradicated. Alcohol problems are identified early in the company, thanks to the great confidence enjoyed by the Working Environment Counsellors. The Counsellors assist in arranging support and rehabilitation. Systembolaget has been a member of ALNA, whose primary task is to disseminate information about alcohol and work, since 1980.

Health promotion activities

Systembolaget offers reimbursement of 1 000 kronor per annum for exercise activities. Systembolaget has an active athletics and recreational association which, among other things, arranges various theme weeks during the year, including national championships in various sports. Work devoted to other health promotion activities will be investigated during 2002. A discussion is also being conducted about employing a full-time Health Promotion Specialist.

Training

Systembolaget has an extensive training programme for all personnel including work environment training.

Research

There is a research fund, from which it is possible to apply for funds for research concerning alcohol issues.

An alcohol questionnaire "Health or risk factor in working for Systembolaget?", has been conducted by Systembolaget. Two alcohol researchers participated in the project. There was a 60 % response frequency and the material is currently being processed.

Social responsibility

Systembolaget's social assignment and ambition to work for good alcohol consumption culture means that the Company:

- Only sell to people who are over 20 and who are not under the influence or can be suspected of peddling
- Reinforce and safeguard quality assurance of age control
- Emphasise good taste and quality instead of volume and strength
- Work goal-orientated with information about the risks of alcohol
- Never try to get anyone to buy more than planned.

Information

An important task is the responsibility for information concerning the dark sides of alcohol, for example, that alcohol is harmful for pregnant women, for those who drive vehicles or at sea. This is done through campaigns and through producing documents with various themes.

Collaboration

Over the years, Systembolaget has collaborated with various organisations, for example, the National Athletics Association, the National Society for Road Safety (NTF) and the Asthma and Allergy Federation.

Systembolaget's environmental work

The principle for Systembolaget's environmental work is that all decisions should be reviewed taking their impact on the environment into account. In 1995, Systembolaget adopted an Environmental Programme where the fundamental concept is the eco-cycle approach for sustainable development.

Improvement in health and well-being

An annual attitude survey is conducted in the shops in order to measure the results of the work with the working environment. At the same time the existence of musculo-skeletal disorders is investigated. The survey measures the opportunities for influence, work supervision climate, work stimulation, community of work, job strains, job satisfaction, working situation and development opportunities.

A group is appointed at every shop, which does not include the manager, in order to work with the shop's own material using the survey as a base. Proposals for measures are subsequently discussed with the Shop Managers and should then be implemented.

From the results of the survey, a group of ten Shop Managers are selected from each region. The majority of these ten people are Shop Managers with a low result in work supervision climate and the others are Shop Managers with good corresponding results. The intention is that the latter should function as mentors and provide the former with additional assistance in order to improve their work supervision.

The shops of tomorrow

In a major project to design the shop of tomorrow, the goal was creating optimum customer satisfaction, optimum working environment and efficient goods management.

This has resulted in changes in the

design of shops and improved personnel areas. A major change is that there has been a transformation from counter sales to self-service, and as a result of that, the working environment is considered to be better with less tiredness and musculo-skeletal disorders. The new shop design has increased productivity, reduced personnel costs and increased customer satisfaction.

The shop of the year

Every year a Shop of the Year is appointed, which is to represent a model for the other shops.

Summary of rehabilitation and adaptation

A summary of rehabilitation and adaptation work in Systembolaget is compiled annually.

Personnel financial final account

In order to also see the financial consequences, a personnel financial final account shall be introduced.

Satisfied customer and co-worker index

As of this year, a Satisfied Customer Survey and Satisfied Co-worker Survey are conducted annually. The intention is that it should be possible to link the results of the two surveys with each other.