



## Work in tune with life

### Template Model of Good Practice 2

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	Hyginnett Magyar Amerikai Hygiéniai Cikkek Gyártó Kft.
Address	Határ út 3.
City	Csömör
Country	Hungary
Contact person (name/function)	Ms. Krisztina Goda, Occupational Health Service Manager
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Telephone number(s)	+36 30-36-14-322
Website	<a href="http://PG.com">PG.com</a>
Sector	Other services activities
Number of employees	719

(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 online assessment tool?

Max. 100 words:

P&G's management has proven a very high level of engagement for the health and productivity of their employees both in their application and during our on-site visit. This engagement is declared in their corporate policy, guidelines and organizational culture. They pay special attention to direct communication between managers and employees, thus creating an open atmosphere. Good examples of that are the informal discussions of the so called Open Talks and HR Breakfasts. Furthermore, P&G provides free counselling with a psychologist to its employees, which is a special service in Hungary.

P&G scores 92 points on the online assessment tool.

**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 core values of the company state that the employees are its main asset. P&G develops its workforce internally and they promote and remunerate the employees only based on their performance evaluation.

One of the main aims of the company is to foster its competitiveness through promoting the wellbeing and productivity of the employees by means of preventive medicine and by creating healthy and safe working conditions. The mission of the Health Network states: „The well being, productivity and innovativeness of our employees are critical elements to Procter & Gamble's competitive advantage. We advise and assist the management and employees in assuring a safe, healthy work environment through the delivery of preventive health and clinical services which optimize business contributions.”

The corporate business strategy expresses that the promotion of employees' health is the economic interest of the company. This is reflected in the regular external audit evaluations and in the health quality assurance system, whose main health elements are: preparedness for emergency, mental support for the employees, screening and medical recruitment examinations, handling sickness absence, compliance with local legislation, risk assessment and health promotion programs.

Corporate philosophy is also reflected in the Cultural Action Plan, which has a dedicated chapter on the wellbeing programs of the Occupational Health Service (OHS) and on support of work-life-balance.

The yearly cultural and human resources action plans are based on employees opinion which is collected in 3 forms:



- 1) Electronic employee satisfaction questionnaire
- 2) Survey about culture, behaviour, attitude
- 3) Focus team discussions (e.g. HR breakfast).

Health promotion programmes are collected in a separate action plan.

The priority issues of the OHS are discussed at the weekly meetings of the personnel division, and are part of the division's action list. Members of the OHS take part in the management meetings as well.

### **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:

Procter & Gamble has an own Occupational Health Service. A modern on-site surgery operates 8 hours a day. The OHS reports directly to the HR Manager of the factory. This guarantees that health promotion decisions are judged within a short time. The OHS is responsible for developing the health policy and for the majority of implementations. Its employees take part in continuous education.

Mental health promotion is a task of the Occupational Health Service, which is audited regularly. The working group is supported by external service providers. Every second week, a psychotherapist deals with volunteer patients. Tasks of the mental health working group members are included in their job description and they have an annually revised working and development plan. Members of the working group take part in the weekly meetings of the production business unit.

Annual costs are covered from the budget of the OHS, which is controlled by the OHS leader, with the approval of the HR Manager.

Occupational health doctors and assistants of the 140 P&G factories world wide cooperate in a network and share experiences in regional events in every second year.

### **D. Implementation and Strategy (max. 400 words)**

How does the company handles 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 culture of employees was examined in a survey. Complaints told anonymously during the psychotherapy consulting sessions are summarized annually and these show that stress is a



significant problem. Health promotion opportunities were examined through a comprehensive anonymous questionnaire. On the intranet, the opinion of all the 700 employees was asked in order to modify the OHS according to their needs. Its evaluation is not yet ready. The satisfaction questionnaires enable the immediate evaluation of the programmes of the service.

P&G's quality insurance system consisting of 17 elements is reviewed annually through an external and internal audit. Next year's tasks, deadlines and persons responsible are summarized and shared with regional and local leaders, and in turn, their support is asked in implementation. The plan includes the necessity of a 24 hours service, teaching of stress management and updating factory trainings. The mental health promotion plan is a part of this occupational health plan.

In the Employee Assistance Programme (EAP), employees can turn directly to the OHS concerning mental health issues. Line managers can also ask for help if the performance of an employee suddenly deteriorates. Every second week, there is a free consultation possibility with a psychotherapist on site. Last year, 114 employees have used the service, getting help from the psychotherapist in 32 cases. Currently, the company is working on finding ways to providing mental help through telephone consultations 24 hours a day.

The 2 days long Corporate Athlete training helps to achieve well-being and harmony in life. It started with the training of the management, but technicians are to be involved in short term, as well. The knowledge gained is updated continuously with refreshing information.

The factory's manager holds informal discussions regularly (Open Talks) about relevant issues for line managers (incl. opportunities in health protection and health promotion), and the Human Resource Manager does the same with technicians under the name HR Breakfast.

An Equal Opportunities Group was formed to retain women in the company and to motivate and train them. There are formal and informal meetings and a regional meeting once a year. The Equal Opportunities Group provides employees with ongoing information about optional flexible working models, part-time work, and telework.

The company has an individual and group rewarding programme.

Health communication takes place through the health column of the factory magazine, through e-mail, intranet and e-learning.



## 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

Max. 300 words:

Members of the OHS receive feedback about their work at the time of the yearly performance review.

After each consultation with the psychologist, employees fill in an anonymous questionnaire about the session. These questionnaires are evaluated and conclusions are drawn by the OHS. Every 6 months these are checked and evaluated at the internal and every 2 years at the external audit. The company expects at least 85% satisfaction rate. If this is not met the service provider is revised, and if necessary, changed.

Each employee takes part in the feedback system. In fiscal year 2009/10 29.225 feedbacks were collected. The results concerning the OHS are evaluated by its members.

After each Health Day the participants fill in a satisfaction survey. Questions relating to employees' needs and ideas for further actions are part of this survey. Their summary is communicated on the intranet to all employees. Professional summaries are presented to the regional health management of the company as well.

The participation rate at the health promotion programmes is also a useful indicator. The OHS's goal is that 10% of the employees take part in the EAP. Last year 114 employees took advantage of this service, counselling with the psychologist in 32 cases.

Employees can express their opinion about any OHS topics at the medical corner on the intranet. These are presented to the employees at divisional and management meetings.

The yearly Cultural Action Plan is based on employees opinion which is collected in 3 forms:

- 1) Electronic employee satisfaction questionnaire
- 2) Survey (about culture, behaviour, attitude)
- 3) Focus group discussions (e.g. HR breakfast).