

The standards for health and safety are laid down at the company headquarters in Canada. They are binding on all branches and contains guidelines on workplace health promotion (WHP). The company has integrated the relevant programmes into its quality management system and they are subjected to internal and external audits every year. There is a separate budget for workplace health promotion programmes. The human resources manager is responsible for workplace health promotion which has guaranteed a wealth of health promotion activities.

### **Tailor-made programmes for target groups**

There are special information and training programmes for employees with particular health risks. For example, those who frequently have to travel on behalf of the company are informed about how they can better cope with the stresses and strains of travelling. Employees who have to lift and carry heavy loads learn how they can perform this work without injuring their backs. After a number of Nortel employees had complained about pains in their shoulders and arms, an action team was set up to eliminate ergonomic deficiencies at workplaces. For women after the menopause there is a special advice programme in the company and female staff can, for example, have breast cancer screening every two years.

immediately informed.

In addition, the company offers a number of health promotion courses, e.g. on stopping smoking, or coping with stress better, and it supports various sports and other leisure time activities of the workforce. Last year, a week of health and safety awareness was organised during which a quiz was held on the subject and an information stand set up in the canteen.

### **High staff participation**

There has been a positive response from the workforce to the various programmes on health promotion. This has mainly been reflected in the high rate of participation in the various campaigns on the subject of health promotion.

The annual performance appraisal system is intended to ensure that the employees can also meet the requirements placed on them. These appraisals are also taken into account in the planning of health-related activities, as are accident statistics, data from the health insurance companies etc. If particular accident or safety risks are discovered in the company, the workforce is

Branch:  
**Telecommunication**

No. of employees:  
**1.261 (in Nothern Ireland)**

Products/Services:  
**Transmission and switching technology**

Locations:  
**Belfast**

Miscellaneous:  
**Nortel is one of the world's leading manufacturers in its branche.**