

Health Promotion in Tapiola Group Move Europe 28.4.2009, Perugia

Health Promotion is continuous and persistent work

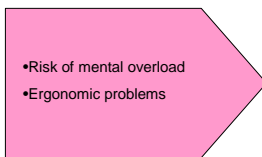
Leena Järvinen, Chief Occupational Health Physician
Occupational Health Services

Tapiola is a mutual group of companies
owned by its customers
about 3000 employees
Insurance, pension and banking services

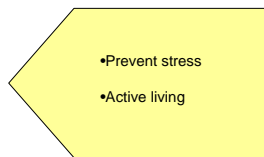


The Goal of Health Promotion is to Minimize the Occupational Health Risks

Work-related
health risks in
Tapiola



Tapiola received
top-score in the Company
health check



Health Promotion Mainstays and Thoughts

- High ethical values play an important role in the personnel policy.
- Health Promotion is supported by the management.
- The mental wellbeing of the personnel is taken into account in the business.
- Mentally and physically healthy personnel is efficient.

Occupational Health Care in Finland

According to the law, the employer shall arrange occupational health services:

Obligatory elements

- Assess the health risks of the work
- Prevent work-related diseases and accidents
- Support health during everyone's working career

Voluntary

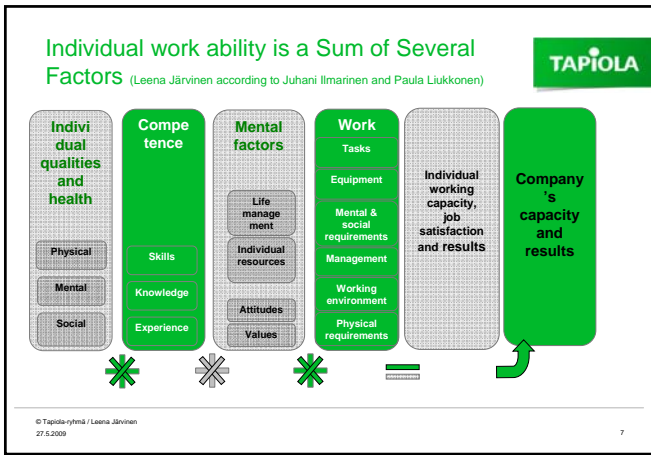
- Offer employees health care services, which are partially parallel with the primary health care

Occupational Health Care (OHC) in the Tapiola Group

- The Occupational Health Department is situated at the workplace

The occupational health department:

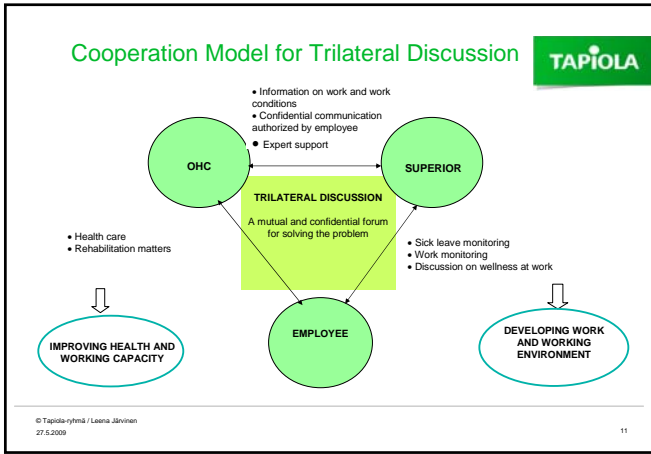
- Doctors, specialized in OHC
- Nurses, specialized in OHC
- Close cooperation with Personal Services (HR), occupational safety and management
- Cooperation with employees and superiors



- ### The Wellness at Work Policy is Determined by the Vire Control Group
- The control group includes
- Management representatives
 - Personnel representatives
 - Shop steward
 - HR representative
 - Occupational safety representative
 - OHC representative
 - The group determines a common heading and goal
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- ### Supporting Mental Health and Preventing Stress is Important
- Good leadership is the most important tool to promote the employees' wellbeing.
- Versatile leadership education
 - Specified superior-employee discussions
 - Superiors are trained in discussing difficult issues
 - Common directives (drug abuse, bullying...)
 - Regular work place meetings where employees are encouraged to develop their work.
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- ### Equal Treatment Regarding Sick Leaves and Work Capacity Problems (2008)
- Superiors and employees are encouraged to open discussions as soon as possible
 - When sick leaves more than 10 days / 4 months
 - Idea to find work related problems and solve them
 - Occupational health worker is invited to trilateral discussion when needed
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- ### Occupational Safety and OHC Investigate Work Safety and Health Together
- Online questionnaires filled in by each employee
 - Inquiry on most stressing tasks
 - Assessment of work load and risks
 - Data helps to develop working places better and more healthy
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Operations Supporting Employees Individually

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- Medical check-up at 5-year intervals (40,45,50,...)
- GP level medical treatment, specialist consultations
- Referral to psychologist or physiotherapist
- Referral to early rehabilitation course when burnout/ stress/ depression

Measurement and Evaluation

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- Team Status Survey inquiry annually
 - Questions on how the teams work
 - Directives how to develop work
 - Teams with bad results receives support from the HR
- Common success inquiry every second year
 - Questions on satisfaction regarding organization and management
 - Superiors receive their own evaluation (360)

Promotion of Active Lifestyle in the Tapiola Group

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- Exercise is important as a health improving factor.
 - Prevents work-related pain
 - Improves stress management and quality of sleep
- OHC offers education and material to support ergonomics improvement and body recovery.
- Most employees have electronically adjustable desks.
- Tapiola Recreation Club provides and supports various leisure activities
- Gym, swimming pool and saunas at the headquarter can freely be used during leisure time (before work, lunch, after work).

In Tapiola you can engage in e.g. gym and Pilates, dancing, squash, badminton, rowing race, orienteering, tennis...

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In Tapiola you can engage in e.g. swimming and experiences, golf, soccer, yoga, relay, running, fishing, karate, carting, agility, rink ball, bowling, basket ball...

TAPIOLA



In Tapiola you can engage in e.g. gymnastic exercises and basket ball, choir, handicraft, downhill skiing, volleyball...

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Results – Wellness at work

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- Wellbeing at work results 2008
 - Team Status Survey 8,4 (4-10)
 - Common Success Survey 59,0 (0-100)
 - Health 8,76 (1-10)
 - Sick leave % 4,4% (in Finland mean 4,6%)
 - Accidents frequency 18,3% (in Finland mean 41,7%)
- Figures are presented to the top management annually
- No systematic results on health promotion

And after a hard working day
we relax in the sauna...

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