



Work in tune with life

Template Model of Good Practice

Work in tune with life **contact person (NCO):**

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A. Identification and Motivation

General information about the MOGP company:

Name of organization	Elais-Unilever Hellas
Address	Himarras 8, 151 25, Marousi
City	Athens
Country	Greece
Contact person (name/function)	Papadopoulos Stelios, Senior Medical Advisor, Consultant Occupational Health
Email address	Stelios.Papadopoulos@unilever.com
Telephone number(s)	0030 6972 242193
Website	http://www.unilever.gr/
Sector	
Number of employees	750

(When the company does not want to provide this information a reference to the NCO will be made, which will support the connection to the company if necessary)

**Motivation (max. 100 words)**

Why has this company been selected as MOGP?

What is special for this MOGP?

How many points the company scores on the on line assessment tool?- 92 points (verified)

Max. 100 words:

The company has a track record for promoting (mental) health for their employees, they have instituted organizational measures to achieve that goal (especially taking the country they are based in account) and they evaluate the effectiveness of their efforts.

Also the company has been a member of the National Network for Workplace Health Promotion since it was founded and has shown an ongoing commitment to employee health and has been awarded more than once for that commitment.

They employ practices that are in line with international headquarters while adapting them in their organization to fit the local culture.

B. Policy and Culture (max. 300 words)

Please explain how the **health policy** in the company is organized.

Clarify the approach and the reason why a health policy/initiative was initiated.

Indicate how **mental health is integrated/linked** to this general health policy: Conditions fulfilled concerning the integration; mental health part of mission statement; mental health incorporated in organizations' strategies; systems and processes; specific targets on mental health promotion; comprehensive approach of Workplace mental health promotion (WMHP); management involvement.

Max. 300 words:

The protection and promotion of health at work is an integral part of the business culture cultivated at Elais-Unilever Hellas. Employee health and well being are a strategic priority for the company's successful organization. The system for the management and promotion of occupational health and safety (OSH) in Elais-Unilever Hellas is based on the Framework Standard of the parent company, Unilever, and is mandatory for all member companies of the Unilever group.

The company's written policy for Occupational Health & Safety and Work Environment, signed by the President, reflects the company's commitment to have health, safety, and environmental protection issues as a top priority in all its actions.

The company's health policy is based on WHO's definition of health as the "state of complete physical, mental and social well-being and not merely the absence of disease or infirmity". This policy is displayed in all worksites and offices, on bulletin boards and through the corporate intranet. The written policy is reviewed annually and revised where necessary.

The company's Health Promotion Strategy is drawn by the Board of Directors in cooperation with the Directorate of Personnel and the Occupational Health Service. It includes mental health, physical health, good working relations and balance between working life and family



life.

The specific targets related to mental health mainly concern the equipment of employees with proper knowledge and skills in order to be able to recognize early signs of stress, manage conflicts and reduce work related tension. The aim is to improve physical and mental health, and increase employee satisfaction and engagement.

The management takes into consideration and incorporates employees' suggestions for improvement measures and actions that promote mental and physical health (through lead team, focus team-cascade).

C. Organisation and Structure (max. 200 words)

Who is in charge of and/or involved in the organisation and support of the mental health promotion initiatives?

And are these persons acquainted with the mental health topic?: Specific work group; composition of the group; training on mental health; resources etc.

Max. 200 words:

The Occupational Health Service is responsible for the design and support of health promotion initiatives, under the guidance of the Directorate of Personnel and the guidelines of the parent company. The work group consists of the occupational physician, health visitors, the HR director and occasionally other employees who can support the work group's activities. The purpose of the group is to implement health protection measures which derive from the company's health strategy.

It is part of the work group's role to always be informed of the latest developments in mental health promotion by participating in relevant educational procedures. The occupational physicians of all member companies of Unilever group meet annually with the group's Senior Medical Advisor to be updated on new developments. All HR managers are systematically informed by the parent company on mental health promotion issues.

The role of the work group is communicated to all employees. During the routine medical examination, which takes place right after recruitment, employees are informed that they can seek the services of the Occupational Health Service, concerning any health issue, work related or not, their own or of their family members'.

There is no specific budget for actions related to mental health, but adequate resources and means are provided and are covered by the general budget of the Occupational Health Service.



D. Implementation and Strategy (max. 400 words)

How does the company handle the **planning** of the initiatives concerning mental health promotion? Who is involved in the planning and implementation of these initiatives? Is the planning **linked to a needs assessment**? Please explain.

Please describe the **initiatives and measures** on mental health promotion that were taken in the company: what kind of workplace mental health activities were carried out?

- Promotion of mental health
- Prevention of mental health problems
- Dealing with (workers with) mental health problems at work
- (Re) integration of workers with mental health problems

Max. 400 words:

The health promoting activities derive from the Employee Satisfaction Survey (every 2 years), the meetings of employees with the company's President (cascade every 3 months), the meetings of the Directorate of Personnel with professional associations and unions, the instructions given by Health and Safety Committees and the onsite observations by the health professionals who consist the Health Promotion work group.

A series of actions are designed aiming to strengthen the company-employee relationship and increase employee satisfaction and engagement.

The company has a Benefit System which aims at the reduction of work related stress and the prevention of mental health problems:

- Flexible working hours
- Employees can work from home (1 day per week)
- Happy Friday
- Extra days of leave for employees who work in the company for more than 10 years
- Extra days of maternity leave
- Flexible working hours for mothers, according to their personal needs
- Payment of all wages when an employee is absent due to illness more than 15 days and up to 6 consecutive months
- Employee evaluation system and bonus
- Group health coverage plan
- Supplemental pension plan
- Each employee can have 2 extra days of leave per year due to illness of a family member
- Employee recognition procedure
- Employee personal development plan
- Trips and excursions for employees and their families
- Continuous learning opportunities
- Opportunities for horizontal and vertical development

Other activities that were carried out during the previous year:

- A series of psychology seminars conducted by a Clinical Psychologist for all employees.
- For senior managers, an additional program of psychology seminars conducted by a clinical psychologist.
- A series of group sessions concerning effective management of work related stress.



- LampLighter: a program aiming to promote employee wellness (exercise, nutrition, mental health).

Employees dealing with mental health problems are treated with discretion and support. An individualized approach is taken for the reintegration of employees after sick leave due to mental health problems (e.g. reduced working hours, position and/or duty shift and regular observation by the company's health professionals).

E. Evaluation and Lessons Learned (max. 300 words)

Please describe **how** the mental health promotion initiatives are being evaluated in your organization. **Who** is involved in the evaluation and how are the results communicated?

- What are the **results**?
- What are the **lessons learned** from the mental health activities: success factors; barriers and ways to overcome

The most frequent indicator for evaluating health promotion initiatives is absenteeism due to illness or accident (estimated annually).

Employee satisfaction and engagement to the company are evaluated every 2 years through anonymous questionnaires completed by employees (whether they are satisfied with the work environment, the organization of work, by working with supervisors and colleagues).

Specifically the results are the following:

- Reduced absenteeism
- Better health status
- Less stress/anxiety
- Employees' engagement and satisfaction
- Higher productivity
- Low turnover

The results are communicated to all employees at Department meetings or through presentations and the points that need improvement are discussed.

The results are shared with third parties outside the company through participation in programs, such as Best Places to Work, the Greek Institute of Business Ethics (EBEN), etc.

The lessons learned from our activities are the following:

- Individuals' overall health depends on many factors which interact with each other
- Work organization and work relations have an impact on employees' health
- Supervisors' attitude is important in promoting employees' mental health
- Small health promotion activities may have great results and
- Do not necessarily need to be expensive

The biggest barriers to the success of mental health activities are:

- the supervisors' attitude
- job insecurity

The ways to overcome these barriers is the training of supervisors on related issues and the increase of employability (for employees) through gaining professional skills.

