



## Models of Good Practice

REWE Trading Group



<b>Branch:</b>	<b>Trade</b>
<b>No. of employees:</b>	<b>210,000 in Europe, 170,000 in Germany</b>
<b>Products/Services:</b>	<b>Food, non-food and services</b>
<b>Location:</b>	<b>12,000 branches in Europe, 9,500 branches in Germany</b>
<b>Miscellaneous:</b>	<b>76 % female, 60 % part-time employees</b>

REWE considers the health protection of its employees as a social obligation and an economic necessity. Matters of occupational safety and health are understood as management tasks and are regularly dealt with in seminars and further training courses.

A national working circle "Health" controls all the health-related measures at REWE. This circle comprises 25-30 members from the REWE companies, the branches and the headquarters. The members of the circle include the manager of the social department in the central organisation, the senior expert for occupational safety and health, works councils, human resources managers of the branches, representatives of the Berufsgenossenschaft (mutual occupational accident insurance association) and the company health insurance fund (BKK) as well as external consultants from research institutes and the BKK Bundesverband. Health reports have been drawn up every year since 1993 in which conspicuous illness trends in the company can be detected. They are used in addition to the work accident statistics and data from stress analyses as a basis for planning health promotion.

REWE has participated in several research projects. In one project on the prevention of work-related illnesses ("KOPAG"), health stressors were surveyed in the warehouse, the sales sector, at the cash registers and in the transport sector and the work organisation was improved accordingly. In a further project, the activities relating to occupational safety and health and workplace health promotion were pooled and integrated into the company processes.



New cash register stools and tables have been designed to make working at the cash registers more healthy. In addition, health circles are held in the areas at work where stress is particularly high. As a result, numerous measures have been put in place to reduce stress by improving the workplace design and work organisation. Employees who frequently transport heavy loads are trained in correct posture; executives attend seminars on healthy staff leadership.

On the basis of the many health-related activities, REWE was able to substantially reduce the employees' workload. As a result, the working atmosphere and staff satisfaction were improved considerably, which in turn was rewarded with more satisfied customers. Over four years the sickness rate fell by 0.8 % to 5.7 % in 1998 and the number of working accidents has almost halved over the last 10 years.