



Work in tune with life

Template Model of Good Practice 1

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	DEAKON Degen GmbH
Address	Schulgasse 3
City	A-8075 Hart bei Graz
Country	Austria
Contact person (name/function)	Anneliese Degen/Executive Director
Email address	anneliese@deakon.at
Telephone number(s)	+43 316 / 491 792
Website	www.deakon.at
Sector	N – Administrative and support service activities
Number of employees	19

(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?

Max. 100 words:

The enterprise was chosen as MOGP for the following reasons:

The manager showed exceptional personal engagement. The employees are particularly appreciated, and, according to the survey, 100% are satisfied with their job. The company is committed to WHP, conditions which are both women and family friendly, work which is age and life phase oriented, and equal opportunities.

The enterprise has set up a very good structure for WHP in spite of its size, and many measures have been implemented.

The aim of the company health policy is to ensure safe and health promoting working conditions for all employees and all aspects of health (mental, physical, social), to prevent illness (including mental illness), to strengthen health potential and to develop WHP further in the company.

Quality points: 96

Transferability: 90

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:

Health promotion measures are a matter of course at DEAKON Degen Ltd. The management and health policy have been very much influenced by Mrs. Anneliese Degen (CEO), her passion for cable fabrication and her products. Mrs. Degen strongly believes that optimal work place conditions reduce stress factors (e.g. additional duties due to family life, health strain at working place etc.), thus leading to higher motivation and as a result of that to a prosperous enterprise. The company mission statement is "Working in healthy conditions in a women- and family-friendly environment". DEAKON is committed to workplace health promotion, family- and women- friendliness, phase-of-life- and age-oriented work and equal opportunities

The aims of the company's workplace health promotion are to establish safe and healthy working conditions for all employees for all aspects of health (physical, mental, social). This should prevent illness (accidents, general and special occupational diseases, stress) and should improve the well-being of the employees at their working places. Work health promotion is evaluated and improved in a continuous process. To cite Mrs. Degen (CEO): "Respect and regard for our employees is important for us. It is our top priority that our employees enjoy their work. We want to show and prove that a sustainable positive work place climate lead to success in the long-term. We will constantly improve our workplace health promotion programme and it is important for us to keep up social engagement,



especially in economically difficult times". DEAKONs approach comprises a holistic understanding of health, the participation of all employees in further improvements of the workplace health promotion programme and adherence to WHP guidelines in all important decisions.

The health policy is communicated to the employees by 'face mail' (personally) during the breaks or at lunch time. Additionally, a notice board in the social room is used for communication and information.

Since 2002, DEAKON has been officially registered for training apprentices. DEAKON offers women from the Prisma company the opportunity to have practical training too. A disabled woman (degree: 50%) has been employed at DEAKON for many years now. Donations go mainly to social projects, e.g. women in third world countries or the Special Olympics.

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:

Members of the board of workplace health promotion programme are Anneliese Degen (CEO), Peter Degen (Head of technical purchasing dept.) and Andreas Posch (Head of production dept.). The board plans the strategic and operative realisation of the health programme. The employees concerned are also involved in the decision process, i.e. finding measures, planning and implementing them in every-day-work.

Sufficient resources for the health programme (time, budget) are available. Annually, 9000 EUR are projected. The planning and realisation of the measures takes place within the working hours, as do any other tasks concerning the health programme.

Through networking with other companies and participation in seminars and training sessions, DEAKON keeps in close contact with workplace health promotion issues and exchanges experience with other enterprises. DEAKON also participates in local health awards e.g.: Styrian Health Award "Fit im Job", TRIGOS, NESTOR, and several projects, such as the ÖSB Pilot Project "Smart Region". This ensures the further development of DEAKON's health programme.

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:

Health measures are planned for a year and the employees are included in the process. Psychological health is, in a holistic understanding of health, a part of the WHP plan. The WHP plan includes measures for improving physical, mental and social health.

Health concerns and WHP measures are communicated to the employees during the breaks or the lunch in 1-to-1 talks. Additionally, a notice board in the social room is used for communication and information.

Needs and requirements are retrieved through staff appraisals and staff surveys (2006, 2008, next one 2011).

At DEAKON, measures and activities for improving mental and physical health of the employees, their job satisfaction and work ability have been up and running for years. Here are some examples:-

“Working conditions”

- Working hours: Choice between full- and part-time-work; pooling of working hours for part-time- employment (3 to 5 days a week); Flexible working hours – core attendance time, holiday and compensatory time. Production team plans manpower; mothers have priority in holiday planning. If required, employees may take their children to their work place or may leave to take care of them if there is a sudden need.
- Break times: Individual as required; common breaks spread over the day (morning, lunchtime, afternoon) together with the management staff
- Communication: Employees may speak openly to the management in confidence about psychological problems: issues are confidential and individual support is provided by the management., including external help if required. The regular breaks together ensure good communication.
- Workplace design: ergonomically optimal equipment, bright lighting, friendly atmosphere.
- Fun and challenge at work: Job rotation; support in new tasks by the team leaders and co-workers.

“Management and Production Planning”

- Working climate: Respectful and friendly attitude to each other, a good mood and sense of humour are appreciated. Interest is shown in a good solution for conflicts: there are also contact persons for questions or if there is insecurity.
- Management behaviour: Respect and regard for every employee, lots of positive feedback to employees, publishing of customer/supplier feedback on notice board, open-mindedness for employee proposals, constant desire to improve working conditions
- Operations scheduling: Realistic aims, avoidance of pressure and stress, support of employees in new tasks, job rotation

“Competence – Knowledge and Capabilities”

- Constant training at working place and external training for all employees during the working hours and at no cost.

“Individual health of Employees”

- Free fruit, juice, coffee, tea is provided for the employees
- Employees may use the company’s kitchen
- Once a month, a massage is offered to the employees
- Nordic walking
- Gymnastics
- On a “Health-Day” (“Fit-im-Job-Check”), employee health is checked



- Nutrition seminars
- “Stop smoking” seminar (in cooperation with STGKK)
- etc.

All these are offered free for the employees and take place during the working hours.

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:

Evaluation:

- ÖSB Consulting survey in 2006 (“smart region”) and Consultant Mag. Elfi Ruff in 2008
- Personal feedback
- Number of participants

Communication of the results was done over DEAKON's noticeboard and in talks with the employees.

The main results achieved by the health policy and WHP:

- In both surveys, employee satisfaction was 100%
- The motivation and well-being of the employees leads to a prospering enterprise and satisfied customers
- Very good image High regards of customers and suppliers, appreciation of local environment
- Role model for other companies
- Very low sickness figures
- No working accident since DEAKON was founded

In the recent years, DEKON won several awards for the health policy:

- Styrian health award “Fit im Job” 2009, Category 1 to 20 employees
- Golden Securitas of AUVA, Silver medal in “safe and healthy working”
- Winner of TRIGOS 2008, category “Small enterprise”
- Nomination for TRIGOS 2007, category “Small enterprise”
- Nomination for Trigos 2007 Microsoft award “Equal Opportunities in 21. century”
- Winner of Styrian health award “Fit im Job” 2007, Category 1 to 20 employees
- 2nd place of NESTOR 2007, focus on employing older people
- 3rd place NESTOR 2006
- Most women- and family-friendly medium size company in Austria 2006
- Most women- and family-friendly medium size company in Styria 2005
- Gold medal Styrian health award “Fit im Job” 2004

Main success factors according to Mrs. Degen (CEO):

- Anything we do should be fun
- Health has to be seen as a whole
- Health measures as required whilst involving all employees in the process of developing and maintaining healthy work conditions
- Keeping to WHP guidelines at all times



- Openness, appreciation, approval and transparency

Obstacles for Mrs. Degen:

- none