

# HUNGARY



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## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Allianz Hungary Insurance Company Co.</b>
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Sector:	insurance (10337587-6512-01)
Number of employees:	2623

Age	Sex		total
	male	female	
up to 35	239	459	698
35 to 50	406	752	1158
50+	309	458	767
<b>total</b>	954	1669	2623

## **B. Integration of WHP in the company policy and culture**

The company's management declares that employees' health is equally important to documented corporate economic targets, and that it is worth investing in human resources.

Therefore, Allianz Hungary is committed to developing a comprehensive long-term Health Promotion Program for its employees and to support the accepted program.

Its actions are in line with its targets: in order to succeed, the company is ready to provide the necessary human, material, training and financial resources. The company ensures that the employees are aware of the importance of workplace health promotion, and the role of health-related measures. It motivates the employees to take steps to maintain and develop their health and create a work-life balance.

The main aims of the company's health promotion:

- Reducing the number of sick leave days, relevant risk factors, and workforce fluctuation
- Promoting health conscious and physically active lifestyle of the employees
- Introducing measures to reduce stress at work Analyzing, communicating, implementing, following up on and evaluating the results of methods of healthy nutrition, and prevention of addiction (smoking and alcohol).

Taking into account the cost-benefit ratio, these are to be achieved by supporting the areas below:

- Labor Safety (healthy work environment, occupational health, workplace rehabilitation)
- Workplace Health Promotion (reduction and avoidance of health risk factors, providing workplace medical screening examinations, vaccination, health fund)
- Physical Activity Programs (providing sports facilities, organizing sport events)
- Charitable Activities (voluntary blood donation)
- Environmental Protection (selective waste collection, usage of recycled materials)

Employees are provided with detailed comprehensible information about the programs.

A team (Move Europe Team) has been set up to coordinate workplace health promotion activities. Bi-weekly meetings are held to determine the next steps of the mid- and short-term health development strategy, if necessary with assistance of external experts.

The team develops satisfaction surveys and diagnoses of needs, follows up on and evaluates the health promotion projects, monitors the results, the utilization ratio, carries out analyses based on efficiency indicators, and modifies the strategic plan, if necessary.

### C. Described health topics

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

The quality of food provided in the cafeterias and canteens of the company has always been an important aspect for Allianz Hungary, as most of the employees take advantage of these amenities.

Regular surveys have been carried out about quality and price, and the operator of the restaurant has been collecting information regarding the employees' opinion and recommendations on how to improve the quality.

The bi-annual screening examinations showed that 34% of the employees are overweight (national average: 33%) and 13 % are obese (national average: 20%)

Therefore, further assistance is necessary in 2 areas:

Medical / dietetic support:

- After having examined the findings, the service provider gives detailed personal advice about nutrition (providing lifestyle recommendations).
- Employer's measures: consequent execution of the health development strategy created by the health development team which affects each employee.

## E.2. Strategy and implementation

The strategy:

Possibilities for healthy nutrition for each employee:

- Analysis of the survey about the quality and assortment of the canteens and cafeterias
- Both the restaurant and the cafeteria offer fruits and vegetables
- Separate comfortable and clean dining area for those not using the catering services
- Free drinking water and mineral water
- Counseling about healthy nutrition on the intranet and on health development sites, and in newsletters

Planned measures:

- Introducing balanced diet in the cafeterias (incl. vegetarian dishes, low-calorie products, milk products, whole meal flour products)
- improving the choice of vegetables and fruits in the cafeterias and canteens
- satisfying the needs of employees on special diet (food allergy, organic products)
- on-line dietetic counseling on the intranet
- forming a diet group
- setting up a recipe club, publishing the best recipes on the intranet
- organizing cooking competitions at family events

## E.3. Evaluation and results

The company applies two ways to execute the action plan for healthy nutrition.

- online forum for the employees
- regular questionnaires

After having analyzed the collected data, the workgroup makes proposals for the next steps considering the target group, the available financial and physical means .

They involve external experts if necessary (physicians, pharmacists, sport experts, nutrition professionals, etc.)

The work team regularly informs the employees as well as the management about the current status of the project.

## **F. Physical activity**

### **F.1. Organisation & structures**

The employees' needs, opinions and recommendations collected by a survey are the basis of the strategy.

The employer offers recreation vouchers that are accepted all over Hungary by more and more hotels, sports facilities and recreation amenities.

Another option is the contribution to a private health fund that allows the improvement of the employees' standard of living.

### **F.2. Strategy & implementation**

Supporting the employees' sport activities is an important part of the corporate health development strategy.

The main points of the strategy are:

- Improving the physical condition and fitness of the employees and reducing their stress levels, organizing regular activities and exercise programs in order to maintain and/or improve their physical and mental tolerance, and increase their resistance against diseases.
- Reducing employees' health-related risks factors. Main aims are:
  - Preventing people with low-risk level from entering a higher risk category.
  - Facilitate that people with mid-risk level enter a lower risk category.

The following sports facilities and programs for physical activity are available:

1.) "Move More, Take It Easy" project: the employees can chose from the following possibilities twice a week (free of charge):

Individual sports:

- external fitness club:
  - aerobic, fat-burning work out, dance aerobics for ladies
  - conditioning machines for gentlemen
  - sauna
- Stress reduction and relaxation programs conducted by yoga and recreation professionals in the company's internal gym. Showers are available for the participants.
- Gymnastics that can be carried out in front of a monitor available on the intranet



- Seasons tickets for a swimming pool (occasional)

2.) Team sports:

- renting a basketball court
- renting a football court
- running/walking Wednesdays (1-1 hour in the morning or in the afternoon)
- hiking weekends (every 2-3 weeks)
- “Take the stairs instead of the elevator” campaign
- renting tennis courts (outdoor in the summer, indoor in the winter)
- Familiarizing employees with new sports such as Nordic walking.

3.) Supporting the participation of teams at sports events, competitions:

- Joining the “Cycle to work” program introduced by the Ministry of Transportation, Telecommunication and Energy
- Supporting the team in the national basketball league
- National and international football championships
- Sailing championship

4.) Hungarian Allianz Sports Days: A 3-day event with more than 500 participants

5.) International “Allianz Olympics”

Participants of around 70 nations compete every four years in the following sports: football, basketball, volleyball, tennis, table-tennis, badminton, golf, athletics, chess, swimming, and petangue. The next Allianz Olympics will be held in Hungary in 2010.

### **F.3. Evaluation and results**

3 ways are used to evaluate the action plan for increasing physical activity:

- Capacity utilization of the various sport facilities: measured quarterly by the number of participating employees. So far the utilization ratio is almost 100%.
- Online forum for collecting feedback from employees.
- Data collection periodically by questionnaire

Employees are provided with detailed comprehensible information about the programs.

The health development team collects the data, follows up on and evaluates the health promotion projects, monitors the results and the utilization ratio and carries out analyses based on efficiency indicators. They created a mid- and short-term health development strategy, and modify it if necessary with the assistance of external experts. The work team regularly informs both the employees and the management about the current status of the project.

## G. Stress

### G.1. Organisation & structures

A lot has been done to reduce stress at the workplace in two major fields:

#### 1.) Primary prevention strategy:

The measures mentioned below were introduced to reduce workplace stress. Their combination allows employees to avoid stress or develop more effective coping strategies.

- increased physical activity
- improved healthy nutrition
- introduction of a project to help employees to quit smoking
- development of a stress-management strategy

#### 2.) Secondary prevention strategy:

Increased psychological burden and chronic stress may evolve somatic symptoms. The best indicator is the metabolic/multi-metabolic syndrome examination. Therefore, every 2 years this examination is carried out as part of the occupational health screening. The main risk factors are:

- “apple form” obesity
- blood-sugar deviation (insulin resistance)
- high blood pressure
- increased blood-fat level
- increased tendency for thrombosis

This screening has been completed by two other examinations in 2008 that correlate with chronic stress:

- function-disorder and morphological deviance examination of liver (laboratory tests and abdominal ultrasonic examination)
- function-disorder and morphological deviance examination of thyroid gland (laboratory tests and cervical ultrasonic examination)

80 % of the employees have participated in the above screening.

International companywide surveys show that

- 60% of the employees are in the low health risk category (0-2 risk factors)
- 25% are in the middle risk category (3-4 risk factors)
- 15% are in the high risk category (5 or more risk factors).

## G.2. Strategy & implementation

The corporate stress-management strategy includes:

1.) Risk analysis:

- Follow up interview and individual consultancy
- Employee satisfaction survey
- Questionnaire
- Recognizing physical symptoms (regular headache, insomnia, muscle ache, high blood pressure, weak immune system, etc.)

2.) Further information is available:

- on the intranet, and in the lobbies and other areas for common use
- individual consultancy

3.) Factors reducing stress:

- Work environment:
  - Green plants and aquariums in the office, landscaped sites
  - Wooden furniture
  - Eye-friendly monitors in appropriate distance
  - Bright offices (natural light, sunshades and foils)
  - Air-conditioning
- Health care, and disease prevention:
  - Health care mission and work team
  - Allianz Employee Health Care Program (ADEP every 2 years)
  - Onsite doctors
  - Medical screening (orthopedic, dental, allergy etc.)
  - Sport amenities, yoga
  - Massage
- Lifelong learning, mental health:
  - Involvement of the employees into the decision-making process (planning, execution, more responsibility)
  - Performance evaluation and motivation system
- Optimization of work organization:
  - Proper communication
  - Avoidance of overtime by proper prioritizing
  - Setting clear targets and expectations
- Organization of working-time:

- Flexible arrangement considering the needs of employees working in multiple-shift
- Trainings:
  - professional,
  - team building,
  - special trainings according to individual needs (e.g., communication and conflict-management)
- Supporting active leisure programs:
  - On-site sales of theatre tickets
  - Support of various sport activities
  - Organization of common leisure activities and supporting self-initiatives.

### **G.3. Evaluation & results**

The availability of primary prevention and the results of ADEP examinations show a new direction for the improvement of the project. The screenings started this year will be finalized next spring; new strategic targets will then be set.

Employees are encouraged to evaluate the project via an online internet forum (to express their opinion, make suggestions for improvements, and give new ideas). These inputs are then taken into consideration by the workplace health improvement team.

The health development team collects the data. They follow up on and evaluate the health promotion projects, monitor the results and the utilization ratio and carry out analyses based on efficiency indicators. They created a mid- and short-term health development strategy, and modify it, if necessary with assistance of external experts. The work team regularly informs the employees as well as the management about the current status of the project.

## Models of Good Practice

### A. General information about the company

Company/organisation:	<b>Égáz-Dégáz Csoport</b> <ul style="list-style-type: none"> <li>• Égáz-Dégáz Zrt.</li> <li>• Égáz-Dégáz Földgázelosztó Zrt.</li> </ul>
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Function of contact person:	Head of Department Quality Management and Security
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Email:	+36 62 569 720      +36 30 488 9992
Sector:	3522
Number of employees:	1051

Age	Sex		total
	male	female	
up to 35	119	114	233
35 to 50	313	189	502
50+	196	120	316
<b>total</b>	628	423	1051

## B. Integration of WHP in the company policy and culture

Égáz-Dégáz implemented an Integrated Management System (IMS) in 2006, which includes the following systems: MSZ EN ISO 9001:2001 *Quality Management System (QMS)*, ISO 14001:2004, *Environment Focused Management System (EFMS)*, and MSZ 28001:2003 standards *Workplace Health Promotion and Safety Management System (WHPSMS)*.

The company's management is fully committed to supporting its employee's health promotion.

The company has formed a workgroup for health development. Its members are the Head of Department for Quality Management and Security, Occupational Health Physician, HR manager, and the Chief of the Safety Committee.

It's the responsibility of that workgroup to determine the Corporate Health Development Strategy and the Health Promotion Program, which documented the initial status, the targets, and the action plan. The program is revised on a yearly basis.

The main topics of the Health Promotion Program are: supporting smoking cessation, healthy nutrition, physical activity, and mental health, prevention.

As of the beginning of 2007 an Arteriograph (a worldwide-patented Hungarian invention) screening test was implemented to detect cardiovascular diseases at an early stage.

Employees are encouraged to participate in the workplace health development planning process: internal innovation tender, intranet, trade union, and forums.

The targets and action plan of the Health Promotion Program are disseminated on time to the employees via internal communication channels: newsletter, pin board, meetings.

The company provides a dedicated office for the occupational health physician, which is equipped beyond the legal requirements. The employees of this organization regularly attend professional training courses to keep their knowledge up-to-date.

### C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress



## **D. Smoking prevention**

### **D.1. Organisation & structures**

As part of the Health Development Plan, an action plan has been created to prevent smoking, and to support smoking cessation. The necessary measures were defined based on the results of the employee satisfaction survey, other questionnaires, and the data provided by the occupational health physician.

The target is to create a non-smoking working environment.

Blue-collar workers form the most important target group, because smoking is much more popular among them as in other groups, and because they are exposed to the special risks of working with gas every day. Other target groups are smoking pregnant women and all other smokers.

The company takes all the opportunities to propagate the advantages of non-smoking, physical activity and leisure programs, such as the intranet, pin board, information posted at designated smoking areas, etc. They promote alternatives and emphasize personal responsibility of the employees.

In cooperation with the Egyensúly Foundation and Pfizer Hungary Kft., a campaign has been launched to support smoking cessation. After having attended a training (about the side effects the medicine, the efficacy of cessation, the possibilities of a relapse, the costs of the campaign, etc.), the management decided to deploy a medicine to be used for that purpose.

The management is committed to creating a non-smoking working environment; therefore, they have dedicated a separate amount of the budget for that purpose.

## D.2. Strategy & implementation

In order to support the employees in giving up smoking, the company supports their efforts by bearing the costs of the medicament “Champix” that supports cessation.

The yearly Employee Satisfaction Survey collects data about the number of smokers in the company, the employees’ opinion about the smoking prevention campaign, and about creating a non-smoking working environment.

About 60% of the employees support the company in becoming a non-smoking workplace.

The following principles are followed:

- Prevention: informing the non-smoking employees about the harmful effects of smoking via pin board, posters, and internal correspondence). It is prohibited to smoke in company cars, and it is only allowed to smoke at designated smoking areas within the territory of the sites.
- Supporting smokers in cessation. Publishing success stories of colleagues who have successfully given up smoking. Designating outdoor and well-ventilated indoor smoking areas.

As part of the cessation supporting campaign, anti-smoking information is posted at each designated smoking area.



Participants receive regular information about the supporting program via email.

Before the program, a one-month communication campaign informs the employees, and they can interactively get answers to their questions and fill in questionnaires.

The medicament “Champix” is only prescribed to the participants after medical examinations.

The changes in the intensity of smoking are monitored by CO-measurements during medical examinations.

The occupational health physician provides personal advice to participants about questions related to smoking.

### **D.3. Evaluation & results**

The Workgroup for Healthy Workplace continuously monitors and summarizes the actions taken about smoking cessation. The evaluation of the plan is based on the following criteria:

- Number of participants according to age and gender
- Number of employees who gave up smoking by the end of the program
- Analysis of budgeted and actual costs
- Efficacy is measured by the sick leave days
- Have deadlines been met? If not, what was the reason?

In order to ensure a seamless flow of the next program, the following measures have been taken by the management to solve arising problems:

The corporate conciliation body has been monitoring the program for smoking prevention and cessation and evaluates it at least once a year.

The workgroup's evaluation is followed by a management revision every six months.

The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board, and correspondence)

## **E. Healthy eating**

### **E.1. Organisation & structures**

The workgroup for health development created an action plan for healthy nutrition.

The target is to change conventional high-fat dishes rich in calories with new healthy low-calorie ones. "Reform" dishes are available in the canteen.

The contract with the operator of the buffet has been modified in order to provide more healthy food for the employees.

The necessary measures were defined based on the results of the employee satisfaction survey, questionnaires, and the data provided by the occupational health physician. The occupational health physician and his assistant regularly attend professional training courses in order to be up-to-date about the topic of healthy nutrition.

Employees are involved in the development of the action plan for healthy nutrition: they can express their opinion, remarks and ideas via the trade union, internal innovation tender, internal correspondence and personal meetings.

Employees are also informed about healthy nutrition through the pin board, newsletter, etc.

The management dedicated a separate amount in the budget for that purpose.

Employees have an opportunity to choose from different forms of fringe benefits: meal vouchers, recreation vouchers, and membership in a health fund.

## E.2. Strategy and implementation

The Employee Satisfaction Survey includes questions about healthy nutrition.

Based on its results a strategy for healthy nutrition was created. Around 80% of the employees are interested in that topic.

The aim of the Health Promotion Program is to propagate healthy nutrition in various ways: by expanding the choice in the buffet with healthy food, providing mineral water for the employees, and informing them about healthy nutrition in newsletters, on the pin board and on the intranet.

The occupational health physician provides employees with personal advice about appropriate food and dishes according to their health status.

A scale analyzing the body fat ratio has been installed for the Call Centre, so that employees can keep track of the changes.

Comfortable and clean eating areas are available for employees. It is the employees' responsibility to keep them clean. Some of the employees were trained to be HACCP auditors to inspect these rooms and their compliance with the rules of their operation.

### **E.3. Evaluation and results**

The Workgroup for Healthy Workplace continuously monitors and summarizes the actions taken about healthy nutrition.

In order to ensure a seamless flow of the next program, immediate measures were taken by the management to solve arising problems.

The internal audit conducts random checks to see if

- employees received appropriate information about healthy nutrition, and how comprehensible it was
- the eating areas were clean, comfortable, and according to the food safety regulations.

The corporate conciliation body has been monitoring the program for healthy nutrition and evaluates it at least once a year.

The Workgroup's evaluation is followed by a Management Revision every six months. The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board and correspondence).

## **F. Physical activity**

### **F.1. Organisation & structures**

As part of the Workplace Health Development Plan, an action plan has been created for physical activity.

The aim is to familiarize employees with the joy of physical activity, and with the fact that one can only become sound in soul and body if he/she exercises intensively at least 1 hour a day.

Employees are involved in various ways in the development of the action plan for a lifestyle rich in physical activity: they can express their opinion, remarks and ideas via the trade union, internal innovation tender, internal correspondence and personal meetings.

Employees are also provided with information and advice about physical activity and related topics using the pin board, newsletter, etc.

The management budgeted a dedicated amount for supporting active sports for the employees.

Employees have an opportunity to choose from different forms of fringe benefits: meal vouchers, recreation vouchers, and membership in a health fund.

During the budgeting process, special attention was paid to improving and maintaining healthy work conditions (green belt, sports grounds, communication, internal atmosphere) and to promoting activities satisfying employees' social, cultural and leisure needs in order to support the work-life balance (employees can choose from various fringe benefits).

### **F.2. Strategy & implementation**

There are specific questions included in the employee satisfaction survey focusing on physical activity and exercise.

64.7% of the employees rarely or never get exercise; therefore, a corporate strategy has been implemented to support the physical activity of the employees.

The strategy includes several ways of achieving the target:

Employees are informed about the advantages of an active lifestyle, the disadvantages of a passive one, and can get advice on regular exercise through different internal communication channels, such as pin board, internal correspondence, etc.

The occupational health physician provides personal advice to the employees about questions related to physical activity.

A football court, tennis court and table tennis are available for the employees before or after working hours. The possibility of changing and taking a shower in accordance with the relevant hygiene regulations is provided within the company's facilities.

A designated amount is budgeted by the management for the Program for an Active Lifestyle. Once a year employees can apply for a swimming pool season ticket for 10 visits, or they can choose one for a fitness centre.

Every year a family event is organized for the employees and their relatives, where they can participate in various sports competitions in angling, football, table tennis, etc.

For employees working in front of a monitor, a computer program has been launched that interrupts their work every hour for 5-10 minutes for a pause with some gymnastics. They can choose from 8 different sets of exercises that are to be carried out in front of the monitor.



For those who go to work by bike, covered storage facilities were installed and expanded last year due to increasing need.



### **F.3. Evaluation and results**

The workgroup for a Healthy Workplace continuously monitors and summarizes the actions taken for physical activity. (It evaluates the satisfaction of the employees with the programs, the number of employees applying for fitness or swimming pool seasons tickets, the number of participants in the family event, the screening examinations, and the prevalence of different diseases. They check if the budget was sufficient for the costs and if deadlines were met. They conciliate how to proceed with the program).

In order to ensure a seamless flow of the next program, immediate measures have been taken by the management to solve arising problems:

The internal audit conducts random checks to see if employees have received information about active lifestyle, and how comprehensible it was.

The corporate conciliation body has been monitoring the program for smoking prevention and cessation and evaluates it at least once a year.

The workgroup's evaluation is followed by a management revision every six months.

The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board, and correspondence)

## **G. Stress**

### **G.1. Organisation & structures**

Stress management and mental health are a part of the corporate Health Development Plan. The aim is to raise employees' awareness in that field.

The necessary measures were identified based on the results of the employee satisfaction survey, questionnaires, and the data provided by the occupational health physician.

Employees are involved in the development of the action plan for stress management: They can express their opinions, remarks and ideas via the trade union, internal innovation tender, internal correspondence and personal meetings.

Employees are also informed about stress management by means of the pin board, newsletter, etc.

The management dedicated a separate amount for that purpose in the corporate budget.

The dedicated budget can be used for implementing healthy work conditions (green belt, ergonomic furniture, communication, internal atmosphere) and for promoting activities satisfying employees' social, cultural and leisure needs in order to support work-life balance (employees can choose from various fringe benefits).

## G.2. Strategy & implementation

The primary prevention is realized by means of providing proper working environment (working time according to job description, ergonomic furniture, and landscaped green areas).

The yearly employee satisfaction survey conducted by an external consultant includes questions about workplace stress to identify the main stressors. Based on its results, a stress management strategy has been developed.

The company ensures that enough information is available for the employees about stress prevention and management (e.g., on the intranet, on pin boards, and in newsletters).

The occupational health service provides personal counselling in that field.

Employees (except for those working at the call centre) have an increased control of their work due to flexible working hours (the starting time of work depends on the employee).

Yearly manager screenings have been implemented in order to prevent or manage the unfavourable effects of increased burden in management positions.

In order to reduce blue-collar workers' stress caused by the danger of working directly with gas, a practice court was built at the central site in Szeged, where all the relevant work processes can be demonstrated and practiced within controlled and safe circumstances.

Employees can get prepared to face stress situations and react effectively.



As a trial, a stress-management screening has been recently launched with the help of a psychologist at the Szeged site for the employees who face dangerous situations daily. At the other sites this screening is in a planning phase.

After a prior appraisal, 2 massage-armchairs were installed for the employees' of the call centre.

In order to provide a wider variety of activities for the employees of the call centre, their work has been rearranged so that fewer calls are routed to them and the remaining time is used for mailing activities.

2-day stress management trainings were organized in groups for the members of the call centre, the mid- and the top management.

The occupational health service provides various screenings and examinations for the employees free of charge (manager, oncology, allergy, cervix cancer and blood donation).

Team building programs are also organized every year in cooperation with an external trainer group.

The company provides free theatre tickets for the employees.

As part of the Green Plant Campaign, each employee can order a plant free of charge. The aim of this campaign is to improve the air quality, and to create a relaxing atmosphere in the office which, in the end, has a favourable effect on the employee's performance. Employees are responsible for maintaining the plants.

For stress management and mental health purposes, employees can choose recreation vouchers as a kind of fringe benefit.

Employees are provided with free season tickets for a fitness centre as part of the Stress Management Strategy.

For those who go to work by bike, covered storage facilities were installed and expanded last year due to increasing need.

### **G.3. Evaluation & results**

The internal audits inform the management regularly about the efficiency of the Health Promotion Program.

The Workgroup for Healthy Workplace continuously monitors and summarizes the actions taken about stress management and mental health.

It evaluates the satisfaction of the employees with the programs, the number of employees applying for fitness season tickets, and theatre tickets, the number of family event participants, the screening examinations, and the prevalence of different diseases. They check if the budget was sufficient for the costs and if deadlines were met. They conciliate how to proceed with the program.

In order to ensure a seamless flow of the next year's program, immediate measures have been taken by the management to solve arising problems.

The corporate conciliation body has been monitoring the program for stress management and mental health and evaluates it at least once a year.

The internal audit conducts random checks to see if employees have received proper information about the stress management and mental health program, and how comprehensible it was.

The workgroup's evaluation is followed by a management revision every six months.

The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board and correspondence).



## Model of Good Practice

### B. General information about the company

Company/organisation:	<b>Ericsson Magyarország Kommunikációs Rendszerek Kft.</b>
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Name of contact person:	Roland Jakab
Function of contact person:	Marketing and Communication Manager
Telephone number:	437-7928
Email:	roland.jakab@ericsson.com
Sector:	communication
Number of employees:	1010

Age	Sex		total
	male	female	
up to 35	556	85	641
35 to 50	278	35	313
50+	39	17	56
<b>total</b>	<b>873</b>	<b>137</b>	<b>1010</b>

## **B. Integration of WHP in the company policy and culture**

The main aspect of company's health policy is to provide a background which helps them realize their professional goals and well-balanced family life. The management of the company wants to keep the employees as long as possible. 200 employees have been working for the company for more than 10 years. They claim that developing employees' knowledge and promoting their health are essential to maintaining the safe basis of the company. Wide-spread social benefits, training courses, an occupational health service, and vouchers are available to provide a healthy environment.

The basis of their work health policy is a code used by every Ericsson company in the world.

Main possibilities provided by the company for employees' health:

- Regular medical examinations
- Occupational Health Service in the office
- "Environmental protection days"
- "Healthy Week"
- Christmas market
- Cinema club
- Concerts
- Yoga
- Thai-chi
- "Relaxing corner"

The company was awarded for its work health policy by the Occupational Ministry in 2003. It also received the "family-centred company" award.

They were also given a "Healthy workplace" awarded by the Ministry of Health and the National Institute of Health Promotion.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
	Physical activity
X	Stress



## **E. Healthy eating**

### **E.1. Organisation & structures**

The company's policy emphasises healthy, safe and comfortable working conditions. The main goal is that the employees and their families pay attention to health promoting. Company management is responsible for providing special services which are suitable to maintain and develop employees' health. The HR Department is in charge of realizing the plans. There is a code used by each Ericsson company which contains the employees' law and the healthy working conditions.

Regarding healthy eating, there has been an own restaurant since the company was established. It is not only a place for eating, but the main place of communication as well.

The service of the restaurant is checked by the company running it and there is a group that communicates employees' opinions and needs.

Every company which supplies Ericsson Restaurants with food has to work according to a special standard. Chefs take part in a training session every month and take part in competitions and they have already received awards.

The restaurant and the buffet are run by the Eurest Ltd., who regularly asks the employees' opinion about the quality of food and the whole service. Due to this activity, the service became faster, the staff is more helpful and the restaurant is more comfortable. The newly introduced services are communicated by a special site.

## **E.2. Strategy and implementation**

The company has an own restaurant where several kinds of menu are available. Some of them supplies special needs for ex. there are vegetarian food or "light" menus. A part of the costs is covered by the company so employees can eat for discount prices. There is a great variety of soup, main dishes and salads. The staff can order special dishes for employees who suffer from diabetes or coeliakia. Since 2004 cooking technology changed a lot. Cakes are made with fruit instead of butter, yoghurt is used by cooking soup, vegetables are usually steamed, olive oil is used for salad. The contents of basic nourishment can be read on the menu and ingredients which can cause allergyc symptoms are also written.

Several special events are organized by the staff: international milk day in May, diabetes day in June and healthy heart day in September.

Buffets offer a great variety of youghurts, fruit and juice.

In the office minerel water is free. Besides there are small kitchens for drinking a cup of tea.

The restaurant and the tea-kitchen is a place where employees can also relax and have a chat – it is a special way of communication and a basis of a coherent team.

## **E.3. Evaluation and results**

Eurest Ltd., who is running the restaurant, conducts a survey every year. Employees can write their opinions about the service, the quality and the variety of food. They can also suggest changes. There is a specific group who is in charge of developing the whole service. They have meetings every month. There were several changes due to their work: service became faster, the staff became more polite and helpful. Every employee is permitted to communicate their opinion to the staff working for the restaurant. The most important changes and newly introduced services can be read on a special site.

In addition, there are other questionnaires about the events connected to healthy eating. These provide the possibility to write suggestions.

## **G. Stress**

### **G.1. Organisation & structures**

The management of the company wants to have a coherent and motivated team. They try to give the employees as much independence and freedom at work as possible. They worked out a professional stress-management policy. Efficiency is more important than working hours. Employees fill in a questionnaire every year. It helps to test how they can cope with stress factors. An evaluation is used before working out action plans. Problems are solved by the employees' active participation.

Each new employee takes part in a program which helps him/her adapt to new environment. Some tests and examinations are available – in this way, everybody can find the position where employees can do their best.

The main goal of the stress-management policy is having a favourable working atmosphere where employees can trust each other and accept each others' achievement.

## G.2. Strategy & implementation

It is essential for everybody's well-being to find the right position which matches the personality. Every employee has to see how their work connects to the company structure. For this purpose, there is a program which contains regular discussions between employers and employees, an evaluation of the previous period, and a determination of future plans. Employees can tell their personal expectations about their job and they make career plans that meet the long-term goals of the company.

As managers have the main roles in analysing and organizing different tasks, training courses are important to help them with this job. Several training courses are available in connection with methods of management, team work, communication and risk management. Healthy and friendly working conditions are also essential to well-being and satisfaction. Every building is surrounded by a green belt, offices are light and spacious.

Besides employees' health, the management pays attention to their families as well. There are events organized for families to strengthen communication.

For complete physical and mental health, the Occupational Health Service and a psychologist are always available to help employees cope with stress.

There are other possibilities for a well-balanced personality:

- yoga
- autogenic training
- massage
- sport facilities
- relaxing room

Every spring the "Energizing week" is organized, where presentations and examinations about healthy lifestyle take place. The main goal of this event is to motivate employees to turn their lives to a healthier way.

### **G.3. Evaluation & results**

There is a special technology named “Dialog” which contains a survey. Every employee can write their opinion and suggestion about the strategy of management. It gives a basis of planning and helps the management decide which areas need changing.

After the evaluation, results are sent to every participant. The main step is making action plans: first by the department, then regarding the whole company.

The following steps are:

- determinining priorities
- benchmarking
- time schedule of developing
- determining persons who are responsible for specific areas
- realizing plans
- following the whole program
- survey to see the results



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Gábor Dénes College</b>
Address:	Etele út 68. 1115 Budapest, Hungary
Name of contact person:	Zsuzsánna Lengyel
Function of contact person:	Secretary General
Telephone number:	+36 20 30 309
Email:	lengyel@gdf.hu
Sector:	Higher education
Number of employees:	72

Age	Sex		total
	male	female	
up to 35	5	11	16
35 to 50	7	10	17
50+	24	15	39
<b>total</b>	<b>36</b>	<b>36</b>	<b>72</b>

## B. Integration of WHP in the company policy and culture

Workplace Health Promotion is a part of corporate objectives.

A separate Health Promotion Policy and Strategy is being developed at the moment; however, other corporate documents include principles of that field.

Currently, the Quality Management System and the Equal Rights Plan includes documented measures for reducing stress, such as a family-friendly workplace, atypical employment forms, and special care for retiring employees in the interim period to reduce stress.

The company provides occupational health services to the employees.

The management is aware of the importance of physical activity; therefore, the Business Philosophy and Structural Culture pays special attention to increasing the physical activity and fitness of the employees by providing sports facilities such as outdoor training, gym, table tennis, martial arts and yearly GDF Sports Day.

Employees are informed about these programs via intranet, and the internal electronic newsletter (GDF InfoPass).

## C. Described health topics

	Smoking-prevention
	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

The main items of stress prevention are the following:

The Stress Management Action Plan is part of the corporate Health Development Policy and Strategy.

A multidiscipline workgroup has been formed to handle the methodology of stress prevention. One of the members of the group is a psychiatrist professor of the college. The workgroup adapts the techniques of health development to the program (realizing emotions, improving emotion regulation, assertion, problem solving, and stress management and prevention).

Therefore, the company provides mental health consulting services to individual employees as well as to groups (departments) to be able to better cope with problems due to workplace stress.

Interactive training is held for the employees (with special attention to the ones in direct contact with the students) in conflict and stress management, customer service and communication.

Special attention is paid to the employees with psychological problems in order to retain their working capacity.

The mid-level and top management's knowledge of HR management is improved.

A forum is provided for the employees to evaluate the measures in work stress reduction from time to time (Employee Satisfaction Survey).

The management of the College supports the organization of staff events to improve and extend the informal relationships among employees.

The Senate (top management of the organization) annually evaluates the workplace stress factors, possibilities of their prevention, the necessary measures and their efficiency.

The employees take direct part in the preparation of the Health Policy by filling in the Employee Satisfaction Survey (which is part of the quality management system), and through their delegated representatives in the Senate.

The necessary resources for the improvement of stress management activities are available at the institute.



## G.2. Strategy & implementation

The risk of stress at the Gábor Dénes College is high due to its field of activities.

Therefore, the main objective of the health prevention and development activities is to reduce stress.

Currently, the Quality Management System and the Equal Rights Plan includes documented measures for reducing stress such as a family-friendly workplace, atypical employment forms, and special care for retiring employees in the interim period to reduce stress.

Further, a new career model has been developed for the teachers to reduce the number of stress factors by providing a predictable perspective.

The company provides occupational health services to the employees. Part of those services is the primary mental prevention, e.g., medical care of the health problems caused by stress.

Raising awareness and discussing the steps for stress management and prevention is a thematic element of the employee forums and the autumn regional central management conference.

The management is aware of the importance of physical activity in reducing stress; therefore, the Business Philosophy and Structural Culture pays special attention to increasing the physical activity and fitness of the employees by providing sports facilities such as outdoor training, gym, table tennis, martial arts and a yearly GDF Sports Day.

Employees are informed about these programs via intranet, and the internal electronic newsletter (GDF InfoPass).

The risk assessment and analysis was prepared in 2005 involving the employees.

The redefinition of the examined areas and the regulation of the periodicity of its repetition is part of the Health Policy and Strategy.

Flexible working hours were applied years ago. Overtime is not typical. Most of the jobs are to be carried out in a diversified environment.

Medical care of the health problems caused by workplace stress is provided for the employees as part of the occupational health services in the form of primary prevention and mental-hygienic counselling.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>GE Hungary Zrt. Engine Services</b>
Address:	2112 Veresegyház Lévai u. 33.
Name of contact person:	Kinga Vadnai
Function of contact person:	coordinator
Telephone number:	06-70-36160-50
Email:	kinga.vadnai@ge.com
Sector:	Environment, Health and Safety Department (KEM)
Number of employees:	229

Age	Sex		total
	male	female	
up to 35	109	11	120
35 to 50	83	8	91
50+	13	5	18
<b>total</b>	205	24	229

**B. Integration of WHP in the company policy and culture**

WHP is in the centre of attention of the company policy. They encourage employees to keep and develop their health and motivate them to make efforts to have a healthy lifestyle.

The company established Work Health Groups in the following areas: healthy nutrition, physical activity, smoking prevention and stress management. The heads of these groups are in charge of realizing the programs planned by the group. They keep contact with the employees working at the KEM department to achieve continuous improvement. The members of the groups are from different working fields in order to maintain up-to-date information flow.

The regarded goals are:

- reaching a healthy lifestyle
- optimal working conditions
- widespread knowledge about personal mental health
- optimal stress management
- first aid training
- medical examinations on annual Health Days

The director of the company checks the Work Health Groups' activities and provides for realization of the Company Health Policy.

The Groups have made a feasibility study about their goals and they check its fulfilment regularly. The management of the company makes relevant efforts to provide high level working conditions and minimize the harmful effects of stress factors.

**C. Described health topics**

	Smoking-prevention
	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

At the beginning of the year, the company established the Stress Management Group. They have developed their action plan, which can be read by every employee. They are also informed about every step of the action by mail. The head of the group is the Move Europe coordinator in the company. 10 members of the group assist her in her work.

Two members of the group participated in stress-management training organized by the National Institute of Health Promotion. After the training, they spoke about their experiences, holding a demonstration on how to handle conflicts effectively. It was a great possibility to call the attention to this topic.

The group realized their work would be better with the help of other professionals; therefore, they work together with a psychologist. First of all, they made the employees fill in a questionnaire to gain relevant information about how they are able to cope with stress. The results provided the basis for the following steps.

According to the conclusion, the main steps will be:

- Providing the possibility for physical activity at the workplace
- Organizing excursions for the employees
- Offering stress-management training sessions
- Receiving personal advice from the psychologist

At the moment, a survey is going on about different needs. HR Department and Health Care Service also help to realize the plans of the group.

They also would like to provide excellent working conditions to the employees by handling the following problems: too much noise, overtime, more flexible working hours and regular breaks.

The financial background does not pose a problem if the group communicates the priority of the tasks to company management.

Employees have the possibility to write their proposals about the topic to the Stress Management Group. This makes the efforts more effective, as everybody feels responsible for their well-being.

## G.2. Strategy & implementation

The employees filled in a questionnaire about the effects of stress. Looking at the results, it is obvious that the most important aspects are:

- Overtime: It is regulated by law and the company follows the rules. To reduce risks due to overworking, the employees do different parts of the tasks by rotation – everybody works in a field for a specific time, then they change among each other.
- Breaks: There are paid breaks during working hours. Concerning an 8-hour-workday, they have a 20-minute and a 10-minute break.

The Stress Management Group motivates the employees to do some exercises in case they feel tired. The group made different cards for every field about what kind of exercises are the most useful to manual workers and employees working in front of the computer as well.

Official workers usually work in flexitime. Because they work on a computer for the whole day, they have 10-minute breaks every hour. Several departments organize a short walk for the workers after lunch around the building. This habit is more and more popular because after walking in the fresh air they can concentrate much better; therefore, the cost effectiveness is unquestionable.

In August there was an Environment and Health Week organized by the company. For 3 days they could take part in different medical examinations containing psychological tests. With the help of the survey, it could be identified how the employees can handle everyday stress and conflicts and how serious the problems they experienced were due to it. They can give personal advice as well regarding how to cope with anxiety, how to have enough self-confidence and how to reach a well-balanced temper. Following the psychologist's advice, they can develop assertive behaviour and they will be able to work more effectively.

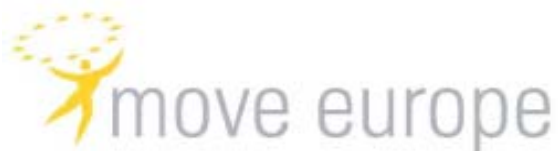
### **G.3. Evaluation & results**

The Stress Management Group has a meeting every two weeks. They summarize their work and discuss the results. Before new decisions are made, they take into account the proposals written by the employees. In addition, they consult with the psychologist working with them. They keep permanent contact with the Work Health Care professionals and nurses and with the HR Department to see the problems from a wider aspect. As the group was established this year, they will have relevant data about the results at the end of the year, when they will repeat the survey mentioned above. The difference between the questionnaires filled at the beginning and a year later will show how effective their work is.

The expected results will be:

- fewer mental illnesses among workers
- decreased physical and mental symptoms caused by stress
- better working atmosphere
- easier communication between employers and employees
- motivated and effectively working colleagues

As a result of having stress-management methods, the whole team can identify with the main goals of the company and the management will experience less fluctuation.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>GlaxoSmithKline Kft. Pharma Division</b>
Address:	Csörsz u. 43., Budapest, H-1124
Name of contact person:	Adrienn Szemán
Function of contact person:	HR manager
Telephone number:	+36 1 225 5411
Email:	adrienn.h.szeman@gsk.com
Sector:	4646 ' 08 Wholesale of medicaments, and medical aids
Number of employees:	167 (+approx 20 people on maternity leave)

Age	Sex		total
	male	female	
up to 35	13	68	81
35 to 50	12	63	75
50+	5	6	11
<b>total</b>	30	137	167

**B. Integration of WHP in the company policy and culture**

One of the main areas of GSK’s corporate business strategy is the approach to its own employees. Health promotion is part of GSK’s corporate responsibility strategy (CR strategy). Health Promotion Operative Plans are documented as part of the CR strategy. GSK provides its employees with a work environment, tools programs and medical support necessary for top performance. GSK has been working on developing a long-term Health Program in 2008.

The involvement of the employees in the development and implementation of the programs is part of the Health Development strategy. Most of the employees have a medical (health-related) degree; therefore, their input is more than welcome.

All health development-related information is available for the employees on the GSK intranet, and other channels (newsletter, bulletin board, office forum) are also provided to popularize the programs.

Questionnaires are used to measure the employees’ satisfaction and opinion about the programs.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress



## **E. Healthy eating**

### **E.1. Organisation & structures**

Program for healthy nutrition at GlaxoSmithKline

GSK realizes the risks of sedentary lifestyle, therefore it regularly informs the employees about the importance of healthy nutrition by means of newsletters, intranet articles and competitions.

These programs are financed from the central corporate budget.

The HR manager is responsible for the targets of the Program for healthy nutrition on a strategic level, and on an operational level they are included among the personal yearly performance objectives of the participants (HR manager, communication manager, project team members).

As part of the corporate strategy, the yearly results of the Program are presented to the top management.

### **E.2. Strategy and implementation**

GSK provides the following healthy food to its employees:

- Mineral water (still or sparkling)
- 100% fruit juices
- Tea (green, fruit, herbal), coffee (decaffeinated as well)
- Honey and sweeteners
- Milk
- Fruits and healthy nibbles (dried fruits, yoghurt, etc.)

Fully equipped kitchenettes with coffee machines, refrigerators, tea kettles, and microwave ovens are available to the employees.

One of GSK's key events is the Spring Lifestyle Program. Its objective is drawing attention to and educating employees about healthy nutrition, and involving them into the program (articles in newsletter, intranet, fruit-day, diet competition, etc.). A dietetic expert provides employees with personal professional guidance.

### **E.3. Evaluation and results**

The evaluation is carried out in the following way:

Regular team meetings are organized to discuss the campaign results (number of participants, employee feedback, etc.).

Employees can vote on the intranet about various specific questions.

Questionnaires are used to get feedback from the employees after the programs.

Consequences of operative meetings are immediately built into the program as they occur.

The results of the questionnaires are incorporated into the next campaigns or events.

Relevant feedback from the employees is presented to the top management.

The whole staff is informed about the results through newsletters, intranet, etc.

## **F. Physical activity**

### **F.1. Organisation & structures**

GSK's strategy for physical activity:

There is no specific strategy for that area; however, individual events are organized regularly (see below), that are financed from the central corporate budget.

### **F.2. Strategy & implementation**

Besides regular office seats, gymnastic balls are provided to the employees for trial.

Ping-pong tables are installed in common areas that can be used even in working hours.

GSK plans to organize a ping-pong championship in Autumn 2008.

Twice a year a family football gala is held for male, female and infant teams, where there is opportunity for other activities (such as mini golf, bob, etc.), depending on the location.

Other physical facilities financed by the corporation are available through membership in a Health Fund.

One of GSK's key events is the Spring Lifestyle Program. Its objective is drawing attention to and educating employees (articles in newsletter, intranet, bulletin board) about healthy lifestyle and the importance of regular physical activity, and involving them into various events (eye-massage, diet competition, etc.).

### **F.3. Evaluation and results**

The evaluation is carried out in the following way:

Regular team meetings are organized to discuss the campaign results (number of participants, employee feedback, etc.).

Employees can vote on the intranet about various specific questions.

Questionnaires are used to get feedback from the employees after greater programs.

Consequences of operative meetings are immediately built into the program as they occur.

The results of the questionnaires are incorporated into the next campaigns or events.

Relevant feedback from the employees is presented to the top management.

The whole staff is informed about the results through the newsletters, intranet, etc.

## **G. Stress**

### **G.1. Organisation & structures**

GSK's headquarters in London has developed a so-called Resilience Program for stress management. GSK Hungary will implement that program next year.

Resilience programs include personal and team resilience, as well as the area of energy for performance.

Trainings and videos are provided in each of the above mentioned topics. Further information and lifestyle advice is available for the employees on the intranet, in corporate newsletters and on the "LifeWorks" web page operated by GSK.

GSK Hungary held an awareness campaign last autumn about stress management. The main objectives were to make employees aware of their own responsibility for their health, provide them with useful ideas and help about health promotion, provide a forum for discussion and, if needed, make changes to the working conditions.

Methods applied:

Educating employees about the topics of the program (articles in newsletter, intranet, fruit-day, diet competition, etc.)

Drawing their attention to the services and materials provided by GSK

Organizing activities centrally or by colleagues (gymnastics, hiking, etc.)

Team competitions

The HR manager is responsible for stress management-related programs on a strategic level, and on an operational level they are included in the personal yearly performance objectives of the participants (HR manager, communication manager, project team members).

## **G.2. Strategy & implementation**

The so-called Resilience Program developed by GSK's headquarters in London about stress management will be implemented in Hungary next year.

Training sessions and videos are provided in each of the above mentioned topics. Further information and lifestyle advice is available for the employees on the intranet, in corporate newsletters and on the "LifeWorks" web page operated by GSK.

GSK Hungary held an awareness campaign last autumn about stress management. The main objective was to mobilize and involve the employees in the program.

## **G.3. Evaluation & results**

GSK Hungary held an awareness campaign last autumn about stress management.

The measuring indicators used are the number of participants, number of points collected, and feedback from the employees.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Local Government Office</b>
Address:	6800 Hódmezővásárhely Kossuth tér 1.
Name of contact person:	Dr. Zvarda Katalin
Function of contact person:	Head of Department
Telephone number:	62/530-100/285
Email:	zvarda.katalin@hodmezovasarhely.hu
Sector:	public administration
Number of employees:	252

Age	Sex		total
	male	female	
up to 35	38	80	118
35 to 50	24	52	76
50+	19	39	58
<b>total</b>	81	171	252

## B. Integration of WHP in the company policy and culture

As the company's job is to take care of the health and well-being of the whole population in Hódmezővásárhely, they don't only want to make programs for the employees – their programs mean a wide-spread activity. The management accepted the "Healthy Vásárhely Program". The main steps included:

- Prevention through regular examinations
- Special examinations for men and women
- Programs for preventing smoking and helping smokers to quit
- "Sport and health days" to motivate participants to change their lifestyle to a healthier one.
- Surveys about the risk of mental illnesses

To make communication optimal, newsletters, mails and catalogues are sent regularly to every employee.

## C. Described health topics

X	Smoking-prevention
	Healthy eating
	Physical activity
	Stress



## **D. Smoking prevention**

### **D.1. Organisation & structures**

The Local Government Office makes action plans on how to reduce the number of smokers, not only at their office, but at every workplace located in the city. They try to communicate with every company and institute run by the local government office and persuade them to join the programs. Several private companies, whose management pays special attention to reduce smoking at the workplace, joined the programs.

A specific team is in charge of making action plans. They coordinate the programs and make agreements with employees who are going to quit smoking. The head of the group is the person who leads the office. Other members are lawyers, heads of departments and doctors. The cost of programs is covered by the budget of the company.

The group has permanent consultation with the professionals working at the main hospital of the city.

### **D.2. Strategy & implementation**

The strategy of helping employees to become non-smokers has the following steps:

- Employees get newsletters by mail to motivate them to take part in new programs. They had to answer several questions about their smoking habits. Answers will be collected and evaluated by a specific program. At the end, it will be known how many employees would like to take part in a program which helps them quit.
- In case anybody decides to apply for the quit smoking program, he or she gets an appointment with the physician. The visit includes an examination and psychological tests, and CO-level monitoring. The physician decides if it is necessary to use medicaments or psychological help is enough. With the help of the physician, employees get a personalized method how to give up smoking.
- Medicines are available and offered, if needed. The first dose is free.
- After half a year, the procedure will be repeated. If the employee succeeded in giving up smoking, he or she doesn't need to pay for medicines.

### **D.3. Evaluation & results**

The quit smoking program lasts three months. If the employee doesn't succeed in giving up smoking, it is possible to continue the program for six months. At the end of the program they discuss with the physician and they take part in CO-level test.

The company makes a contract with every applicant. It strengthens the motivation and an agreement about the examinations is needed.

Control tests are used to check the success of the program.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Mars Magyarország Kisállateledel Gyártó Kft.</b>
Address:	6648 Csongrád-Bokros I. Ker.
Name of contact person:	Aranka Fekete
Function of contact person:	Health Adviser, Head of Work Health Care Services
Telephone number:	06-30/655-2116
Email:	aranka.fekete@eu.ffmpeg.com
Sector:	Pet food production
Number of employees:	757

Age	Sex		total
	male	female	
up to 35	117	333	450
35 to 50	181	89	270
50+	15	22	37
<b>total</b>	<b>313</b>	<b>444</b>	<b>757</b>

**B. Integration of WHP in the company policy and culture**

The management of the company pays significant attention to safety and health. Since 2006 their activity has been legislated by the Occupational Health Care and Safety System. It contains the Work Health Policy of the company.

Work in the manufacturing sector is controlled by the safety regulations. It is essential to avoid accidents. The Occupational Health Care physician is available every day at the firm.

The priorities of their Work Health System:

- Improve associate awareness
- Extend occupational healthy activities
- Reinforce occupational health standards
- Improve sickness prevention
- Operate a Robust Audit System

The effectiveness of the system is regularly checked. Each area has a responsible person who makes a report the results of the Health Programs.

Plans and programs are communicated to employees by information desks and reports. There are area teams who are in charge of realising the plans.

The Occupational Health Service not only provides medical treatment, but also plays the main role in the Work Health Policy. Their activity meets business needs, ensuring legal compliance and promoting associate health and well-being.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

Healthy nutrition is one of the most essential elements of the company Health Program. A specific team coordinates the programs. Sodexo Ltd. – who provides the canteen with a daily menu – has a contact person who consults with the Healthy Eating Group and with the HR Department to offer healthy and variable food to the employees.

It is possible to have meals three times a day at the canteen.

The Group and the team making the food hold meetings every 4 weeks, planning the dishes for the next month. The necessary calorie intake and the employee's wishes have priority in the planning.

Employees are supplied with luncheon vouchers, which they can use for breakfast, lunch or dinner as well. Therefore, they can select different kinds of food at discount prices. The company pays the rest of the expenses to Sodexo.

The company organizes a "Have a healthy breakfast" program every month. Besides offering a high qualified menu, a professional adviser answers every question in connection with healthy nourishment.

During the planning stage, the main goal is to reach a well-balanced nutrition associated with the employee's needs and cost efficiency. The canteen is not only a place to eat, but it is a meeting point where it is possible to have discussions at break times – promoting a cohesive team and a pleasant atmosphere.

## E.2. Strategy and implementation

The company has an own canteen and all the food is produced on-site. Warm and cold breakfasts are available. For lunch there is a great variety of food and it is possible to choose between several dishes. Salads and fruits are always the part of the menu. Special diets are also accepted. Employees can make suggestions regarding the menu and the group planning the dishes always pays attention to them.

Dinner is possible for shift workers.

The decoration of the canteen matches the daily menu, e.g., tables are decorated with bamboo when Chinese food is offered. Clean water is free at the company.

On Healthy Breakfast Days, rich and healthy food is offered to the employees. They can choose dairy products, fruits, vegetables and wholegrain rolls as well. Here they can discuss their questions and problems with a professional. At every event there is a specific topic in connection with healthy nourishment. Last year, the main topics were:

- The necessity of breakfast
- What kind of food may cause allergic effects
- Eat salad and fruit three times a day!
- Why is it essential to drink enough clean water in the summer heat
- How to prevent cardiovascular diseases
- How to strengthen our immune system

These mornings not only offered useful information and healthy food, but a great possibility to make the working atmosphere more pleasant.

The company publishes a monthly magazine. It also contains interesting information about living a healthy lifestyle and relevant events. Employees can find recipes of easy-to-make dishes as well.

### **E.3. Evaluation and results**

The HR Department made contract with the person running the canteen. Their decisions are based on employees' opinions.

They hold meetings every month and go through employee feedback to provide food to their satisfaction. According to the opinions, they plan the following menu.

The main aspects are the necessary calorie intake, healthy choice, cost efficiency, high quality of ingredients. In addition, they also pay attention to a healthy and clean environment, an air-conditioned canteen and ergonomic aspects by choosing the right furniture.

Evaluation is influenced by:

- financial indicators
- test results
- employees' satisfaction

There is daily feedback (evaluation questionnaires) and monthly evaluation (regular meetings). The head of Sodexo (running the canteen) provides his group with this information in order to make the service as healthy as possible.

## **F. Physical activity**

### **F.1. Organisation & structures**

Promoting physical activity is the centre of attention of the company's management.

They have an agreement with the sport clubs in the city so that employees have free admission to several places, e.g., swimming pools, fitness centres. They can also paddle and play squash.

Since last year the company has been running the "Fitness Deputy Program". 13 people were trained to be "deputies". They organize various sport programs for the employees, give advice regarding healthy lifestyle and provide information about possibilities.

There was a survey at the company about the needs. The results showed that most of the employees would take part in organized sport programs. They would prefer occasional programs to regular activities. To take these needs into account, the Fitness Deputies develops a complete sports program.

The group doesn't only take care of the members of the company, but they are interested in the active life of the whole community in Bokros. They built a gym, organize free medical examinations, organize a "Healthy Day" in the village and motivate the population to take part in as many sport programs and competitions as possible.

The company benefits a lot from this activity: healthier and more effective employees, less sickness leave and a cohesive team. Due to their widespread work, the whole community can start living their lives in a healthier way.



## **F.2. Strategy & implementation**

The above mentioned Fitness Deputies are in charge of offering several possibilities to the employees to increase their physical activity. The following are available:

- free entrance to the swimming pool
- visiting fitness centres
- taking part in aerobics and Pilates courses
- playing squash

These kinds of sport facilities are not at the workplace, but there are gyms nearby where employees can do exercises before and after working hours without paying for it.

Several competitions, like football and table tennis, are also organized. The Sport Days are really popular among employees: at those events they can take part in various kinds of physical activities on the spot.

The company's goal is to not only look after the employees' activity but their families' as well. Therefore, they invite their families and friends to excursions. This idea strengthens cohesion and makes the communication easier.

The company publishes a monthly magazine about their activities and news. Its extra issue contains a lot of advice about healthy lifestyle and variations of exercises which are useful to do at break time, especially for those people working on a computer.

## **F.3. Evaluation and results**

The participation in Sport Days and other facilities are evaluated by the Occupational Health Care Service. They forward the related information to the Management Team and the HR Department.

Employees are informed about the contracts and possibilities by mail and by schedules. They can also apply for these events in this way. Organizers always write reports about the programs in the company's magazine.

The employees' opinions and suggestions are accepted when the following programs are planned. In this way, planning is based on real needs. It is essential to have really successful programs.

New programs are available and accepted by the management.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>MOL Nyrt.</b>
Address:	Október huszonharmadika u. 18. Budapest, Hungary
Name of contact person:	Attila Incze
Function of contact person:	HSE expert
Telephone number:	aincze@mol.hu
Email:	0614640170
Sector:	Oil industry
Number of employees:	5363

Age	Sex		total
	male	female	
up to 35	985	370	1355
35 to 50	1911	526	2437
50+	1118	453	1571
<b>total</b>	<b>3014</b>	<b>1349</b>	<b>5363</b>

**B. Integration of WHP in the company policy and culture**

MOL Group HSE Policy states that Health Protection is an integral part of their management philosophy, following the same approach wherever MOL does business.

In order to contribute to sustainable development, MOL focuses on healthy working conditions (OH) to improve the overall health and life conditions of all the employees, with special attention to selected target groups, in addition to the high level basic occupational healthcare (OH), continuously identifying and analyzing the effects of the company’s activity on a risk base.

MOL invests in reorientation towards prevention and health promotion (WHP) and in high quality health education to create individual competencies and skills. MOL supports the development of the prerequisites for a health-promoting employee behaviour, personal management and commitment to health. MOL believes that they will create and maintain workplaces which ensure that no employee suffers diseases or injuries as a result of working at any MOL Group sites.

Labour safety interest groups participated in the establishment and review of management documents (structural and operational rules of MOL Group, and MOL Group HSE Policy) whereby employees’ extensive involvement in setting basic targets is ensured. These documents form an integral part of the regular HSE education, so that each employee is informed about the principles they contain.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **D. Smoking prevention**

### **D.1. Organisation & structures**

MOL Group management created a Policy for the Protection of Non-Smokers (PPN) in 2002.

The PNN states that the MOL Group is committed to protect non-smokers by providing a healthy and creative working environment to its employees.

The HSE organization is responsible for all activities and tasks related to smoking prevention. The HSE organization involves the labour safety interest groups in the planning, implementation and evaluation of the above measures.

### **D.2. Strategy & implementation**

According to the PNN, smoking is only allowed at designated smoking areas.

It is prohibited to sell tobacco products in the cafeterias.

Surveying the employees' smoking habits is part of the of the yearly occupational health examination.

Several measures have been taken to reduce smoking:

- Issuing related articles in the corporate newsletter
- As part of the "STEP, Take a Step for Your Health" program and the "Great Health Game" campaign, CO-content measurements are regularly carried out among the employees, and they are provided with professional medical advice about the harmful effects of smoking.
- Within the framework of the STEP- Program, a comprehensive campaign has been launched to support smoking cessation including
  - Informing the selected target groups about the harmful effects of smoking (leaflet)
  - Organizing small group training for volunteers to support quitting smoking. This training is free of charge for those who remain abstinent in the long run.

### **D.3. Evaluation & results**

The changes in employees' smoking habits are measured by the volume of exhaled CO (measured before the training and 3 months after it).

## **E. Healthy eating**

### **E.1. Organisation & structures**

Healthy catering is the responsibility of the Facility Management Department, with professional support from the HSE organization.

Involving the labour safety representatives in the planning of surveys, actions, and measurements of efficiency allows the participation of a wide range of employees in that process.

## E.2. Strategy and implementation

In order to provide healthy catering, several measures have been and are planned to be implemented:

- Periodical surveys are carried out to get feedback about the product range and the opening hours of the restaurants/canteens in order to satisfy the needs of the employees (e.g., people working in shifts)
- A representative survey was conducted among the employees in 2006 at the launch of the “STEP-Take a step for your Health” program. One of the areas assessed was healthy catering. The program was based on the results of the survey.
- As part of the yearly occupational health examinations, a personal health plan is prepared with recommendations for a diet based on the employee’s individual eating habits.
- Mineral water is available free of charge for each employee
- Well-equipped kitchenettes provide a healthy environment for warming up and eating food. There are restaurants and cafeterias at larger MOL sites.
- Healthy “STEP-menus” are offered in MOL’s canteens. Fruit is available in the restaurants and buffets.
- Healthy nutrition is promoted by dietetic experts and celebrities as part of the “STEP-Take a step for your Health” program at family events organized for the employees such as the “The Great Health Game” campaign.
- In the framework of the “STEP ” program, MOL promotes healthy nutrition among employees by using corporate catering services
- The campaign includes the following items:
  - Special thematic menus (so-called STEP-menus) are offered every week in the restaurants and buffets (e.g.: low cholesterol dishes, high blood pressure diet, etc.),
  - Related to the above Step-menus, an information campaign is conducted, including the recipe of the offered dishes.
  - Employees choosing a STEP menu can vote for the most delicious meals, which will be kept on the menu after the campaign.
  - Further information is disseminated through games (e.g.: recipe contest, TOTO, etc.) and in articles in the corporate newsletter.

### **E.3. Evaluation and results**

Periodical surveys are carried out to get feedback about the product range and the opening hours of the restaurants/canteens in order to satisfy the needs of the employees (e.g., people working in shifts)

A representative survey was conducted among the employees in 2006 at the launch of the “STEP-Take a step for your Health” program. One of the areas assessed was healthy catering. The program was based on the results of the survey.

Employees choosing a STEP-menu can vote for the most delicious meals, which will be kept on the menu after the campaign.

## **F. Physical activity**

### **F.1. Organisation & structures**

Renewing the long traditions of physical activities at MOL, the STEP Active Program emphasises the importance of exercise as part of health development.

The aim of STEP Active is supporting the employees in change to an active lifestyle.

The Step Active Volunteer Network has been implemented to provide good examples for employees by their colleagues who can trustworthily and convincingly demonstrate the advantages of an active lifestyle.

These volunteers organize sport activities on a local level, and the company supports them with training in sport theory and practice.

### **F.2. Strategy & implementation**

A STEP Active comprises the following measures:

- STEP-Cup: traditional and modern team championships (football, indoor football, tennis), and individual sports (jogging, archery).
- Outdoor weekends: participants are introduced to new types of sports to which they would hardly have access individually, such as Venice City Orienteering Festival, cross-country skiing in the Tatras, Via Ferrata hiking in the Dolomites.
- Health walks: shorter hiking tours in Hungary, e.g., lavender tours in the Tihany peninsula, night tour in the Bugac-Puszta.
- Family days offer possibilities for employees to try a wide range of trendy sports, such as bowls, petanque, Nordic walking, park orienting, paragliding or geocaching.
- Training is organized for those who got an appetite for the above sports:
- Summer sports camps for MOL children in potholing, horse riding, archery, etc.

In order to provide further information for the employees about physical activity programs, a weekly newsletter is issued.



## **G. Stress**

### **G.1. Organisation & structures**

The pilot program for stress management was conducted within the STEP program. Based on its results, MOL management decided to introduce it to the wider community of the employees.

The stress management programs were very popular among the employees and they expressed their further need for such events.

### **G.2. Strategy & implementation**

As part of the STEP program, MOL provided possibilities for the employees to try various stress management techniques such as relaxation training, role-playing, etc.

### **G.3. Evaluation & results**

After the evaluation of the STEP programs, it was obvious that stress is a serious risk factor in the everyday lives of MOL employees.

The stress management programs were very popular among the employees. They expressed their need for further actions in that field.

After a professional evaluation of the program, the management decided to organize complex stress management activities within the OH management system.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Paksi Atomerőmű Zrt.</b>
Address:	7031 Paks Pf. 71.
Name of contact person:	László A. Zoltánné
Function of contact person:	Head of the Group of HR
Telephone number:	06-75/507-251
Email:	<a href="mailto:lasz lone@npp.hu">lasz lone@npp.hu</a>
Sector:	Industry
Number of employees:	2409

Age	Sex		total
	male	female	
up to 35	479	64	543
35 to 50	1063	253	1316
50+	376	174	550
<b>total</b>	1918	491	2409

## **B. Integration of WHP in the company policy and culture**

The management of the company makes permanent efforts to provide safe, effective working conditions and give opportunity to make a balance between career and family life.

The main goals of WHP are:

- maintaining and strengthening the physical and mental health of employees
- increasing employees' satisfaction and loyalty
- providing social benefits

Occupational Health Care Service is run by an Ltd. They work with highly qualified staff and develop the service to prevent illnesses. This goal is highly important, because the number of middle-aged or older employees is increasing year by year. Physicians working at the Occupational Health Care Service and the employees' own physician consult if necessary.

Besides this service, there is a Health Centre in the company providing a supporting background and useful information about healthy lifestyle. Before planning a new program, employees' opinions are always asked by means of regular surveys. The intranet and newsletters provide a basis for permanent communication. News about programs and information in connection with health promotion can be read.

One of the most essential goals of the Work Health Policy is to inform managers and heads of departments about the possibilities of health promotion. Since 2006 training courses have been organized for managers in the fields of stress management and coping with conflicts. Presentations are also held about cardiovascular disease prevention, mental health and other related topics.

Since the workplace is a nuclear power station and it is an especially dangerous surrounding, providing healthy and safe working conditions is the main focus of attention. Programs and actions are planned to have an effective, well-balanced and cohesive team.

**C. Described health topics**

	Smoking-prevention
	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

Company management has established a mental health care service. Its main goal is getting information about employees' mental health and relevant problems. The purpose of their activities is to prevent mental illnesses caused by stress.

Programs and actions of the Service are the following:

- Examination for volunteers: Before the company employs, an applicant he or she has to be examined by psychologists. It makes the employer's decision easier if the applicant is suitable for the position or not.
- Mental health survey: The goal of the regularly repeated survey is to identify possible harmful effects of stress factors. In case anybody suffers from them, special solutions will be offered. In this way, more serious effects can be avoided.
- Training: Those employees who have extremely high responsibility in their jobs take part in training. They learn methods of how to cope with stress and how to handle conflicts.
- Medical advisors: Employees can ask a professional for advice if they have any problem related to their work or private life.

All the psychological services are coordinated by the HR Department. It is an essential aspect to have highly educated and suitable staff; therefore, all the employees of the department participate in training and courses.

In the building there is a well-equipped room for psychologists. It is an optimal place for examinations and surveys. In addition, the company has an own recreation centre at the Lake Balaton for training courses and holidays – costs are covered by the company.

A support team is working to develop psychological services. They held workshops where professional staff and employees could express their opinions in order to make realize changes that are to everybody's satisfaction.

## G.2. Strategy & implementation

With the help of a professional group, the company created a new psychological test for new employees. Main areas examined by the test are:

- how the applicant could work under pressure
- how they could cope with working in shift
- stress management abilities
- satisfaction with the job
- risk of “burn-out”
- healthy lifestyle
- motivation and loyalty

As there are several risks due to overtime and shift works, the management pays special attention to the employees’ mental and physical health. Flexitime is possible at some jobs, every second Friday is free.

Support programs are:

- Personal advice: After evaluation of the above mentioned test, every employee consults with a psychologist about problems caused by stress or other working conditions. In case of any serious problem, personal advice will be offered. This service is available free for every employee, even for their family members.
- Recreation training: The company organizes this program at the Recreation Centre in Balatonfüred every year. Employees who have high responsibility jobs that require a high degree of concentration take part in this program. They learn methods of how to cope with long-lasting stress and how to relax. Another type of program is training for women – they could have difficulties with making a balance between work and private life. Many of them work in the service sector, where they have to solve specific problems. At the training course they can learn to handle these situations. The training lasts three days, cost of participation is covered by the company.
- Presentations about stress management: There were four presentations held by psychiatrists. The main topics were: prevention of cardiovascular diseases, how to assimilate to challenges at the workplace and at home and handling conflicts.

A homepage where employees can give information about health promotion is being planned.

### **G.3. Evaluation & results**

In order to make programs effective, the work of the Psychological Service Centre is evaluated yearly. Results are presented at meetings. Good practices will be the part of the following programs.

Before starting any programs, there is a survey to realize employees' needs. After evaluation, it turned out that most of the problems are in connection with stress factors. Looking through the completed questionnaires, there was a great demand for stress management programs. Most preferred parts were integrated into the action plan. After every completed program, employees' opinions are also asked for. Evaluation is carried out by the group coordinating the Health Centre. This method means a guarantee to plan to following programs to everybody's satisfaction.

Providing all the relevant information, continuous communication is essential. Intranet, newsletters, presentations, magazines provide the background. The opinion of department heads is especially important, because they are in charge of motivating their groups to take part in programs.

## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Procter&amp;Gamble, Hyginett Ltd.</b>
Address:	2141 Csömör, Határ út 3.
Name of contact person:	Krisztina Goda
Function of contact person:	Head of the Occupational Health Care Service
Telephone number:	28-544-606
Email:	goda.k@pg.com
Sector:	Producing household paper tissues
Number of employees:	722

Age	Sex		total
	male	female	
up to 35	283	124	407
35 to 50	178	62	240
50+	62	13	75
<b>total</b>	523	199	722



**B. Integration of WHP in the company policy and culture**

The mission of the Work Health Policy: “The well-being, productivity and innovativeness of the employees are critical elements to Procter&Gamble’s competitive advantage. They advise and assist management and employees in assuring a safe, healthy work environment through the delivery of preventive health and clinical services which optimize business contributions.”

The company runs an Occupational Health Care Service. The physician and his assistants have the mission to promote employees’ health. The main value of the company is its employees. The policy promotes finding a balance between work and private life.

The Occupational Health Service made a campaign offering specific examinations and tests.

Advantages of health promotion are evident:

- fewer missing hours and less sick leave
- more effective and satisfied employees
- favourable working atmosphere
- reduced fluctuation
- motivated and cohesive team

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
	Physical activity
	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

An own canteen was built in the company in 2000 and a buffet is also available. Both are run by Eurest – one of the most popular services providing healthy food to companies in Hungary. They work according to the “Confident Choosing” program, which contains menus providing healthy food. Next to the name of food, the special diet suggestions can be read, for example, low carbohydrate diet or rich in fibre.

To provide optimal calorie intake and health-promoting food, the Eurest Group works together with dieticians and professionals at the Institute of National Health Development.

All the members of the Eurest Group completed training in healthy nourishment to offer as healthy a food as possible. In addition, they can give advice to employees about the topic.

They pay attention to the most preferred kinds of food in order to not only offer a healthy, but an enjoyable menu as well.

Prices are favourable. Wide spaces and even an opened terrace promote a warm atmosphere in the canteen.

### **E.2. Strategy and implementation**

The variety of food is planned according to the employees' need. Physical workers who need many calories and office workers who need a lower amount can also chose the right menu.

Fruits and vegetables are always available in the canteen as well as in the buffet. Clean water is free in every meeting room and in public places. Besides, it is possible to try other nations' food – brochures provide information about their cuisine.

There is a board next to the canteen where interesting information can be read. The magazine issued by the company four times a year has a heading called “Healthy Corner”, which contains important facts and articles about healthy eating. On the Intranet employees can read articles about the relevant topic.

At “Well-being” programs, presentations were held about healthy nourishment and an unlimited amount of fruit was provided for free.

### **E.3. Evaluation and results**

“Eurest” Group, who is in charge of supplying the canteen, conducts surveys two times a year. Employees fill in questionnaires about the service. They can write how satisfied they are with the choice and they can make suggestions about changing the offer.

Opinions are communicated not only by this survey, but through a permanent forum for feedback.

Staff working in the group take part in regular training to increase marketing activity and communication skills.

There is no specific sum for healthy eating measures, but the whole health promotion policy budget covers the expenses.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Unilever Hungary Ltd.</b>
Address:	1138 Budapest Váci út 182.
Name of contact person:	Beáta Vince
Function of contact person:	Communication Manager
Telephone number:	0609726669
Email:	Beata.vince@unilever.hu
Sector:	commerce
Number of employees:	468

Age	Sex		total
	male	female	
up to 35	74	209	283
35 to 50	59	91	150
50+	8	27	35
<b>total</b>	141	327	468

**B. Integration of WHP in the company policy and culture**

The main idea of the company’s philosophy is “Vitality”, which not only regards the items they produce, but the way they try to make a healthy environment for their employees.

The management of the company motivates the employees to be responsible for their personal well-being by increasing physical activity and making their eating healthy and well-balanced. They find it greatly important to make a balance between working hours and private life. To reach these goals, the management offers several possibilities for healthy eating, regular physical activity and stress management.

There is a Cafeteria program, which means that everybody can select among options to promote a healthy life. They can choose to be the member of the Voluntary Health Insurance Service and having, for example, free monthly aerobics tickets. Another option is to choose Holiday Vouchers, which are accepted by wellness hotels.

To take everybody’s needs into account, the company made a survey regarding the employees’ lifestyle. The survey covered the following main points:  
Eating habits, physical activity, daily routine, addictions, family life, workplace stress, frequency of visiting health care service, hobbies and using the health services offered by the company.

After filling the questionnaire, everybody got a personal evaluation to see which areas need further promotion. They also were given advice on how to avoid risks.

At company level, it helped establish the main goals of the Work Health Policy.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **D. Smoking prevention**

### **D.1. Organisation & structures**

The above mentioned questionnaire also contained questions about smoking habits. The relevant topics were:

- how strong the smoker's addiction is
- the main factors triggering smoking
- social, emotional and psychological background
- previous attempts to quit smoking

According to the evaluation, smokers get advice on how to try to give up smoking, what kinds of help are advisable (psychological help, medications, changes in their lifestyle).

Employees are informed about relevant homepages which can give easy-to-use information.

In the building there are alternative solutions for smokers to cope with stress factors: rooms where brief relaxation is possible and sport facilities can also help.

There is a Vitality Group that draws up an action plan. Its coordinator is a doctor who helps with his professional experience. Other members are assistants, and employees working at the HR and PR Departments – suggesting alternative solutions to promote decreasing the number of smokers.

Financial support is guaranteed by the whole Company Work Health budget.

## D.2. Strategy & implementation

- Survey about lifestyle: One of the main areas is smoking habit. After the evaluation, smokers get personal advice. In addition, joining an Internet-based structure helping with quitting is also promoted.
- Smoke-free area: smoking is forbidden in the office. There is a separate place for smokers. Following the rules is checked by the Occupational Safety Supervisor.
- Help to quit smoking:

The doctor in the Occupational Health Care Service regularly gives advice to employees who are willing to give up smoking.

Up-to-date information is available to motivate smokers to give up their habit.

There is a box at the entrance door in which employees' anonymous questions are gathered. These are answered by newsletters.

In the Cafeteria System, smokers can use further possibilities free, for example, alternative medicines. It is supported by the company and confirmed by the Occupational Physician. He also suggests programs available through Internet.

The company joined the HELP Program. Professionals visited the company and tested the CO-level of smokers. Furthermore, they gave advice to smokers and persuaded non-smokers not to begin smoking.

On Family Days employees could listen to presentations connected to this topic.

Knowing that many smokers use smoking to cope with stress, there are areas in the building where relaxation is possible. The Vitality Corner provides the possibility for having a short chat during breaks. In the Relaxation Room they can get rid of stress by sitting in a massage-chair.

These facilities are popular, as smoking is often triggered by stress factors. As people can reduce its harmful effects, they will have a better chance to quit smoking.

### **D.3. Evaluation & results**

Regular surveys are made to realize how many employees smoke and how strong their addiction is. Data is evaluated by a specific medical department. According to the results, an action plan created by company physicians with the help of assistants, the HR Department and the PR Department.

It turned out that 70% of the employees never smoke, 10% smoke rarely and 4% smoke at least 1 pack of cigarettes a day.

Taking part in programs where medical help was possible, 3 employees succeeded in giving up smoking. 2 people are attending the program at the moment. Following the program, those who quit last year have remained non-smokers.

The survey is repeated regularly to see which other steps are needed to reduce the number of smokers. Employees' opinions also help to form the basis of the subsequent action plans.

The "HELP" campaign was useful to motivate those who haven't decided to try to give up smoking.



## **E. Healthy eating**

### **E.1. Organisation & structures**

Action plans promoting healthy eating are planned by the vitality Group. Physicians, HR specialists and marketing professionals work together to make employees' lives as healthy as possible.

Participation of employees in decisions is possible through questionnaires about their lifestyles.

There was a survey on Vitality Day, which helped gather information about different areas of employees' lifestyles, including eating habits. In addition, participating employees underwent a medical examination where they were weighed, and their BMI and body fat percent was measured. Their cholesterol level and blood sugar level were also tested. This was followed by a personal evaluation with the help of three physicians. Each employee got a plan about what they should do in case their health is damaged and what kinds of changes they should make to gain a better condition.

The company has an own canteen. A group running it has an own program called "Confident Choosing". Next to the name of all the menus, information is provided as to whether it promotes a special diet, for example, low in carbohydrates, low in fat or high-fibre. The head of the group guarantees that every worker in the canteen takes part in a training session on healthy eating, so employees can ask any question.

The cafeteria system assists employees by giving luncheon vouchers which are available for buying cold or warm food as well.

## **E.2. Strategy and implementation**

Employees can have breakfast as well as lunch in the canteen, which is located in the office building. Choosing salads and fruits is always possible. The canteen provides a calm atmosphere; lunch break lasts 1 hour daily and there are no fixed times.

On Vitality Days various programs promote healthy eating habits. On one of these days every employee who rode a specific distance by bicycle was given apples. On another occasion, they could get advice on healthy nourishment from a professional. Presentations were held about the topic and they could try several kinds of salad.

In the monthly magazine published by the company, there is relevant and interesting information. Intranet is another way to motivate employees to turn towards more healthy eating habits: useful medical links are available. There is a chart about the vitamin and mineral level of food, which facilitates a healthy selection. Information about nourishment promoting the prevention of cardiovascular diseases is also available.

Employees can buy fruit and vegetable juices containing half of the daily RDA level of vitamins at discount prices. In every stairway, mineral water is available as well as hot water to make tea.

A dietician gives advice to employees about healthy eating every two weeks. Furthermore, they can ask their questions by mail. This idea connected to the survey about lifestyle. The service was one of the employees' needs, because they would have liked to change their eating habits according to professional suggestions.

## **E.3. Evaluation and results**

The Medical Department and an independent medical group conduct regular surveys about employees' needs in connection with healthy eating. Results are considered when making up an action plan.

Taking employees' needs into account, the planning then begins. Although led by the physician, assistants, HR and PR professionals cooperate to add different aspects.

Meetings are held regularly to discuss opinions and suggestions.

Before every decision, employees are asked about the relevant topic. The Vitality Group is in charge of coordinating opinions and making summaries to inform decision makers.

All of the evaluation of surveys and opinions is integrated into the planning.

## **F. Physical activity**

### **F.1. Organisation & structures**

The main coordinator of physical activity is the Vitality Group. The leader of the group is a physician. His professional experience helps make the action plans. The other members of the group are assistants and employees working at the HR and PR departments.

Surveys are used to assure the involvement of employees' opinions.

A questionnaire is completed by employees about different areas of lifestyle. One of the topics is physical activity, another one is the sport services offered by the company (how often they use them, what kind of services they use regularly, what suggestions they have).

After the survey, everybody received a personal plan showing what kind of changes they need to make. They got advice on how to live in a healthier way.

There are Vitality Days organized by the company where other questionnaires are filled in to see how successful the programs were and which areas need to be changed.

There is a Sports Day organized every year, where every department takes part with a group in competitions.

Unilever Family Sports Day is a great possibility to motivate family members to do physical activity, in addition to promoting communication and providing a pleasant atmosphere.

The cost of programs is covered by the health promotion budget.

## F.2. Strategy & implementation

There are several options offered the employees to not only have an active lifestyle during working hours, but before and after them as well.

- Exercises held by a professional trainer: these are held 8 times a week in the office building – so people who are interested can save time, because they don't need to travel anywhere. Every "lesson" takes 45 minutes. Everybody can freely choose the right time.
- Fitness gym: this is also located in the building. Several kinds of equipment are available for cardio-sports and strengthening muscles as well. Entrance is free at break time and after working hours – even on the weekends. Taking a shower is also possible after exercises.
- It is possible to borrow bicycles to ride between home and the workplace or for weekend excursions.
- Free tickets are also possible to other fitness centres; every employee can go 9 times a month. 3 places are possible to visit. One of them even offers a running court and a swimming pool. Appointments can be made by mail.
- Entrance to a wellness centre, which is located in a hotel on Margaret Island, is free once a month.

Most employees take part in the "Business Run" organized for companies. Every company can apply with one or more groups. Employers and employees can run together. It promotes a good relationship between them.

### F.3. Evaluation and results

Regular surveys are used to realize the results of programs. Evaluation is made by the Medical Department and an independent medical team.

The following aspects are taken into account:

- what kinds of sport facilities are most popular among employees
- what kind of problems do they have in connection with their lifestyles
- what do they think about the effectiveness of sport facilities
- what kind of actions should be promoted in the future
- cost efficiency

Their opinions are integrated at the company level. Subsequent actions are planned by the head of the Medical Department and discussed with the HR and Marketing Departments.

Employee opinion is always asked for before making decisions. The Vitality Group is in charge of coordination.

On Vitality Days employees can express their opinions about the running programs and can make suggestions on how to make it more effective. Adaptability is the main aspect during planning.

## **G. Stress**

### **G.1. Organisation & structures**

Every plan and action in connection with the Work Health Policy is coordinated by the Vitality Group.

Stress Management is also coordinated by them.

The method of planning and actions are similar to the other areas: before decision making employees take part in a survey to realize which parts of their lives need changing.

On Vitality Days questionnaires are also completed to write their opinions about the specific program. After evaluation, they have the possibility to discuss their problems with a professional who gives personal advice on how to cope with stress.

The Occupational Health Care Physician and a controlling group analyse stress factors and give information to Vitality Group to promote effective actions.

The company not only takes steps for stress management in the office, but helps other companies: they advertise competitions called "Heart-Friendly Workplace". Every company can apply with their programs related to stress management. This competition motivates other workplaces to offer solutions for their employees on how to avoid the harmful effects of stress.

Program costs are covered by the Work Health budget.

## G.2. Strategy & implementation

In the "Vitality Survey," employees answered questions about stress factors they were confronted with during working hours. Statistics were communicated to the HR Department and presented at a medical conference.

Solutions for promoting stress management:

- Working in flexitime: there is a core period of time when employees have to be at their workplaces, but taking the rest of the time is optional
- Advice: When somebody feels that he or she cannot cope with stress, it is possible to ask the Occupational Health Care Physician for help. In case a psychologist is needed to solve the problem, the company budget will cover the cost. Books about the topic can also be borrowed. The HR specialist can help when the problem is connected to the working conditions of any department.
- Training: employees can choose between two kinds of training. One of them is "Balance and stress management," which helps employees find the healthy balance between work and private life. They learn how to think optimistically, how to identify effects caused by stress and how to cope with them. At the end of training, everybody makes a personal stress management plan.
- The other training session deals with "Mental improvement training", where participants learn how to make priorities of different tasks. In that way, they will have more time and energy and won't be worried about being overworked.

Relaxing facilities:

- Massage: Employees can suffer from sitting in front of a computer all day. Office massage is a very popular form of stress management. This service is available every day for 15 minutes.
- Vitality corner: this is a separate place in the office where employees can have meetings or just relax for 10 minutes. Drinking a cup of tea or juice is possible.
- Relaxing room: There are two massage sofas to have a short rest. That is a new solution to get rid of everyday stress. Sitting 20 minutes in a sofa is almost as effective as having a traditional massage.

### **G.3. Evaluation & results**

The "Vitality Survey" was the basis for planning and evaluation. 300 employees filled in a questionnaire which contained questions about their lifestyle and the effects of everyday stress. This survey measured the negative effects caused by stress, for example: anxiety, insomnia, lack of self-confidence, negative feelings and reduced productivity.

Results and statistics were presented to the HR Department. Action plans were worked out with the participation of the Vitality Group, the Medical Department, and the HR and PR Departments. The first step was managing stress factors, especially the most harmful effects.

The survey is regularly repeated to measure the effectiveness of actions. Employees can write their opinions about the programs and questions related to their mental-emotional health. Subsequent actions will be planned according the results.

Every above mentioned group takes part in planning to make programs as effective as possible. In addition, an Occupational Safety Group inspects the environment and reconsiders the risks due to stress factors.



## Models of Good Practice

### A. General information about the company

Company/organisation:	<b>Égáz-Dégáz Csoport</b> <ul style="list-style-type: none"> <li>• Égáz-Dégáz Zrt.</li> <li>• Égáz-Dégáz Földgázelosztó Zrt.</li> </ul>
Address:	6723 Szeged, Pulcz utca 44.
Name of contact person:	Attila Kovács
Function of contact person:	Head of Department Quality Management and Security
Telephone number:	kovacs.attila.mbo@egaz-degaz.hu
Email:	+36 62 569 720      +36 30 488 9992
Sector:	3522
Number of employees:	1051

Age	Sex		total
	male	female	
up to 35	119	114	233
35 to 50	313	189	502
50+	196	120	316
<b>total</b>	628	423	1051

## B. Integration of WHP in the company policy and culture

Égáz-Dégáz implemented an Integrated Management System (IMS) in 2006, which includes the following systems: MSZ EN ISO 9001:2001 *Quality Management System (QMS)*, ISO 14001:2004, *Environment Focused Management System (EFMS)*, and MSZ 28001:2003 standards *Workplace Health Promotion and Safety Management System (WHPSMS)*.

The company's management is fully committed to supporting its employee's health promotion.

The company has formed a workgroup for health development. Its members are the Head of Department for Quality Management and Security, Occupational Health Physician, HR manager, and the Chief of the Safety Committee.

It's the responsibility of that workgroup to determine the Corporate Health Development Strategy and the Health Promotion Program, which documented the initial status, the targets, and the action plan. The program is revised on a yearly basis.

The main topics of the Health Promotion Program are: supporting smoking cessation, healthy nutrition, physical activity, and mental health, prevention.

As of the beginning of 2007 an Arteriograph (a worldwide-patented Hungarian invention) screening test was implemented to detect cardiovascular diseases at an early stage.

Employees are encouraged to participate in the workplace health development planning process: internal innovation tender, intranet, trade union, and forums.

The targets and action plan of the Health Promotion Program are disseminated on time to the employees via internal communication channels: newsletter, pin board, meetings.

The company provides a dedicated office for the occupational health physician, which is equipped beyond the legal requirements. The employees of this organization regularly attend professional training courses to keep their knowledge up-to-date.

### C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **D. Smoking prevention**

### **D.1. Organisation & structures**

As part of the Health Development Plan, an action plan has been created to prevent smoking, and to support smoking cessation. The necessary measures were defined based on the results of the employee satisfaction survey, other questionnaires, and the data provided by the occupational health physician.

The target is to create a non-smoking working environment.

Blue-collar workers form the most important target group, because smoking is much more popular among them as in other groups, and because they are exposed to the special risks of working with gas every day. Other target groups are smoking pregnant women and all other smokers.

The company takes all the opportunities to propagate the advantages of non-smoking, physical activity and leisure programs, such as the intranet, pin board, information posted at designated smoking areas, etc. They promote alternatives and emphasize personal responsibility of the employees.

In cooperation with the Egyensúly Foundation and Pfizer Hungary Kft., a campaign has been launched to support smoking cessation. After having attended a training (about the side effects the medicine, the efficacy of cessation, the possibilities of a relapse, the costs of the campaign, etc.), the management decided to deploy a medicine to be used for that purpose.

The management is committed to creating a non-smoking working environment; therefore, they have dedicated a separate amount of the budget for that purpose.

## D.2. Strategy & implementation

In order to support the employees in giving up smoking, the company supports their efforts by bearing the costs of the medicament “Champix” that supports cessation.

The yearly Employee Satisfaction Survey collects data about the number of smokers in the company, the employees’ opinion about the smoking prevention campaign, and about creating a non-smoking working environment.

About 60% of the employees support the company in becoming a non-smoking workplace.

The following principles are followed:

- Prevention: informing the non-smoking employees about the harmful effects of smoking via pin board, posters, and internal correspondence). It is prohibited to smoke in company cars, and it is only allowed to smoke at designated smoking areas within the territory of the sites.
- Supporting smokers in cessation. Publishing success stories of colleagues who have successfully given up smoking. Designating outdoor and well-ventilated indoor smoking areas.

As part of the cessation supporting campaign, anti-smoking information is posted at each designated smoking area.



Participants receive regular information about the supporting program via email.

Before the program, a one-month communication campaign informs the employees, and they can interactively get answers to their questions and fill in questionnaires.

The medicament “Champix” is only prescribed to the participants after medical examinations.

The changes in the intensity of smoking are monitored by CO-measurements during medical examinations.

The occupational health physician provides personal advice to participants about questions related to smoking.

### **D.3. Evaluation & results**

The Workgroup for Healthy Workplace continuously monitors and summarizes the actions taken about smoking cessation. The evaluation of the plan is based on the following criteria:

- Number of participants according to age and gender
- Number of employees who gave up smoking by the end of the program
- Analysis of budgeted and actual costs
- Efficacy is measured by the sick leave days
- Have deadlines been met? If not, what was the reason?

In order to ensure a seamless flow of the next program, the following measures have been taken by the management to solve arising problems:

The corporate conciliation body has been monitoring the program for smoking prevention and cessation and evaluates it at least once a year.

The workgroup's evaluation is followed by a management revision every six months.

The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board, and correspondence)



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Local Government Office</b>
Address:	6800 Hódmezővásárhely Kossuth tér 1.
Name of contact person:	Dr. Zvarda Katalin
Function of contact person:	Head of Department
Telephone number:	62/530-100/285
Email:	zvarda.katalin@hodmezovasarhely.hu
Sector:	public administration
Number of employees:	252

Age	Sex		total
	male	female	
up to 35	38	80	118
35 to 50	24	52	76
50+	19	39	58
<b>total</b>	81	171	252

## B. Integration of WHP in the company policy and culture

As the company's job is to take care of the health and well-being of the whole population in Hódmezővásárhely, they don't only want to make programs for the employees – their programs mean a wide-spread activity. The management accepted the "Healthy Vásárhely Program". The main steps included:

- Prevention through regular examinations
- Special examinations for men and women
- Programs for preventing smoking and helping smokers to quit
- "Sport and health days" to motivate participants to change their lifestyle to a healthier one.
- Surveys about the risk of mental illnesses

To make communication optimal, newsletters, mails and catalogues are sent regularly to every employee.

## C. Described health topics

X	Smoking-prevention
	Healthy eating
	Physical activity
	Stress



## **D. Smoking prevention**

### **D.1. Organisation & structures**

The Local Government Office makes action plans on how to reduce the number of smokers, not only at their office, but at every workplace located in the city. They try to communicate with every company and institute run by the local government office and persuade them to join the programs. Several private companies, whose management pays special attention to reduce smoking at the workplace, joined the programs.

A specific team is in charge of making action plans. They coordinate the programs and make agreements with employees who are going to quit smoking. The head of the group is the person who leads the office. Other members are lawyers, heads of departments and doctors. The cost of programs is covered by the budget of the company.

The group has permanent consultation with the professionals working at the main hospital of the city.

### **D.2. Strategy & implementation**

The strategy of helping employees to become non-smokers has the following steps:

- Employees get newsletters by mail to motivate them to take part in new programs. They had to answer several questions about their smoking habits. Answers will be collected and evaluated by a specific program. At the end, it will be known how many employees would like to take part in a program which helps them quit.
- In case anybody decides to apply for the quit smoking program, he or she gets an appointment with the physician. The visit includes an examination and psychological tests, and CO-level monitoring. The physician decides if it is necessary to use medicaments or psychological help is enough. With the help of the physician, employees get a personalized method how to give up smoking.
- Medicines are available and offered, if needed. The first dose is free.
- After half a year, the procedure will be repeated. If the employee succeeded in giving up smoking, he or she doesn't need to pay for medicines.

### **D.3. Evaluation & results**

The quit smoking program lasts three months. If the employee doesn't succeed in giving up smoking, it is possible to continue the program for six months. At the end of the program they discuss with the physician and they take part in CO-level test.

The company makes a contract with every applicant. It strengthens the motivation and an agreement about the examinations is needed.

Control tests are used to check the success of the program.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>MOL Nyrt.</b>
Address:	Október huszonharmadika u. 18. Budapest, Hungary
Name of contact person:	Attila Incze
Function of contact person:	HSE expert
Telephone number:	aincze@mol.hu
Email:	0614640170
Sector:	Oil industry
Number of employees:	5363

Age	Sex		total
	male	female	
up to 35	985	370	1355
35 to 50	1911	526	2437
50+	1118	453	1571
<b>total</b>	<b>3014</b>	<b>1349</b>	<b>5363</b>

**B. Integration of WHP in the company policy and culture**

MOL Group HSE Policy states that Health Protection is an integral part of their management philosophy, following the same approach wherever MOL does business.

In order to contribute to sustainable development, MOL focuses on healthy working conditions (OH) to improve the overall health and life conditions of all the employees, with special attention to selected target groups, in addition to the high level basic occupational healthcare (OH), continuously identifying and analyzing the effects of the company’s activity on a risk base.

MOL invests in reorientation towards prevention and health promotion (WHP) and in high quality health education to create individual competencies and skills. MOL supports the development of the prerequisites for a health-promoting employee behaviour, personal management and commitment to health. MOL believes that they will create and maintain workplaces which ensure that no employee suffers diseases or injuries as a result of working at any MOL Group sites.

Labour safety interest groups participated in the establishment and review of management documents (structural and operational rules of MOL Group, and MOL Group HSE Policy) whereby employees’ extensive involvement in setting basic targets is ensured. These documents form an integral part of the regular HSE education, so that each employee is informed about the principles they contain.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **D. Smoking prevention**

### **D.1. Organisation & structures**

MOL Group management created a Policy for the Protection of Non-Smokers (PPN) in 2002.

The PNN states that the MOL Group is committed to protect non-smokers by providing a healthy and creative working environment to its employees.

The HSE organization is responsible for all activities and tasks related to smoking prevention. The HSE organization involves the labour safety interest groups in the planning, implementation and evaluation of the above measures.

### **D.2. Strategy & implementation**

According to the PNN, smoking is only allowed at designated smoking areas.

It is prohibited to sell tobacco products in the cafeterias.

Surveying the employees' smoking habits is part of the of the yearly occupational health examination.

Several measures have been taken to reduce smoking:

- Issuing related articles in the corporate newsletter
- As part of the "STEP, Take a Step for Your Health" program and the "Great Health Game" campaign, CO-content measurements are regularly carried out among the employees, and they are provided with professional medical advice about the harmful effects of smoking.
- Within the framework of the STEP- Program, a comprehensive campaign has been launched to support smoking cessation including
  - Informing the selected target groups about the harmful effects of smoking (leaflet)
  - Organizing small group training for volunteers to support quitting smoking. This training is free of charge for those who remain abstinent in the long run.

### **D.3. Evaluation & results**

The changes in employees' smoking habits are measured by the volume of exhaled CO (measured before the training and 3 months after it).



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Unilever Hungary Ltd.</b>
Address:	1138 Budapest Váci út 182.
Name of contact person:	Beáta Vince
Function of contact person:	Communication Manager
Telephone number:	0609726669
Email:	Beata.vince@unilever.hu
Sector:	commerce
Number of employees:	468

Age	Sex		total
	male	female	
up to 35	74	209	283
35 to 50	59	91	150
50+	8	27	35
<b>total</b>	141	327	468

**B. Integration of WHP in the company policy and culture**

The main idea of the company’s philosophy is “Vitality”, which not only regards the items they produce, but the way they try to make a healthy environment for their employees.

The management of the company motivates the employees to be responsible for their personal well-being by increasing physical activity and making their eating healthy and well-balanced. They find it greatly important to make a balance between working hours and private life. To reach these goals, the management offers several possibilities for healthy eating, regular physical activity and stress management.

There is a Cafeteria program, which means that everybody can select among options to promote a healthy life. They can choose to be the member of the Voluntary Health Insurance Service and having, for example, free monthly aerobics tickets. Another option is to choose Holiday Vouchers, which are accepted by wellness hotels.

To take everybody’s needs into account, the company made a survey regarding the employees’ lifestyle. The survey covered the following main points:  
Eating habits, physical activity, daily routine, addictions, family life, workplace stress, frequency of visiting health care service, hobbies and using the health services offered by the company.

After filling the questionnaire, everybody got a personal evaluation to see which areas need further promotion. They also were given advice on how to avoid risks.

At company level, it helped establish the main goals of the Work Health Policy.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **D. Smoking prevention**

### **D.1. Organisation & structures**

The above mentioned questionnaire also contained questions about smoking habits. The relevant topics were:

- how strong the smoker's addiction is
- the main factors triggering smoking
- social, emotional and psychological background
- previous attempts to quit smoking

According to the evaluation, smokers get advice on how to try to give up smoking, what kinds of help are advisable (psychological help, medications, changes in their lifestyle).

Employees are informed about relevant homepages which can give easy-to-use information.

In the building there are alternative solutions for smokers to cope with stress factors: rooms where brief relaxation is possible and sport facilities can also help.

There is a Vitality Group that draws up an action plan. Its coordinator is a doctor who helps with his professional experience. Other members are assistants, and employees working at the HR and PR Departments – suggesting alternative solutions to promote decreasing the number of smokers.

Financial support is guaranteed by the whole Company Work Health budget.



## D.2. Strategy & implementation

- Survey about lifestyle: One of the main areas is smoking habit. After the evaluation, smokers get personal advice. In addition, joining an Internet-based structure helping with quitting is also promoted.
- Smoke-free area: smoking is forbidden in the office. There is a separate place for smokers. Following the rules is checked by the Occupational Safety Supervisor.
- Help to quit smoking:

The doctor in the Occupational Health Care Service regularly gives advice to employees who are willing to give up smoking.

Up-to-date information is available to motivate smokers to give up their habit.

There is a box at the entrance door in which employees' anonymous questions are gathered. These are answered by newsletters.

In the Cafeteria System, smokers can use further possibilities free, for example, alternative medicines. It is supported by the company and confirmed by the Occupational Physician. He also suggests programs available through Internet.

The company joined the HELP Program. Professionals visited the company and tested the CO-level of smokers. Furthermore, they gave advice to smokers and persuaded non-smokers not to begin smoking.

On Family Days employees could listen to presentations connected to this topic.

Knowing that many smokers use smoking to cope with stress, there are areas in the building where relaxation is possible. The Vitality Corner provides the possibility for having a short chat during breaks. In the Relaxation Room they can get rid of stress by sitting in a massage-chair.

These facilities are popular, as smoking is often triggered by stress factors. As people can reduce its harmful effects, they will have a better chance to quit smoking.

### **D.3. Evaluation & results**

Regular surveys are made to realize how many employees smoke and how strong their addiction is. Data is evaluated by a specific medical department. According to the results, an action plan created by company physicians with the help of assistants, the HR Department and the PR Department.

It turned out that 70% of the employees never smoke, 10% smoke rarely and 4% smoke at least 1 pack of cigarettes a day.

Taking part in programs where medical help was possible, 3 employees succeeded in giving up smoking. 2 people are attending the program at the moment. Following the program, those who quit last year have remained non-smokers.

The survey is repeated regularly to see which other steps are needed to reduce the number of smokers. Employees' opinions also help to form the basis of the subsequent action plans.

The "HELP" campaign was useful to motivate those who haven't decided to try to give up smoking.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Allianz Hungary Insurance Company Co.</b>
Address:	Bajcsy-Zsilinszky út 52.
Name of contact person:	Emilia Kántor
Function of contact person:	social politics manager
Telephone number:	301-6087
Email:	emilia.kantor@allianz.hu
Sector:	insurance (10337587-6512-01)
Number of employees:	2623

Age	Sex		total
	male	female	
up to 35	239	459	698
35 to 50	406	752	1158
50+	309	458	767
<b>total</b>	954	1669	2623

## **B. Integration of WHP in the company policy and culture**

The company's management declares that employees' health is equally important to documented corporate economic targets, and that it is worth investing in human resources.

Therefore, Allianz Hungary is committed to developing a comprehensive long-term Health Promotion Program for its employees and to support the accepted program.

Its actions are in line with its targets: in order to succeed, the company is ready to provide the necessary human, material, training and financial resources. The company ensures that the employees are aware of the importance of workplace health promotion, and the role of health-related measures. It motivates the employees to take steps to maintain and develop their health and create a work-life balance.

The main aims of the company's health promotion:

- Reducing the number of sick leave days, relevant risk factors, and workforce fluctuation
- Promoting health conscious and physically active lifestyle of the employees
- Introducing measures to reduce stress at work Analyzing, communicating, implementing, following up on and evaluating the results of methods of healthy nutrition, and prevention of addiction (smoking and alcohol).

Taking into account the cost-benefit ratio, these are to be achieved by supporting the areas below:

- Labor Safety (healthy work environment, occupational health, workplace rehabilitation)
- Workplace Health Promotion (reduction and avoidance of health risk factors, providing workplace medical screening examinations, vaccination, health fund)
- Physical Activity Programs (providing sports facilities, organizing sport events)
- Charitable Activities (voluntary blood donation)
- Environmental Protection (selective waste collection, usage of recycled materials)

Employees are provided with detailed comprehensible information about the programs.

A team (Move Europe Team) has been set up to coordinate workplace health promotion activities. Bi-weekly meetings are held to determine the next steps of the mid- and short-term health development strategy, if necessary with assistance of external experts.

The team develops satisfaction surveys and diagnoses of needs, follows up on and evaluates the health promotion projects, monitors the results, the utilization ratio, carries out analyses based on efficiency indicators, and modifies the strategic plan, if necessary.

### C. Described health topics

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

The quality of food provided in the cafeterias and canteens of the company has always been an important aspect for Allianz Hungary, as most of the employees take advantage of these amenities.

Regular surveys have been carried out about quality and price, and the operator of the restaurant has been collecting information regarding the employees' opinion and recommendations on how to improve the quality.

The bi-annual screening examinations showed that 34% of the employees are overweight (national average: 33%) and 13 % are obese (national average: 20%)

Therefore, further assistance is necessary in 2 areas:

Medical / dietetic support:

- After having examined the findings, the service provider gives detailed personal advice about nutrition (providing lifestyle recommendations).
- Employer's measures: consequent execution of the health development strategy created by the health development team which affects each employee.

## E.2. Strategy and implementation

The strategy:

Possibilities for healthy nutrition for each employee:

- Analysis of the survey about the quality and assortment of the canteens and cafeterias
- Both the restaurant and the cafeteria offer fruits and vegetables
- Separate comfortable and clean dining area for those not using the catering services
- Free drinking water and mineral water
- Counseling about healthy nutrition on the intranet and on health development sites, and in newsletters

Planned measures:

- Introducing balanced diet in the cafeterias (incl. vegetarian dishes, low-calorie products, milk products, whole meal flour products)
- improving the choice of vegetables and fruits in the cafeterias and canteens
- satisfying the needs of employees on special diet (food allergy, organic products)
- on-line dietetic counseling on the intranet
- forming a diet group
- setting up a recipe club, publishing the best recipes on the intranet
- organizing cooking competitions at family events

## E.3. Evaluation and results

The company applies two ways to execute the action plan for healthy nutrition.

- online forum for the employees
- regular questionnaires

After having analyzed the collected data, the workgroup makes proposals for the next steps considering the target group, the available financial and physical means .

They involve external experts if necessary (physicians, pharmacists, sport experts, nutrition professionals, etc.)

The work team regularly informs the employees as well as the management about the current status of the project.

## Models of Good Practice

### A. General information about the company

Company/organisation:	<b>Égáz-Dégáz Csoport</b> <ul style="list-style-type: none"> <li>• Égáz-Dégáz Zrt.</li> <li>• Égáz-Dégáz Földgázelosztó Zrt.</li> </ul>
Address:	6723 Szeged, Pulcz utca 44.
Name of contact person:	Attila Kovács
Function of contact person:	Head of Department Quality Management and Security
Telephone number:	kovacs.attila.mbo@egaz-degaz.hu
Email:	+36 62 569 720      +36 30 488 9992
Sector:	3522
Number of employees:	1051

Age	Sex		total
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The company has formed a workgroup for health development. Its members are the Head of Department for Quality Management and Security, Occupational Health Physician, HR manager, and the Chief of the Safety Committee.

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Employees are encouraged to participate in the workplace health development planning process: internal innovation tender, intranet, trade union, and forums.

The targets and action plan of the Health Promotion Program are disseminated on time to the employees via internal communication channels: newsletter, pin board, meetings.

The company provides a dedicated office for the occupational health physician, which is equipped beyond the legal requirements. The employees of this organization regularly attend professional training courses to keep their knowledge up-to-date.

### C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

The workgroup for health development created an action plan for healthy nutrition.

The target is to change conventional high-fat dishes rich in calories with new healthy low-calorie ones. "Reform" dishes are available in the canteen.

The contract with the operator of the buffet has been modified in order to provide more healthy food for the employees.

The necessary measures were defined based on the results of the employee satisfaction survey, questionnaires, and the data provided by the occupational health physician. The occupational health physician and his assistant regularly attend professional training courses in order to be up-to-date about the topic of healthy nutrition.

Employees are involved in the development of the action plan for healthy nutrition: they can express their opinion, remarks and ideas via the trade union, internal innovation tender, internal correspondence and personal meetings.

Employees are also informed about healthy nutrition through the pin board, newsletter, etc.

The management dedicated a separate amount in the budget for that purpose.

Employees have an opportunity to choose from different forms of fringe benefits: meal vouchers, recreation vouchers, and membership in a health fund.

## **E.2. Strategy and implementation**

The Employee Satisfaction Survey includes questions about healthy nutrition.

Based on its results a strategy for healthy nutrition was created. Around 80% of the employees are interested in that topic.

The aim of the Health Promotion Program is to propagate healthy nutrition in various ways: by expanding the choice in the buffet with healthy food, providing mineral water for the employees, and informing them about healthy nutrition in newsletters, on the pin board and on the intranet.

The occupational health physician provides employees with personal advice about appropriate food and dishes according to their health status.

A scale analyzing the body fat ratio has been installed for the Call Centre, so that employees can keep track of the changes.

Comfortable and clean eating areas are available for employees. It is the employees' responsibility to keep them clean. Some of the employees were trained to be HACCP auditors to inspect these rooms and their compliance with the rules of their operation.

### **E.3. Evaluation and results**

The Workgroup for Healthy Workplace continuously monitors and summarizes the actions taken about healthy nutrition.

In order to ensure a seamless flow of the next program, immediate measures were taken by the management to solve arising problems.

The internal audit conducts random checks to see if

- employees received appropriate information about healthy nutrition, and how comprehensible it was
- the eating areas were clean, comfortable, and according to the food safety regulations.

The corporate conciliation body has been monitoring the program for healthy nutrition and evaluates it at least once a year.

The Workgroup's evaluation is followed by a Management Revision every six months. The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board and correspondence).



## Model of Good Practice

### B. General information about the company

Company/organisation:	<b>Ericsson Magyarország Kommunikációs Rendszerek Kft.</b>
Address:	1037 Budapest Laborc u. 1.
Name of contact person:	Roland Jakab
Function of contact person:	Marketing and Communication Manager
Telephone number:	437-7928
Email:	roland.jakab@ericsson.com
Sector:	communication
Number of employees:	1010

Age	Sex		total
	male	female	
up to 35	556	85	641
35 to 50	278	35	313
50+	39	17	56
<b>total</b>	<b>873</b>	<b>137</b>	<b>1010</b>

## **B. Integration of WHP in the company policy and culture**

The main aspect of company's health policy is to provide a background which helps them realize their professional goals and well-balanced family life. The management of the company wants to keep the employees as long as possible. 200 employees have been working for the company for more than 10 years. They claim that developing employees' knowledge and promoting their health are essential to maintaining the safe basis of the company. Wide-spread social benefits, training courses, an occupational health service, and vouchers are available to provide a healthy environment.

The basis of their work health policy is a code used by every Ericsson company in the world.

Main possibilities provided by the company for employees' health:

- Regular medical examinations
- Occupational Health Service in the office
- "Environmental protection days"
- "Healthy Week"
- Christmas market
- Cinema club
- Concerts
- Yoga
- Thai-chi
- "Relaxing corner"

The company was awarded for its work health policy by the Occupational Ministry in 2003. It also received the "family-centred company" award.

They were also given a "Healthy workplace" awarded by the Ministry of Health and the National Institute of Health Promotion.

### C. Described health topics

	Smoking-prevention
X	Healthy eating
	Physical activity
X	Stress



## **E. Healthy eating**

### **E.1. Organisation & structures**

The company's policy emphasises healthy, safe and comfortable working conditions. The main goal is that the employees and their families pay attention to health promoting. Company management is responsible for providing special services which are suitable to maintain and develop employees' health. The HR Department is in charge of realizing the plans. There is a code used by each Ericsson company which contains the employees' law and the healthy working conditions.

Regarding healthy eating, there has been an own restaurant since the company was established. It is not only a place for eating, but the main place of communication as well.

The service of the restaurant is checked by the company running it and there is a group that communicates employees' opinions and needs.

Every company which supplies Ericsson Restaurants with food has to work according to a special standard. Chefs take part in a training session every month and take part in competitions and they have already received awards.

The restaurant and the buffet are run by the Eurest Ltd., who regularly asks the employees' opinion about the quality of food and the whole service. Due to this activity, the service became faster, the staff is more helpful and the restaurant is more comfortable. The newly introduced services are communicated by a special site.

## **E.2. Strategy and implementation**

The company has an own restaurant where several kinds of menu are available. Some of them supplies special needs for ex. there are vegetarian food or "light" menus. A part of the costs is covered by the company so employees can eat for discount prices. There is a great variety of soup, main dishes and salads. The staff can order special dishes for employees who suffer from diabetes or coeliakia. Since 2004 cooking technology changed a lot. Cakes are made with fruit instead of butter, yoghurt is used by cooking soup, vegetables are usually steamed, olive oil is used for salad. The contents of basic nourishment can be read on the menu and ingredients which can cause allergyc symptoms are also written.

Several special events are organized by the staff: international milk day in May, diabetes day in June and healthy heart day in September.

Buffets offer a great variety of youghurts, fruit and juice.

In the office minerel water is free. Besides there are small kitchens for drinking a cup of tea.

The restaurant and the tea-kitchen is a place where employees can also relax and have a chat – it is a special way of communication and a basis of a coherent team.

## **E.3. Evaluation and results**

Eurest Ltd., who is running the restaurant, conducts a survey every year. Employees can write their opinions about the service, the quality and the variety of food. They can also suggest changes. There is a specific group who is in charge of developing the whole service. They have meetings every month. There were several changes due to their work: service became faster, the staff became more polite and helpful. Every employee is permitted to communicate their opinion to the staff working for the restaurant. The most important changes and newly introduced services can be read on a special site.

In addition, there are other questionnaires about the events connected to healthy eating. These provide the possibility to write suggestions.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>GlaxoSmithKline Kft. Pharma Division</b>
Address:	Csörsz u. 43., Budapest, H-1124
Name of contact person:	Adrienn Szemán
Function of contact person:	HR manager
Telephone number:	+36 1 225 5411
Email:	adrienn.h.szeman@gsk.com
Sector:	4646 ' 08 Wholesale of medicaments, and medical aids
Number of employees:	167 (+approx 20 people on maternity leave)

Age	Sex		total
	male	female	
up to 35	13	68	81
35 to 50	12	63	75
50+	5	6	11
<b>total</b>	30	137	167

**B. Integration of WHP in the company policy and culture**

One of the main areas of GSK’s corporate business strategy is the approach to its own employees. Health promotion is part of GSK’s corporate responsibility strategy (CR strategy). Health Promotion Operative Plans are documented as part of the CR strategy. GSK provides its employees with a work environment, tools programs and medical support necessary for top performance. GSK has been working on developing a long-term Health Program in 2008.

The involvement of the employees in the development and implementation of the programs is part of the Health Development strategy. Most of the employees have a medical (health-related) degree; therefore, their input is more than welcome.

All health development-related information is available for the employees on the GSK intranet, and other channels (newsletter, bulletin board, office forum) are also provided to popularize the programs.

Questionnaires are used to measure the employees’ satisfaction and opinion about the programs.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

Program for healthy nutrition at GlaxoSmithKline

GSK realizes the risks of sedentary lifestyle, therefore it regularly informs the employees about the importance of healthy nutrition by means of newsletters, intranet articles and competitions.

These programs are financed from the central corporate budget.

The HR manager is responsible for the targets of the Program for healthy nutrition on a strategic level, and on an operational level they are included among the personal yearly performance objectives of the participants (HR manager, communication manager, project team members).

As part of the corporate strategy, the yearly results of the Program are presented to the top management.

### **E.2. Strategy and implementation**

GSK provides the following healthy food to its employees:

- Mineral water (still or sparkling)
- 100% fruit juices
- Tea (green, fruit, herbal), coffee (decaffeinated as well)
- Honey and sweeteners
- Milk
- Fruits and healthy nibbles (dried fruits, yoghurt, etc.)

Fully equipped kitchenettes with coffee machines, refrigerators, tea kettles, and microwave ovens are available to the employees.

One of GSK's key events is the Spring Lifestyle Program. Its objective is drawing attention to and educating employees about healthy nutrition, and involving them into the program (articles in newsletter, intranet, fruit-day, diet competition, etc.). A dietetic expert provides employees with personal professional guidance.

### **E.3. Evaluation and results**

The evaluation is carried out in the following way:

Regular team meetings are organized to discuss the campaign results (number of participants, employee feedback, etc.).

Employees can vote on the intranet about various specific questions.

Questionnaires are used to get feedback from the employees after the programs.

Consequences of operative meetings are immediately built into the program as they occur.

The results of the questionnaires are incorporated into the next campaigns or events.

Relevant feedback from the employees is presented to the top management.

The whole staff is informed about the results through newsletters, intranet, etc.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Mars Magyarország Kisállateledel Gyártó Kft.</b>
Address:	6648 Csongrád-Bokros I. Ker.
Name of contact person:	Aranka Fekete
Function of contact person:	Health Adviser, Head of Work Health Care Services
Telephone number:	06-30/655-2116
Email:	aranka.fekete@eu.ffmpeg.com
Sector:	Pet food production
Number of employees:	757

Age	Sex		total
	male	female	
up to 35	117	333	450
35 to 50	181	89	270
50+	15	22	37
<b>total</b>	<b>313</b>	<b>444</b>	<b>757</b>

**B. Integration of WHP in the company policy and culture**

The management of the company pays significant attention to safety and health. Since 2006 their activity has been legislated by the Occupational Health Care and Safety System. It contains the Work Health Policy of the company.

Work in the manufacturing sector is controlled by the safety regulations. It is essential to avoid accidents. The Occupational Health Care physician is available every day at the firm.

The priorities of their Work Health System:

- Improve associate awareness
- Extend occupational healthy activities
- Reinforce occupational health standards
- Improve sickness prevention
- Operate a Robust Audit System

The effectiveness of the system is regularly checked. Each area has a responsible person who makes a report the results of the Health Programs.

Plans and programs are communicated to employees by information desks and reports. There are area teams who are in charge of realising the plans.

The Occupational Health Service not only provides medical treatment, but also plays the main role in the Work Health Policy. Their activity meets business needs, ensuring legal compliance and promoting associate health and well-being.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
	Stress



## **E. Healthy eating**

### **E.1. Organisation & structures**

Healthy nutrition is one of the most essential elements of the company Health Program. A specific team coordinates the programs. Sodexo Ltd. – who provides the canteen with a daily menu – has a contact person who consults with the Healthy Eating Group and with the HR Department to offer healthy and variable food to the employees.

It is possible to have meals three times a day at the canteen.

The Group and the team making the food hold meetings every 4 weeks, planning the dishes for the next month. The necessary calorie intake and the employee's wishes have priority in the planning.

Employees are supplied with luncheon vouchers, which they can use for breakfast, lunch or dinner as well. Therefore, they can select different kinds of food at discount prices. The company pays the rest of the expenses to Sodexo.

The company organizes a "Have a healthy breakfast" program every month. Besides offering a high qualified menu, a professional adviser answers every question in connection with healthy nourishment.

During the planning stage, the main goal is to reach a well-balanced nutrition associated with the employee's needs and cost efficiency. The canteen is not only a place to eat, but it is a meeting point where it is possible to have discussions at break times – promoting a cohesive team and a pleasant atmosphere.

## E.2. Strategy and implementation

The company has an own canteen and all the food is produced on-site. Warm and cold breakfasts are available. For lunch there is a great variety of food and it is possible to choose between several dishes. Salads and fruits are always the part of the menu. Special diets are also accepted. Employees can make suggestions regarding the menu and the group planning the dishes always pays attention to them.

Dinner is possible for shift workers.

The decoration of the canteen matches the daily menu, e.g., tables are decorated with bamboo when Chinese food is offered. Clean water is free at the company.

On Healthy Breakfast Days, rich and healthy food is offered to the employees. They can choose dairy products, fruits, vegetables and wholegrain rolls as well. Here they can discuss their questions and problems with a professional. At every event there is a specific topic in connection with healthy nourishment. Last year, the main topics were:

- The necessity of breakfast
- What kind of food may cause allergic effects
- Eat salad and fruit three times a day!
- Why is it essential to drink enough clean water in the summer heat
- How to prevent cardiovascular diseases
- How to strengthen our immune system

These mornings not only offered useful information and healthy food, but a great possibility to make the working atmosphere more pleasant.

The company publishes a monthly magazine. It also contains interesting information about living a healthy lifestyle and relevant events. Employees can find recipes of easy-to-make dishes as well.

### **E.3. Evaluation and results**

The HR Department made contract with the person running the canteen. Their decisions are based on employees' opinions.

They hold meetings every month and go through employee feedback to provide food to their satisfaction. According to the opinions, they plan the following menu.

The main aspects are the necessary calorie intake, healthy choice, cost efficiency, high quality of ingredients. In addition, they also pay attention to a healthy and clean environment, an air-conditioned canteen and ergonomic aspects by choosing the right furniture.

Evaluation is influenced by:

- financial indicators
- test results
- employees' satisfaction

There is daily feedback (evaluation questionnaires) and monthly evaluation (regular meetings). The head of Sodexo (running the canteen) provides his group with this information in order to make the service as healthy as possible.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>MOL Nyrt.</b>
Address:	Október huszonharmadika u. 18. Budapest, Hungary
Name of contact person:	Attila Incze
Function of contact person:	HSE expert
Telephone number:	aincze@mol.hu
Email:	0614640170
Sector:	Oil industry
Number of employees:	5363

Age	Sex		total
	male	female	
up to 35	985	370	1355
35 to 50	1911	526	2437
50+	1118	453	1571
<b>total</b>	<b>3014</b>	<b>1349</b>	<b>5363</b>

**B. Integration of WHP in the company policy and culture**

MOL Group HSE Policy states that Health Protection is an integral part of their management philosophy, following the same approach wherever MOL does business.

In order to contribute to sustainable development, MOL focuses on healthy working conditions (OH) to improve the overall health and life conditions of all the employees, with special attention to selected target groups, in addition to the high level basic occupational healthcare (OH), continuously identifying and analyzing the effects of the company’s activity on a risk base.

MOL invests in reorientation towards prevention and health promotion (WHP) and in high quality health education to create individual competencies and skills. MOL supports the development of the prerequisites for a health-promoting employee behaviour, personal management and commitment to health. MOL believes that they will create and maintain workplaces which ensure that no employee suffers diseases or injuries as a result of working at any MOL Group sites.

Labour safety interest groups participated in the establishment and review of management documents (structural and operational rules of MOL Group, and MOL Group HSE Policy) whereby employees’ extensive involvement in setting basic targets is ensured. These documents form an integral part of the regular HSE education, so that each employee is informed about the principles they contain.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

Healthy catering is the responsibility of the Facility Management Department, with professional support from the HSE organization.

Involving the labour safety representatives in the planning of surveys, actions, and measurements of efficiency allows the participation of a wide range of employees in that process.

## E.2. Strategy and implementation

In order to provide healthy catering, several measures have been and are planned to be implemented:

- Periodical surveys are carried out to get feedback about the product range and the opening hours of the restaurants/canteens in order to satisfy the needs of the employees (e.g., people working in shifts)
- A representative survey was conducted among the employees in 2006 at the launch of the “STEP-Take a step for your Health” program. One of the areas assessed was healthy catering. The program was based on the results of the survey.
- As part of the yearly occupational health examinations, a personal health plan is prepared with recommendations for a diet based on the employee’s individual eating habits.
- Mineral water is available free of charge for each employee
- Well-equipped kitchenettes provide a healthy environment for warming up and eating food. There are restaurants and cafeterias at larger MOL sites.
- Healthy “STEP-menus” are offered in MOL’s canteens. Fruit is available in the restaurants and buffets.
- Healthy nutrition is promoted by dietetic experts and celebrities as part of the “STEP-Take a step for your Health” program at family events organized for the employees such as the “The Great Health Game” campaign.
- In the framework of the “STEP ” program, MOL promotes healthy nutrition among employees by using corporate catering services
- The campaign includes the following items:
  - Special thematic menus (so-called STEP-menus) are offered every week in the restaurants and buffets (e.g.: low cholesterol dishes, high blood pressure diet, etc.),
  - Related to the above Step-menus, an information campaign is conducted, including the recipe of the offered dishes.
  - Employees choosing a STEP menu can vote for the most delicious meals, which will be kept on the menu after the campaign.
  - Further information is disseminated through games (e.g.: recipe contest, TOTO, etc.) and in articles in the corporate newsletter.

### **E.3. Evaluation and results**

Periodical surveys are carried out to get feedback about the product range and the opening hours of the restaurants/canteens in order to satisfy the needs of the employees (e.g., people working in shifts)

A representative survey was conducted among the employees in 2006 at the launch of the “STEP-Take a step for your Health” program. One of the areas assessed was healthy catering. The program was based on the results of the survey.

Employees choosing a STEP-menu can vote for the most delicious meals, which will be kept on the menu after the campaign.





## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Procter&amp;Gamble, Hyginett Ltd.</b>
Address:	2141 Csömör, Határ út 3.
Name of contact person:	Krisztina Goda
Function of contact person:	Head of the Occupational Health Care Service
Telephone number:	28-544-606
Email:	goda.k@pg.com
Sector:	Producing household paper tissues
Number of employees:	722

Age	Sex		total
	male	female	
up to 35	283	124	407
35 to 50	178	62	240
50+	62	13	75
<b>total</b>	523	199	722

**B. Integration of WHP in the company policy and culture**

The mission of the Work Health Policy: “The well-being, productivity and innovativeness of the employees are critical elements to Procter&Gamble’s competitive advantage. They advise and assist management and employees in assuring a safe, healthy work environment through the delivery of preventive health and clinical services which optimize business contributions.”

The company runs an Occupational Health Care Service. The physician and his assistants have the mission to promote employees’ health. The main value of the company is its employees. The policy promotes finding a balance between work and private life.

The Occupational Health Service made a campaign offering specific examinations and tests.

Advantages of health promotion are evident:

- fewer missing hours and less sick leave
- more effective and satisfied employees
- favourable working atmosphere
- reduced fluctuation
- motivated and cohesive team

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
	Physical activity
	Stress

## **E. Healthy eating**

### **E.1. Organisation & structures**

An own canteen was built in the company in 2000 and a buffet is also available. Both are run by Eurest – one of the most popular services providing healthy food to companies in Hungary. They work according to the “Confident Choosing” program, which contains menus providing healthy food. Next to the name of food, the special diet suggestions can be read, for example, low carbohydrate diet or rich in fibre.

To provide optimal calorie intake and health-promoting food, the Eurest Group works together with dieticians and professionals at the Institute of National Health Development.

All the members of the Eurest Group completed training in healthy nourishment to offer as healthy a food as possible. In addition, they can give advice to employees about the topic.

They pay attention to the most preferred kinds of food in order to not only offer a healthy, but an enjoyable menu as well.

Prices are favourable. Wide spaces and even an opened terrace promote a warm atmosphere in the canteen.

### **E.2. Strategy and implementation**

The variety of food is planned according to the employees' need. Physical workers who need many calories and office workers who need a lower amount can also choose the right menu.

Fruits and vegetables are always available in the canteen as well as in the buffet. Clean water is free in every meeting room and in public places. Besides, it is possible to try other nations' food – brochures provide information about their cuisine.

There is a board next to the canteen where interesting information can be read. The magazine issued by the company four times a year has a heading called “Healthy Corner”, which contains important facts and articles about healthy eating. On the Intranet employees can read articles about the relevant topic.

At “Well-being” programs, presentations were held about healthy nourishment and an unlimited amount of fruit was provided for free.

### **E.3. Evaluation and results**

“Eurest” Group, who is in charge of supplying the canteen, conducts surveys two times a year. Employees fill in questionnaires about the service. They can write how satisfied they are with the choice and they can make suggestions about changing the offer.

Opinions are communicated not only by this survey, but through a permanent forum for feedback.

Staff working in the group take part in regular training to increase marketing activity and communication skills.

There is no specific sum for healthy eating measures, but the whole health promotion policy budget covers the expenses.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Unilever Hungary Ltd.</b>
Address:	1138 Budapest Váci út 182.
Name of contact person:	Beáta Vince
Function of contact person:	Communication Manager
Telephone number:	0609726669
Email:	Beata.vince@unilever.hu
Sector:	commerce
Number of employees:	468

Age	Sex		total
	male	female	
up to 35	74	209	283
35 to 50	59	91	150
50+	8	27	35
<b>total</b>	141	327	468

## B. Integration of WHP in the company policy and culture

The main idea of the company's philosophy is "Vitality", which not only regards the items they produce, but the way they try to make a healthy environment for their employees.

The management of the company motivates the employees to be responsible for their personal well-being by increasing physical activity and making their eating healthy and well-balanced. They find it greatly important to make a balance between working hours and private life. To reach these goals, the management offers several possibilities for healthy eating, regular physical activity and stress management.

There is a Cafeteria program, which means that everybody can select among options to promote a healthy life. They can choose to be the member of the Voluntary Health Insurance Service and having, for example, free monthly aerobics tickets. Another option is to choose Holiday Vouchers, which are accepted by wellness hotels.

To take everybody's needs into account, the company made a survey regarding the employees' lifestyle. The survey covered the following main points:

Eating habits, physical activity, daily routine, addictions, family life, workplace stress, frequency of visiting health care service, hobbies and using the health services offered by the company.

After filling the questionnaire, everybody got a personal evaluation to see which areas need further promotion. They also were given advice on how to avoid risks.

At company level, it helped establish the main goals of the Work Health Policy.

## C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## E. Healthy eating

### E.1. Organisation & structures

Action plans promoting healthy eating are planned by the vitality Group. Physicians, HR specialists and marketing professionals work together to make employees' lives as healthy as possible.

Participation of employees in decisions is possible through questionnaires about their lifestyles.

There was a survey on Vitality Day, which helped gather information about different areas of employees' lifestyles, including eating habits. In addition, participating employees underwent a medical examination where they were weighed, and their BMI and body fat percent was measured. Their cholesterol level and blood sugar level were also tested. This was followed by a personal evaluation with the help of three physicians. Each employee got a plan about what they should do in case their health is damaged and what kinds of changes they should make to gain a better condition.

The company has an own canteen. A group running it has an own program called "Confident Choosing". Next to the name of all the menus, information is provided as to whether it promotes a special diet, for example, low in carbohydrates, low in fat or high-fibre. The head of the group guarantees that every worker in the canteen takes part in a training session on healthy eating, so employees can ask any question.

The cafeteria system assists employees by giving luncheon vouchers which are available for buying cold or warm food as well.

## **E.2. Strategy and implementation**

Employees can have breakfast as well as lunch in the canteen, which is located in the office building. Choosing salads and fruits is always possible. The canteen provides a calm atmosphere; lunch break lasts 1 hour daily and there are no fixed times.

On Vitality Days various programs promote healthy eating habits. On one of these days every employee who rode a specific distance by bicycle was given apples. On another occasion, they could get advice on healthy nourishment from a professional. Presentations were held about the topic and they could try several kinds of salad.

In the monthly magazine published by the company, there is relevant and interesting information. Intranet is another way to motivate employees to turn towards more healthy eating habits: useful medical links are available. There is a chart about the vitamin and mineral level of food, which facilitates a healthy selection. Information about nourishment promoting the prevention of cardiovascular diseases is also available.

Employees can buy fruit and vegetable juices containing half of the daily RDA level of vitamins at discount prices. In every stairway, mineral water is available as well as hot water to make tea.

A dietician gives advice to employees about healthy eating every two weeks. Furthermore, they can ask their questions by mail. This idea connected to the survey about lifestyle. The service was one of the employees' needs, because they would have liked to change their eating habits according to professional suggestions.

## **E.3. Evaluation and results**

The Medical Department and an independent medical group conduct regular surveys about employees' needs in connection with healthy eating. Results are considered when making up an action plan.

Taking employees' needs into account, the planning then begins. Although led by the physician, assistants, HR and PR professionals cooperate to add different aspects.

Meetings are held regularly to discuss opinions and suggestions.

Before every decision, employees are asked about the relevant topic. The Vitality Group is in charge of coordinating opinions and making summaries to inform decision makers.

All of the evaluation of surveys and opinions is integrated into the planning.





## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Allianz Hungary Insurance Company Co.</b>
Address:	Bajcsy-Zsilinszky út 52.
Name of contact person:	Emilia Kántor
Function of contact person:	social politics manager
Telephone number:	301-6087
Email:	emilia.kantor@allianz.hu
Sector:	insurance (10337587-6512-01)
Number of employees:	2623

Age	Sex		total
	male	female	
up to 35	239	459	698
35 to 50	406	752	1158
50+	309	458	767
<b>total</b>	954	1669	2623

## B. Integration of WHP in the company policy and culture

The company's management declares that employees' health is equally important to documented corporate economic targets, and that it is worth investing in human resources.

Therefore, Allianz Hungary is committed to developing a comprehensive long-term Health Promotion Program for its employees and to support the accepted program.

Its actions are in line with its targets: in order to succeed, the company is ready to provide the necessary human, material, training and financial resources. The company ensures that the employees are aware of the importance of workplace health promotion, and the role of health-related measures. It motivates the employees to take steps to maintain and develop their health and create a work-life balance.

The main aims of the company's health promotion:

- Reducing the number of sick leave days, relevant risk factors, and workforce fluctuation
- Promoting health conscious and physically active lifestyle of the employees
- Introducing measures to reduce stress at work Analyzing, communicating, implementing, following up on and evaluating the results of methods of healthy nutrition, and prevention of addiction (smoking and alcohol).

Taking into account the cost-benefit ratio, these are to be achieved by supporting the areas below:

- Labor Safety (healthy work environment, occupational health, workplace rehabilitation)
- Workplace Health Promotion (reduction and avoidance of health risk factors, providing workplace medical screening examinations, vaccination, health fund)
- Physical Activity Programs (providing sports facilities, organizing sport events)
- Charitable Activities (voluntary blood donation)
- Environmental Protection (selective waste collection, usage of recycled materials)

Employees are provided with detailed comprehensible information about the programs.

A team (Move Europe Team) has been set up to coordinate workplace health promotion activities. Bi-weekly meetings are held to determine the next steps of the mid- and short-term health development strategy, if necessary with assistance of external experts.

The team develops satisfaction surveys and diagnoses of needs, follows up on and evaluates the health promotion projects, monitors the results, the utilization ratio, carries out analyses based on efficiency indicators, and modifies the strategic plan, if necessary.

### C. Described health topics

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **F. Physical activity**

### **F.1. Organisation & structures**

The employees' needs, opinions and recommendations collected by a survey are the basis of the strategy.

The employer offers recreation vouchers that are accepted all over Hungary by more and more hotels, sports facilities and recreation amenities.

Another option is the contribution to a private health fund that allows the improvement of the employees' standard of living.

### **F.2. Strategy & implementation**

Supporting the employees' sport activities is an important part of the corporate health development strategy.

The main points of the strategy are:

- Improving the physical condition and fitness of the employees and reducing their stress levels, organizing regular activities and exercise programs in order to maintain and/or improve their physical and mental tolerance, and increase their resistance against diseases.
- Reducing employees' health-related risks factors. Main aims are:
  - Preventing people with low-risk level from entering a higher risk category.
  - Facilitate that people with mid-risk level enter a lower risk category.

The following sports facilities and programs for physical activity are available:

1.) "Move More, Take It Easy" project: the employees can chose from the following possibilities twice a week (free of charge):

Individual sports:

- external fitness club:
  - aerobic, fat-burning work out, dance aerobics for ladies
  - conditioning machines for gentlemen
  - sauna
- Stress reduction and relaxation programs conducted by yoga and recreation professionals in the company's internal gym. Showers are available for the participants.
- Gymnastics that can be carried out in front of a monitor available on the intranet

- Seasons tickets for a swimming pool (occasional)

2.) Team sports:

- renting a basketball court
- renting a football court
- running/walking Wednesdays (1-1 hour in the morning or in the afternoon)
- hiking weekends (every 2-3 weeks)
- “Take the stairs instead of the elevator” campaign
- renting tennis courts (outdoor in the summer, indoor in the winter)
- Familiarizing employees with new sports such as Nordic walking.

3.) Supporting the participation of teams at sports events, competitions:

- Joining the “Cycle to work” program introduced by the Ministry of Transportation, Telecommunication and Energy
- Supporting the team in the national basketball league
- National and international football championships
- Sailing championship

4.) Hungarian Allianz Sports Days: A 3-day event with more than 500 participants

5.) International “Allianz Olympics”

Participants of around 70 nations compete every four years in the following sports: football, basketball, volleyball, tennis, table-tennis, badminton, golf, athletics, chess, swimming, and petangue. The next Allianz Olympics will be held in Hungary in 2010.

### **F.3. Evaluation and results**

3 ways are used to evaluate the action plan for increasing physical activity:

- Capacity utilization of the various sport facilities: measured quarterly by the number of participating employees. So far the utilization ratio is almost 100%.
- Online forum for collecting feedback from employees.
- Data collection periodically by questionnaire

Employees are provided with detailed comprehensible information about the programs.

The health development team collects the data, follows up on and evaluates the health promotion projects, monitors the results and the utilization ratio and carries out analyses based on efficiency indicators. They created a mid- and short-term health development strategy, and modify it if necessary with the assistance of external experts. The work team regularly informs both the employees and the management about the current status of the project.

## Models of Good Practice

### A. General information about the company

Company/organisation:	<b>Égáz-Dégáz Csoport</b> <ul style="list-style-type: none"> <li>• Égáz-Dégáz Zrt.</li> <li>• Égáz-Dégáz Földgázelosztó Zrt.</li> </ul>
Address:	6723 Szeged, Pulcz utca 44.
Name of contact person:	Attila Kovács
Function of contact person:	Head of Department Quality Management and Security
Telephone number:	kovacs.attila.mbo@egaz-degaz.hu
Email:	+36 62 569 720      +36 30 488 9992
Sector:	3522
Number of employees:	1051

Age	Sex		total
	male	female	
up to 35	119	114	233
35 to 50	313	189	502
50+	196	120	316
<b>total</b>	628	423	1051

## B. Integration of WHP in the company policy and culture

Égáz-Dégáz implemented an Integrated Management System (IMS) in 2006, which includes the following systems: MSZ EN ISO 9001:2001 Quality Management System (QMS), ISO 14001:2004, Environment Focused Management System (EFMS), and MSZ 28001:2003 standards Workplace Health Promotion and Safety Management System (WHPSMS).

The company's management is fully committed to supporting its employee's health promotion.

The company has formed a workgroup for health development. Its members are the Head of Department for Quality Management and Security, Occupational Health Physician, HR manager, and the Chief of the Safety Committee.

It's the responsibility of that workgroup to determine the Corporate Health Development Strategy and the Health Promotion Program, which documented the initial status, the targets, and the action plan. The program is revised on a yearly basis.

The main topics of the Health Promotion Program are: supporting smoking cessation, healthy nutrition, physical activity, and mental health, prevention.

As of the beginning of 2007 an Arteriograph (a worldwide-patented Hungarian invention) screening test was implemented to detect cardiovascular diseases at an early stage.

Employees are encouraged to participate in the workplace health development planning process: internal innovation tender, intranet, trade union, and forums.

The targets and action plan of the Health Promotion Program are disseminated on time to the employees via internal communication channels: newsletter, pin board, meetings.

The company provides a dedicated office for the occupational health physician, which is equipped beyond the legal requirements. The employees of this organization regularly attend professional training courses to keep their knowledge up-to-date.



### C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **F. Physical activity**

### **F.1. Organisation & structures**

As part of the Workplace Health Development Plan, an action plan has been created for physical activity.

The aim is to familiarize employees with the joy of physical activity, and with the fact that one can only become sound in soul and body if he/she exercises intensively at least 1 hour a day.

Employees are involved in various ways in the development of the action plan for a lifestyle rich in physical activity: they can express their opinion, remarks and ideas via the trade union, internal innovation tender, internal correspondence and personal meetings.

Employees are also provided with information and advice about physical activity and related topics using the pin board, newsletter, etc.

The management budgeted a dedicated amount for supporting active sports for the employees.

Employees have an opportunity to choose from different forms of fringe benefits: meal vouchers, recreation vouchers, and membership in a health fund.

During the budgeting process, special attention was paid to improving and maintaining healthy work conditions (green belt, sports grounds, communication, internal atmosphere) and to promoting activities satisfying employees' social, cultural and leisure needs in order to support the work-life balance (employees can choose from various fringe benefits).

### **F.2. Strategy & implementation**

There are specific questions included in the employee satisfaction survey focusing on physical activity and exercise.

64.7% of the employees rarely or never get exercise; therefore, a corporate strategy has been implemented to support the physical activity of the employees.

The strategy includes several ways of achieving the target:

Employees are informed about the advantages of an active lifestyle, the disadvantages of a passive one, and can get advice on regular exercise through different internal communication channels, such as pin board, internal correspondence, etc.

The occupational health physician provides personal advice to the employees about questions related to physical activity.

A football court, tennis court and table tennis are available for the employees before or after working hours. The possibility of changing and taking a shower in accordance with the relevant hygiene regulations is provided within the company's facilities.

A designated amount is budgeted by the management for the Program for an Active Lifestyle. Once a year employees can apply for a swimming pool season ticket for 10 visits, or they can choose one for a fitness centre.

Every year a family event is organized for the employees and their relatives, where they can participate in various sports competitions in angling, football, table tennis, etc.

For employees working in front of a monitor, a computer program has been launched that interrupts their work every hour for 5-10 minutes for a pause with some gymnastics. They can choose from 8 different sets of exercises that are to be carried out in front of the monitor.



For those who go to work by bike, covered storage facilities were installed and expanded last year due to increasing need.

### **F.3. Evaluation and results**

The workgroup for a Healthy Workplace continuously monitors and summarizes the actions taken for physical activity. (It evaluates the satisfaction of the employees with the programs, the number of employees applying for fitness or swimming pool seasons tickets, the number of participants in the family event, the screening examinations, and the prevalence of different diseases. They check if the budget was sufficient for the costs and if deadlines were met. They conciliate how to proceed with the program).

In order to ensure a seamless flow of the next program, immediate measures have been taken by the management to solve arising problems:

The internal audit conducts random checks to see if employees have received information about active lifestyle, and how comprehensible it was.

The corporate conciliation body has been monitoring the program for smoking prevention and cessation and evaluates it at least once a year.

The workgroup's evaluation is followed by a management revision every six months.

The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board, and correspondence)



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>GlaxoSmithKline Kft. Pharma Division</b>
Address:	Csörsz u. 43., Budapest, H-1124
Name of contact person:	Adrienn Szemán
Function of contact person:	HR manager
Telephone number:	+36 1 225 5411
Email:	adrienn.h.szeman@gsk.com
Sector:	4646 ' 08 Wholesale of medicaments, and medical aids
Number of employees:	167 (+approx 20 people on maternity leave)

Age	Sex		total
	male	female	
up to 35	13	68	81
35 to 50	12	63	75
50+	5	6	11
<b>total</b>	30	137	167

**B. Integration of WHP in the company policy and culture**

One of the main areas of GSK’s corporate business strategy is the approach to its own employees. Health promotion is part of GSK’s corporate responsibility strategy (CR strategy). Health Promotion Operative Plans are documented as part of the CR strategy. GSK provides its employees with a work environment, tools programs and medical support necessary for top performance. GSK has been working on developing a long-term Health Program in 2008.

The involvement of the employees in the development and implementation of the programs is part of the Health Development strategy. Most of the employees have a medical (health-related) degree; therefore, their input is more than welcome.

All health development-related information is available for the employees on the GSK intranet, and other channels (newsletter, bulletin board, office forum) are also provided to popularize the programs.

Questionnaires are used to measure the employees’ satisfaction and opinion about the programs.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **F. Physical activity**

### **F.1. Organisation & structures**

GSK's strategy for physical activity:

There is no specific strategy for that area; however, individual events are organized regularly (see below), that are financed from the central corporate budget.

### **F.2. Strategy & implementation**

Besides regular office seats, gymnastic balls are provided to the employees for trial.

Ping-pong tables are installed in common areas that can be used even in working hours.

GSK plans to organize a ping-pong championship in Autumn 2008.

Twice a year a family football gala is held for male, female and infant teams, where there is opportunity for other activities (such as mini golf, bob, etc.), depending on the location.

Other physical facilities financed by the corporation are available through membership in a Health Fund.

One of GSK's key events is the Spring Lifestyle Program. Its objective is drawing attention to and educating employees (articles in newsletter, intranet, bulletin board) about healthy lifestyle and the importance of regular physical activity, and involving them into various events (eye-massage, diet competition, etc.).

### **F.3. Evaluation and results**

The evaluation is carried out in the following way:

Regular team meetings are organized to discuss the campaign results (number of participants, employee feedback, etc.).

Employees can vote on the intranet about various specific questions.

Questionnaires are used to get feedback from the employees after greater programs.

Consequences of operative meetings are immediately built into the program as they occur.

The results of the questionnaires are incorporated into the next campaigns or events.

Relevant feedback from the employees is presented to the top management.

The whole staff is informed about the results through the newsletters, intranet, etc.





## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Mars Magyarország Kisállateledel Gyártó Kft.</b>
Address:	6648 Csongrád-Bokros I. Ker.
Name of contact person:	Aranka Fekete
Function of contact person:	Health Adviser, Head of Work Health Care Services
Telephone number:	06-30/655-2116
Email:	aranka.fekete@eu.effem.com
Sector:	Pet food production
Number of employees:	757

Age	Sex		total
	male	female	
up to 35	117	333	450
35 to 50	181	89	270
50+	15	22	37
<b>total</b>	<b>313</b>	<b>444</b>	<b>757</b>

**B. Integration of WHP in the company policy and culture**

The management of the company pays significant attention to safety and health. Since 2006 their activity has been legislated by the Occupational Health Care and Safety System. It contains the Work Health Policy of the company.

Work in the manufacturing sector is controlled by the safety regulations. It is essential to avoid accidents. The Occupational Health Care physician is available every day at the firm.

The priorities of their Work Health System:

- Improve associate awareness
- Extend occupational healthy activities
- Reinforce occupational health standards
- Improve sickness prevention
- Operate a Robust Audit System

The effectiveness of the system is regularly checked. Each area has a responsible person who makes a report the results of the Health Programs.

Plans and programs are communicated to employees by information desks and reports. There are area teams who are in charge of realising the plans.

The Occupational Health Service not only provides medical treatment, but also plays the main role in the Work Health Policy. Their activity meets business needs, ensuring legal compliance and promoting associate health and well-being.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
	Stress

## **F. Physical activity**

### **F.1. Organisation & structures**

Promoting physical activity is the centre of attention of the company's management.

They have an agreement with the sport clubs in the city so that employees have free admission to several places, e.g., swimming pools, fitness centres. They can also paddle and play squash.

Since last year the company has been running the "Fitness Deputy Program". 13 people were trained to be "deputies". They organize various sport programs for the employees, give advice regarding healthy lifestyle and provide information about possibilities.

There was a survey at the company about the needs. The results showed that most of the employees would take part in organized sport programs. They would prefer occasional programs to regular activities. To take these needs into account, the Fitness Deputies develops a complete sports program.

The group doesn't only take care of the members of the company, but they are interested in the active life of the whole community in Bokros. They built a gym, organize free medical examinations, organize a "Healthy Day" in the village and motivate the population to take part in as many sport programs and competitions as possible.

The company benefits a lot from this activity: healthier and more effective employees, less sickness leave and a cohesive team. Due to their widespread work, the whole community can start living their lives in a healthier way.

## **F.2. Strategy & implementation**

The above mentioned Fitness Deputies are in charge of offering several possibilities to the employees to increase their physical activity. The following are available:

- free entrance to the swimming pool
- visiting fitness centres
- taking part in aerobics and Pilates courses
- playing squash

These kinds of sport facilities are not at the workplace, but there are gyms nearby where employees can do exercises before and after working hours without paying for it.

Several competitions, like football and table tennis, are also organized. The Sport Days are really popular among employees: at those events they can take part in various kinds of physical activities on the spot.

The company's goal is to not only look after the employees' activity but their families' as well. Therefore, they invite their families and friends to excursions. This idea strengthens cohesion and makes the communication easier.

The company publishes a monthly magazine about their activities and news. Its extra issue contains a lot of advice about healthy lifestyle and variations of exercises which are useful to do at break time, especially for those people working on a computer.

## **F.3. Evaluation and results**

The participation in Sport Days and other facilities are evaluated by the Occupational Health Care Service. They forward the related information to the Management Team and the HR Department.

Employees are informed about the contracts and possibilities by mail and by schedules. They can also apply for these events in this way. Organizers always write reports about the programs in the company's magazine.

The employees' opinions and suggestions are accepted when the following programs are planned. In this way, planning is based on real needs. It is essential to have really successful programs.

New programs are available and accepted by the management.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>MOL Nyrt.</b>
Address:	Október huszonharmadika u. 18. Budapest, Hungary
Name of contact person:	Attila Incze
Function of contact person:	HSE expert
Telephone number:	aincze@mol.hu
Email:	0614640170
Sector:	Oil industry
Number of employees:	5363

Age	Sex		total
	male	female	
up to 35	985	370	1355
35 to 50	1911	526	2437
50+	1118	453	1571
<b>total</b>	<b>3014</b>	<b>1349</b>	<b>5363</b>

**B. Integration of WHP in the company policy and culture**

MOL Group HSE Policy states that Health Protection is an integral part of their management philosophy, following the same approach wherever MOL does business.

In order to contribute to sustainable development, MOL focuses on healthy working conditions (OH) to improve the overall health and life conditions of all the employees, with special attention to selected target groups, in addition to the high level basic occupational healthcare (OH), continuously identifying and analyzing the effects of the company’s activity on a risk base.

MOL invests in reorientation towards prevention and health promotion (WHP) and in high quality health education to create individual competencies and skills. MOL supports the development of the prerequisites for a health-promoting employee behaviour, personal management and commitment to health. MOL believes that they will create and maintain workplaces which ensure that no employee suffers diseases or injuries as a result of working at any MOL Group sites.

Labour safety interest groups participated in the establishment and review of management documents (structural and operational rules of MOL Group, and MOL Group HSE Policy) whereby employees’ extensive involvement in setting basic targets is ensured. These documents form an integral part of the regular HSE education, so that each employee is informed about the principles they contain.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **F. Physical activity**

### **F.1. Organisation & structures**

Renewing the long traditions of physical activities at MOL, the STEP Active Program emphasises the importance of exercise as part of health development.

The aim of STEP Active is supporting the employees in change to an active lifestyle.

The Step Active Volunteer Network has been implemented to provide good examples for employees by their colleagues who can trustworthily and convincingly demonstrate the advantages of an active lifestyle.

These volunteers organize sport activities on a local level, and the company supports them with training in sport theory and practice.

### **F.2. Strategy & implementation**

A STEP Active comprises the following measures:

- STEP-Cup: traditional and modern team championships (football, indoor football, tennis), and individual sports (jogging, archery).
- Outdoor weekends: participants are introduced to new types of sports to which they would hardly have access individually, such as Venice City Orienteering Festival, cross-country skiing in the Tatras, Via Ferrata hiking in the Dolomites.
- Health walks: shorter hiking tours in Hungary, e.g., lavender tours in the Tihany peninsula, night tour in the Bugac-Pusztá.
- Family days offer possibilities for employees to try a wide range of trendy sports, such as bowls, petanque, Nordic walking, park orienting, paragliding or geocaching.
- Training is organized for those who got an appetite for the above sports:
- Summer sports camps for MOL children in potholing, horse riding, archery, etc.

In order to provide further information for the employees about physical activity programs, a weekly newsletter is issued.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Unilever Hungary Ltd.</b>
Address:	1138 Budapest Váci út 182.
Name of contact person:	Beáta Vince
Function of contact person:	Communication Manager
Telephone number:	0609726669
Email:	Beata.vince@unilever.hu
Sector:	commerce
Number of employees:	468

Age	Sex		total
	male	female	
up to 35	74	209	283
35 to 50	59	91	150
50+	8	27	35
<b>total</b>	141	327	468



## B. Integration of WHP in the company policy and culture

The main idea of the company's philosophy is "Vitality", which not only regards the items they produce, but the way they try to make a healthy environment for their employees.

The management of the company motivates the employees to be responsible for their personal well-being by increasing physical activity and making their eating healthy and well-balanced. They find it greatly important to make a balance between working hours and private life. To reach these goals, the management offers several possibilities for healthy eating, regular physical activity and stress management.

There is a Cafeteria program, which means that everybody can select among options to promote a healthy life. They can choose to be the member of the Voluntary Health Insurance Service and having, for example, free monthly aerobics tickets. Another option is to choose Holiday Vouchers, which are accepted by wellness hotels.

To take everybody's needs into account, the company made a survey regarding the employees' lifestyle. The survey covered the following main points:

Eating habits, physical activity, daily routine, addictions, family life, workplace stress, frequency of visiting health care service, hobbies and using the health services offered by the company.

After filling the questionnaire, everybody got a personal evaluation to see which areas need further promotion. They also were given advice on how to avoid risks.

At company level, it helped establish the main goals of the Work Health Policy.

## C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **F. Physical activity**

### **F.1. Organisation & structures**

The main coordinator of physical activity is the Vitality Group. The leader of the group is a physician. His professional experience helps make the action plans. The other members of the group are assistants and employees working at the HR and PR departments.

Surveys are used to assure the involvement of employees' opinions.

A questionnaire is completed by employees about different areas of lifestyle. One of the topics is physical activity, another one is the sport services offered by the company (how often they use them, what kind of services they use regularly, what suggestions they have).

After the survey, everybody received a personal plan showing what kind of changes they need to make. They got advice on how to live in a healthier way.

There are Vitality Days organized by the company where other questionnaires are filled in to see how successful the programs were and which areas need to be changed.

There is a Sports Day organized every year, where every department takes part with a group in competitions.

Unilever Family Sports Day is a great possibility to motivate family members to do physical activity, in addition to promoting communication and providing a pleasant atmosphere.

The cost of programs is covered by the health promotion budget.

## F.2. Strategy & implementation

There are several options offered the employees to not only have an active lifestyle during working hours, but before and after them as well.

- Exercises held by a professional trainer: these are held 8 times a week in the office building – so people who are interested can save time, because they don't need to travel anywhere. Every "lesson" takes 45 minutes. Everybody can freely choose the right time.
- Fitness gym: this is also located in the building. Several kinds of equipment are available for cardio-sports and strengthening muscles as well. Entrance is free at break time and after working hours – even on the weekends. Taking a shower is also possible after exercises.
- It is possible to borrow bicycles to ride between home and the workplace or for weekend excursions.
- Free tickets are also possible to other fitness centres; every employee can go 9 times a month. 3 places are possible to visit. One of them even offers a running court and a swimming pool. Appointments can be made by mail.
- Entrance to a wellness centre, which is located in a hotel on Margaret Island, is free once a month.

Most employees take part in the "Business Run" organized for companies. Every company can apply with one or more groups. Employers and employees can run together. It promotes a good relationship between them.

### F.3. Evaluation and results

Regular surveys are used to realize the results of programs. Evaluation is made by the Medical Department and an independent medical team.

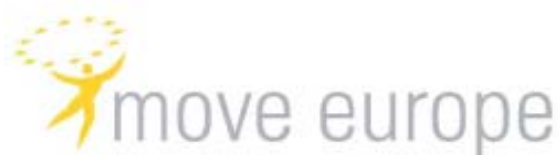
The following aspects are taken into account:

- what kinds of sport facilities are most popular among employees
- what kind of problems do they have in connection with their lifestyles
- what do they think about the effectiveness of sport facilities
- what kind of actions should be promoted in the future
- cost efficiency

Their opinions are integrated at the company level. Subsequent actions are planned by the head of the Medical Department and discussed with the HR and Marketing Departments.

Employee opinion is always asked for before making decisions. The Vitality Group is in charge of coordination.

On Vitality Days employees can express their opinions about the running programs and can make suggestions on how to make it more effective. Adaptability is the main aspect during planning.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Allianz Hungary Insurance Company Co.</b>
Address:	Bajcsy-Zsilinszky út 52.
Name of contact person:	Emilia Kántor
Function of contact person:	social politics manager
Telephone number:	301-6087
Email:	emilia.kantor@allianz.hu
Sector:	insurance (10337587-6512-01)
Number of employees:	2623

Age	Sex		total
	male	female	
up to 35	239	459	698
35 to 50	406	752	1158
50+	309	458	767
<b>total</b>	954	1669	2623

## B. Integration of WHP in the company policy and culture

The company's management declares that employees' health is equally important to documented corporate economic targets, and that it is worth investing in human resources.

Therefore, Allianz Hungary is committed to developing a comprehensive long-term Health Promotion Program for its employees and to support the accepted program.

Its actions are in line with its targets: in order to succeed, the company is ready to provide the necessary human, material, training and financial resources. The company ensures that the employees are aware of the importance of workplace health promotion, and the role of health-related measures. It motivates the employees to take steps to maintain and develop their health and create a work-life balance.

The main aims of the company's health promotion:

- Reducing the number of sick leave days, relevant risk factors, and workforce fluctuation
- Promoting health conscious and physically active lifestyle of the employees
- Introducing measures to reduce stress at work Analyzing, communicating, implementing, following up on and evaluating the results of methods of healthy nutrition, and prevention of addiction (smoking and alcohol).

Taking into account the cost-benefit ratio, these are to be achieved by supporting the areas below:

- Labor Safety (healthy work environment, occupational health, workplace rehabilitation)
- Workplace Health Promotion (reduction and avoidance of health risk factors, providing workplace medical screening examinations, vaccination, health fund)
- Physical Activity Programs (providing sports facilities, organizing sport events)
- Charitable Activities (voluntary blood donation)
- Environmental Protection (selective waste collection, usage of recycled materials)

Employees are provided with detailed comprehensible information about the programs.

A team (Move Europe Team) has been set up to coordinate workplace health promotion activities. Bi-weekly meetings are held to determine the next steps of the mid- and short-term health development strategy, if necessary with assistance of external experts.

The team develops satisfaction surveys and diagnoses of needs, follows up on and evaluates the health promotion projects, monitors the results, the utilization ratio, carries out analyses based on efficiency indicators, and modifies the strategic plan, if necessary.

### C. Described health topics

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## G. Stress

### G.1. Organisation & structures

A lot has been done to reduce stress at the workplace in two major fields:

#### 1.) Primary prevention strategy:

The measures mentioned below were introduced to reduce workplace stress. Their combination allows employees to avoid stress or develop more effective coping strategies.

- increased physical activity
- improved healthy nutrition
- introduction of a project to help employees to quit smoking
- development of a stress-management strategy

#### 2.) Secondary prevention strategy:

Increased psychological burden and chronic stress may evolve somatic symptoms. The best indicator is the metabolic/multi-metabolic syndrome examination. Therefore, every 2 years this examination is carried out as part of the occupational health screening. The main risk factors are:

- “apple form” obesity
- blood-sugar deviation (insulin resistance)
- high blood pressure
- increased blood-fat level
- increased tendency for thrombosis

This screening has been completed by two other examinations in 2008 that correlate with chronic stress:

- function-disorder and morphological deviance examination of liver (laboratory tests and abdominal ultrasonic examination)
- function-disorder and morphological deviance examination of thyroid gland (laboratory tests and cervical ultrasonic examination)

80 % of the employees have participated in the above screening.

International companywide surveys show that

- 60% of the employees are in the low health risk category (0-2 risk factors)
- 25% are in the middle risk category (3-4 risk factors)
- 15% are in the high risk category (5 or more risk factors).



## G.2. Strategy & implementation

The corporate stress-management strategy includes:

### 1.) Risk analysis:

- Follow up interview and individual consultancy
- Employee satisfaction survey
- Questionnaire
- Recognizing physical symptoms (regular headache, insomnia, muscle ache, high blood pressure, weak immune system, etc.)

### 2.) Further information is available:

- on the intranet, and in the lobbies and other areas for common use
- individual consultancy

### 3.) Factors reducing stress:

- Work environment:
  - Green plants and aquariums in the office, landscaped sites
  - Wooden furniture
  - Eye-friendly monitors in appropriate distance
  - Bright offices (natural light, sunshades and foils)
  - Air-conditioning
- Health care, and disease prevention:
  - Health care mission and work team
  - Allianz Employee Health Care Program (ADEP every 2 years)
  - Onsite doctors
  - Medical screening (orthopedic, dental, allergy etc.)
  - Sport amenities, yoga
  - Massage
- Lifelong learning, mental health:
  - Involvement of the employees into the decision-making process (planning, execution, more responsibility)
  - Performance evaluation and motivation system
- Optimization of work organization:
  - Proper communication
  - Avoidance of overtime by proper prioritizing
  - Setting clear targets and expectations
- Organization of working-time:

- Flexible arrangement considering the needs of employees working in multiple-shift
- Trainings:
  - professional,
  - team building,
  - special trainings according to individual needs (e.g., communication and conflict-management)
- Supporting active leisure programs:
  - On-site sales of theatre tickets
  - Support of various sport activities
  - Organization of common leisure activities and supporting self-initiatives.

### **G.3. Evaluation & results**

The availability of primary prevention and the results of ADEP examinations show a new direction for the improvement of the project. The screenings started this year will be finalized next spring; new strategic targets will then be set.

Employees are encouraged to evaluate the project via an online internet forum (to express their opinion, make suggestions for improvements, and give new ideas). These inputs are then taken into consideration by the workplace health improvement team.

The health development team collects the data. They follow up on and evaluate the health promotion projects, monitor the results and the utilization ratio and carry out analyses based on efficiency indicators. They created a mid- and short-term health development strategy, and modify it, if necessary with assistance of external experts. The work team regularly informs the employees as well as the management about the current status of the project.

## Models of Good Practice

### A. General information about the company

Company/organisation:	<b>Égáz-Dégáz Csoport</b> <ul style="list-style-type: none"> <li>• Égáz-Dégáz Zrt.</li> <li>• Égáz-Dégáz Földgázelosztó Zrt.</li> </ul>
Address:	6723 Szeged, Pulcz utca 44.
Name of contact person:	Attila Kovács
Function of contact person:	Head of Department Quality Management and Security
Telephone number:	kovacs.attila.mbo@egaz-degaz.hu
Email:	+36 62 569 720      +36 30 488 9992
Sector:	3522
Number of employees:	1051

Age	Sex		total
	male	female	
up to 35	119	114	233
35 to 50	313	189	502
50+	196	120	316
<b>total</b>	628	423	1051

## B. Integration of WHP in the company policy and culture

Égáz-Dégáz implemented an Integrated Management System (IMS) in 2006, which includes the following systems: MSZ EN ISO 9001:2001 Quality Management System (QMS), ISO 14001:2004, Environment Focused Management System (EFMS), and MSZ 28001:2003 standards Workplace Health Promotion and Safety Management System (WHPSMS).

The company's management is fully committed to supporting its employee's health promotion.

The company has formed a workgroup for health development. Its members are the Head of Department for Quality Management and Security, Occupational Health Physician, HR manager, and the Chief of the Safety Committee.

It's the responsibility of that workgroup to determine the Corporate Health Development Strategy and the Health Promotion Program, which documented the initial status, the targets, and the action plan. The program is revised on a yearly basis.

The main topics of the Health Promotion Program are: supporting smoking cessation, healthy nutrition, physical activity, and mental health, prevention.

As of the beginning of 2007 an Arteriograph (a worldwide-patented Hungarian invention) screening test was implemented to detect cardiovascular diseases at an early stage.

Employees are encouraged to participate in the workplace health development planning process: internal innovation tender, intranet, trade union, and forums.

The targets and action plan of the Health Promotion Program are disseminated on time to the employees via internal communication channels: newsletter, pin board, meetings.

The company provides a dedicated office for the occupational health physician, which is equipped beyond the legal requirements. The employees of this organization regularly attend professional training courses to keep their knowledge up-to-date.

### C. Described health topics

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

Stress management and mental health are a part of the corporate Health Development Plan. The aim is to raise employees' awareness in that field.

The necessary measures were identified based on the results of the employee satisfaction survey, questionnaires, and the data provided by the occupational health physician.

Employees are involved in the development of the action plan for stress management: They can express their opinions, remarks and ideas via the trade union, internal innovation tender, internal correspondence and personal meetings.

Employees are also informed about stress management by means of the pin board, newsletter, etc.

The management dedicated a separate amount for that purpose in the corporate budget.

The dedicated budget can be used for implementing healthy work conditions (green belt, ergonomic furniture, communication, internal atmosphere) and for promoting activities satisfying employees' social, cultural and leisure needs in order to support work-life balance (employees can choose from various fringe benefits).

## G.2. Strategy & implementation

The primary prevention is realized by means of providing proper working environment (working time according to job description, ergonomic furniture, and landscaped green areas).

The yearly employee satisfaction survey conducted by an external consultant includes questions about workplace stress to identify the main stressors. Based on its results, a stress management strategy has been developed.

The company ensures that enough information is available for the employees about stress prevention and management (e.g., on the intranet, on pin boards, and in newsletters).

The occupational health service provides personal counselling in that field.

Employees (except for those working at the call centre) have an increased control of their work due to flexible working hours (the starting time of work depends on the employee).

Yearly manager screenings have been implemented in order to prevent or manage the unfavourable effects of increased burden in management positions.

In order to reduce blue-collar workers' stress caused by the danger of working directly with gas, a practice court was built at the central site in Szeged, where all the relevant work processes can be demonstrated and practiced within controlled and safe circumstances.

Employees can get prepared to face stress situations and react effectively.



As a trial, a stress-management screening has been recently launched with the help of a psychologist at the Szeged site for the employees who face dangerous situations daily. At the other sites this screening is in a planning phase.

After a prior appraisal, 2 massage-armchairs were installed for the employees' of the call centre.

In order to provide a wider variety of activities for the employees of the call centre, their work has been rearranged so that fewer calls are routed to them and the remaining time is used for mailing activities.

2-day stress management trainings were organized in groups for the members of the call centre, the mid- and the top management.

The occupational health service provides various screenings and examinations for the employees free of charge (manager, oncology, allergy, cervix cancer and blood donation).

Team building programs are also organized every year in cooperation with an external trainer group.

The company provides free theatre tickets for the employees.

As part of the Green Plant Campaign, each employee can order a plant free of charge. The aim of this campaign is to improve the air quality, and to create a relaxing atmosphere in the office which, in the end, has a favourable effect on the employee's performance. Employees are responsible for maintaining the plants.

For stress management and mental health purposes, employees can choose recreation vouchers as a kind of fringe benefit.

Employees are provided with free season tickets for a fitness centre as part of the Stress Management Strategy.

For those who go to work by bike, covered storage facilities were installed and expanded last year due to increasing need.



### **G.3. Evaluation & results**

The internal audits inform the management regularly about the efficiency of the Health Promotion Program.

The Workgroup for Healthy Workplace continuously monitors and summarizes the actions taken about stress management and mental health.

It evaluates the satisfaction of the employees with the programs, the number of employees applying for fitness season tickets, and theatre tickets, the number of family event participants, the screening examinations, and the prevalence of different diseases. They check if the budget was sufficient for the costs and if deadlines were met. They conciliate how to proceed with the program.

In order to ensure a seamless flow of the next year's program, immediate measures have been taken by the management to solve arising problems.

The corporate conciliation body has been monitoring the program for stress management and mental health and evaluates it at least once a year.

The internal audit conducts random checks to see if employees have received proper information about the stress management and mental health program, and how comprehensible it was.

The workgroup's evaluation is followed by a management revision every six months.

The revision includes the presentation of the workgroup's summary, evaluation of internal audits, remarks of interested parties, and incidents occurred during the program. Minutes are taken of the meeting.

The employees are informed about the efficacy and the results of the program (pin board and correspondence).



## Model of Good Practice

### B. General information about the company

Company/organisation:	<b>Ericsson Magyarország Kommunikációs Rendszerek Kft.</b>
Address:	1037 Budapest Laborc u. 1.
Name of contact person:	Roland Jakab
Function of contact person:	Marketing and Communication Manager
Telephone number:	437-7928
Email:	roland.jakab@ericsson.com
Sector:	communication
Number of employees:	1010

Age	Sex		total
	male	female	
up to 35	556	85	641
35 to 50	278	35	313
50+	39	17	56
<b>total</b>	<b>873</b>	<b>137</b>	<b>1010</b>

## **B. Integration of WHP in the company policy and culture**

The main aspect of company's health policy is to provide a background which helps them realize their professional goals and well-balanced family life. The management of the company wants to keep the employees as long as possible. 200 employees have been working for the company for more than 10 years. They claim that developing employees' knowledge and promoting their health are essential to maintaining the safe basis of the company. Wide-spread social benefits, training courses, an occupational health service, and vouchers are available to provide a healthy environment.

The basis of their work health policy is a code used by every Ericsson company in the world.

Main possibilities provided by the company for employees' health:

- Regular medical examinations
- Occupational Health Service in the office
- "Environmental protection days"
- "Healthy Week"
- Christmas market
- Cinema club
- Concerts
- Yoga
- Thai-chi
- "Relaxing corner"

The company was awarded for its work health policy by the Occupational Ministry in 2003. It also received the "family-centred company" award.

They were also given a "Healthy workplace" awarded by the Ministry of Health and the National Institute of Health Promotion.

### C. Described health topics

	Smoking-prevention
X	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

The management of the company wants to have a coherent and motivated team. They try to give the employees as much independence and freedom at work as possible. They worked out a professional stress-management policy. Efficiency is more important than working hours. Employees fill in a questionnaire every year. It helps to test how they can cope with stress factors. An evaluation is used before working out action plans. Problems are solved by the employees' active participation.

Each new employee takes part in a program which helps him/her adapt to new environment. Some tests and examinations are available – in this way, everybody can find the position where employees can do their best.

The main goal of the stress-management policy is having a favourable working atmosphere where employees can trust each other and accept each others' achievement.

## G.2. Strategy & implementation

It is essential for everybody's well-being to find the right position which matches the personality. Every employee has to see how their work connects to the company structure. For this purpose, there is a program which contains regular discussions between employers and employees, an evaluation of the previous period, and a determination of future plans. Employees can tell their personal expectations about their job and they make career plans that meet the long-term goals of the company.

As managers have the main roles in analysing and organizing different tasks, training courses are important to help them with this job. Several training courses are available in connection with methods of management, team work, communication and risk management. Healthy and friendly working conditions are also essential to well-being and satisfaction. Every building is surrounded by a green belt, offices are light and spacious.

Besides employees' health, the management pays attention to their families as well. There are events organized for families to strengthen communication.

For complete physical and mental health, the Occupational Health Service and a psychologist are always available to help employees cope with stress.

There are other possibilities for a well-balanced personality:

- yoga
- autogenic training
- massage
- sport facilities
- relaxing room

Every spring the "Energizing week" is organized, where presentations and examinations about healthy lifestyle take place. The main goal of this event is to motivate employees to turn their lives to a healthier way.

### **G.3. Evaluation & results**

There is a special technology named “Dialog” which contains a survey. Every employee can write their opinion and suggestion about the strategy of management. It gives a basis of planning and helps the management decide which areas need changing.

After the evaluation, results are sent to every participant. The main step is making action plans: first by the department, then regarding the whole company.

The following steps are:

- determinining priorities
- benchmarking
- time schedule of developing
- determining persons who are responsible for specific areas
- realizing plans
- following the whole program
- survey to see the results



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Gábor Dénes College</b>
Address:	Etele út 68. 1115 Budapest, Hungary
Name of contact person:	Zsuzsánna Lengyel
Function of contact person:	Secretary General
Telephone number:	+36 20 30 309
Email:	lengyel@gdf.hu
Sector:	Higher education
Number of employees:	72

Age	Sex		total
	male	female	
up to 35	5	11	16
35 to 50	7	10	17
50+	24	15	39
<b>total</b>	<b>36</b>	<b>36</b>	<b>72</b>



## B. Integration of WHP in the company policy and culture

Workplace Health Promotion is a part of corporate objectives.

A separate Health Promotion Policy and Strategy is being developed at the moment; however, other corporate documents include principles of that field.

Currently, the Quality Management System and the Equal Rights Plan includes documented measures for reducing stress, such as a family-friendly workplace, atypical employment forms, and special care for retiring employees in the interim period to reduce stress.

The company provides occupational health services to the employees.

The management is aware of the importance of physical activity; therefore, the Business Philosophy and Structural Culture pays special attention to increasing the physical activity and fitness of the employees by providing sports facilities such as outdoor training, gym, table tennis, martial arts and yearly GDF Sports Day.

Employees are informed about these programs via intranet, and the internal electronic newsletter (GDF InfoPass).

## C. Described health topics

	Smoking-prevention
	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

The main items of stress prevention are the following:

The Stress Management Action Plan is part of the corporate Health Development Policy and Strategy.

A multidiscipline workgroup has been formed to handle the methodology of stress prevention. One of the members of the group is a psychiatrist professor of the college. The workgroup adapts the techniques of health development to the program (realizing emotions, improving emotion regulation, assertion, problem solving, and stress management and prevention).

Therefore, the company provides mental health consulting services to individual employees as well as to groups (departments) to be able to better cope with problems due to workplace stress.

Interactive training is held for the employees (with special attention to the ones in direct contact with the students) in conflict and stress management, customer service and communication.

Special attention is paid to the employees with psychological problems in order to retain their working capacity.

The mid-level and top management's knowledge of HR management is improved.

A forum is provided for the employees to evaluate the measures in work stress reduction from time to time (Employee Satisfaction Survey).

The management of the College supports the organization of staff events to improve and extend the informal relationships among employees.

The Senate (top management of the organization) annually evaluates the workplace stress factors, possibilities of their prevention, the necessary measures and their efficiency.

The employees take direct part in the preparation of the Health Policy by filling in the Employee Satisfaction Survey (which is part of the quality management system), and through their delegated representatives in the Senate.

The necessary resources for the improvement of stress management activities are available at the institute.

## G.2. Strategy & implementation

The risk of stress at the Gábor Dénes College is high due to its field of activities.

Therefore, the main objective of the health prevention and development activities is to reduce stress.

Currently, the Quality Management System and the Equal Rights Plan includes documented measures for reducing stress such as a family-friendly workplace, atypical employment forms, and special care for retiring employees in the interim period to reduce stress.

Further, a new career model has been developed for the teachers to reduce the number of stress factors by providing a predictable perspective.

The company provides occupational health services to the employees. Part of those services is the primary mental prevention, e.g., medical care of the health problems caused by stress.

Raising awareness and discussing the steps for stress management and prevention is a thematic element of the employee forums and the autumn regional central management conference.

The management is aware of the importance of physical activity in reducing stress; therefore, the Business Philosophy and Structural Culture pays special attention to increasing the physical activity and fitness of the employees by providing sports facilities such as outdoor training, gym, table tennis, martial arts and a yearly GDF Sports Day.

Employees are informed about these programs via intranet, and the internal electronic newsletter (GDF InfoPass).

The risk assessment and analysis was prepared in 2005 involving the employees.

The redefinition of the examined areas and the regulation of the periodicity of its repetition is part of the Health Policy and Strategy.

Flexible working hours were applied years ago. Overtime is not typical. Most of the jobs are to be carried out in a diversified environment.

Medical care of the health problems caused by workplace stress is provided for the employees as part of the occupational health services in the form of primary prevention and mental-hygienic counselling.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>GE Hungary Zrt. Engine Services</b>
Address:	2112 Veresegyház Lévai u. 33.
Name of contact person:	Kinga Vadnai
Function of contact person:	coordinator
Telephone number:	06-70-36160-50
Email:	kinga.vadnai@ge.com
Sector:	Environment, Health and Safety Department (KEM)
Number of employees:	229

Age	Sex		total
	male	female	
up to 35	109	11	120
35 to 50	83	8	91
50+	13	5	18
<b>total</b>	205	24	229

**B. Integration of WHP in the company policy and culture**

WHP is in the centre of attention of the company policy. They encourage employees to keep and develop their health and motivate them to make efforts to have a healthy lifestyle.

The company established Work Health Groups in the following areas: healthy nutrition, physical activity, smoking prevention and stress management. The heads of these groups are in charge of realizing the programs planned by the group. They keep contact with the employees working at the KEM department to achieve continuous improvement. The members of the groups are from different working fields in order to maintain up-to-date information flow.

The regarded goals are:

- reaching a healthy lifestyle
- optimal working conditions
- widespread knowledge about personal mental health
- optimal stress management
- first aid training
- medical examinations on annual Health Days

The director of the company checks the Work Health Groups' activities and provides for realization of the Company Health Policy.

The Groups have made a feasibility study about their goals and they check its fulfilment regularly. The management of the company makes relevant efforts to provide high level working conditions and minimize the harmful effects of stress factors.

**C. Described health topics**

	Smoking-prevention
	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

At the beginning of the year, the company established the Stress Management Group. They have developed their action plan, which can be read by every employee. They are also informed about every step of the action by mail. The head of the group is the Move Europe coordinator in the company. 10 members of the group assist her in her work.

Two members of the group participated in stress-management training organized by the National Institute of Health Promotion. After the training, they spoke about their experiences, holding a demonstration on how to handle conflicts effectively. It was a great possibility to call the attention to this topic.

The group realized their work would be better with the help of other professionals; therefore, they work together with a psychologist. First of all, they made the employees fill in a questionnaire to gain relevant information about how they are able to cope with stress. The results provided the basis for the following steps.

According to the conclusion, the main steps will be:

- Providing the possibility for physical activity at the workplace
- Organizing excursions for the employees
- Offering stress-management training sessions
- Receiving personal advice from the psychologist

At the moment, a survey is going on about different needs. HR Department and Health Care Service also help to realize the plans of the group.

They also would like to provide excellent working conditions to the employees by handling the following problems: too much noise, overtime, more flexible working hours and regular breaks.

The financial background does not pose a problem if the group communicates the priority of the tasks to company management.

Employees have the possibility to write their proposals about the topic to the Stress Management Group. This makes the efforts more effective, as everybody feels responsible for their well-being.

## G.2. Strategy & implementation

The employees filled in a questionnaire about the effects of stress. Looking at the results, it is obvious that the most important aspects are:

- Overtime: It is regulated by law and the company follows the rules. To reduce risks due to overworking, the employees do different parts of the tasks by rotation – everybody works in a field for a specific time, then they change among each other.
- Breaks: There are paid breaks during working hours. Concerning an 8-hour-workday, they have a 20-minute and a 10-minute break.

The Stress Management Group motivates the employees to do some exercises in case they feel tired. The group made different cards for every field about what kind of exercises are the most useful to manual workers and employees working in front of the computer as well.

Official workers usually work in flexitime. Because they work on a computer for the whole day, they have 10-minute breaks every hour. Several departments organize a short walk for the workers after lunch around the building. This habit is more and more popular because after walking in the fresh air they can concentrate much better; therefore, the cost effectiveness is unquestionable.

In August there was an Environment and Health Week organized by the company. For 3 days they could take part in different medical examinations containing psychological tests. With the help of the survey, it could be identified how the employees can handle everyday stress and conflicts and how serious the problems they experienced were due to it. They can give personal advice as well regarding how to cope with anxiety, how to have enough self-confidence and how to reach a well-balanced temper. Following the psychologist's advice, they can develop assertive behaviour and they will be able to work more effectively.

### **G.3. Evaluation & results**

The Stress Management Group has a meeting every two weeks. They summarize their work and discuss the results. Before new decisions are made, they take into account the proposals written by the employees. In addition, they consult with the psychologist working with them. They keep permanent contact with the Work Health Care professionals and nurses and with the HR Department to see the problems from a wider aspect. As the group was established this year, they will have relevant data about the results at the end of the year, when they will repeat the survey mentioned above. The difference between the questionnaires filled at the beginning and a year later will show how effective their work is.

The expected results will be:

- fewer mental illnesses among workers
- decreased physical and mental symptoms caused by stress
- better working atmosphere
- easier communication between employers and employees
- motivated and effectively working colleagues

As a result of having stress-management methods, the whole team can identify with the main goals of the company and the management will experience less fluctuation.





## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>GlaxoSmithKline Kft. Pharma Division</b>
Address:	Csörsz u. 43., Budapest, H-1124
Name of contact person:	Adrienn Szemán
Function of contact person:	HR manager
Telephone number:	+36 1 225 5411
Email:	adrienn.h.szeman@gsk.com
Sector:	4646 ' 08 Wholesale of medicaments, and medical aids
Number of employees:	167 (+approx 20 people on maternity leave)

Age	Sex		total
	male	female	
up to 35	13	68	81
35 to 50	12	63	75
50+	5	6	11
<b>total</b>	30	137	167

**B. Integration of WHP in the company policy and culture**

One of the main areas of GSK’s corporate business strategy is the approach to its own employees. Health promotion is part of GSK’s corporate responsibility strategy (CR strategy). Health Promotion Operative Plans are documented as part of the CR strategy. GSK provides its employees with a work environment, tools programs and medical support necessary for top performance. GSK has been working on developing a long-term Health Program in 2008.

The involvement of the employees in the development and implementation of the programs is part of the Health Development strategy. Most of the employees have a medical (health-related) degree; therefore, their input is more than welcome.

All health development-related information is available for the employees on the GSK intranet, and other channels (newsletter, bulletin board, office forum) are also provided to popularize the programs.

Questionnaires are used to measure the employees’ satisfaction and opinion about the programs.

**C. Described health topics**

	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

GSK's headquarters in London has developed a so-called Resilience Program for stress management. GSK Hungary will implement that program next year.

Resilience programs include personal and team resilience, as well as the area of energy for performance.

Trainings and videos are provided in each of the above mentioned topics. Further information and lifestyle advice is available for the employees on the intranet, in corporate newsletters and on the "LifeWorks" web page operated by GSK.

GSK Hungary held an awareness campaign last autumn about stress management. The main objectives were to make employees aware of their own responsibility for their health, provide them with useful ideas and help about health promotion, provide a forum for discussion and, if needed, make changes to the working conditions.

Methods applied:

Educating employees about the topics of the program (articles in newsletter, intranet, fruit-day, diet competition, etc.)

Drawing their attention to the services and materials provided by GSK

Organizing activities centrally or by colleagues (gymnastics, hiking, etc.)

Team competitions

The HR manager is responsible for stress management-related programs on a strategic level, and on an operational level they are included in the personal yearly performance objectives of the participants (HR manager, communication manager, project team members).

## **G.2. Strategy & implementation**

The so-called Resilience Program developed by GSK's headquarters in London about stress management will be implemented in Hungary next year.

Training sessions and videos are provided in each of the above mentioned topics. Further information and lifestyle advice is available for the employees on the intranet, in corporate newsletters and on the "LifeWorks" web page operated by GSK.

GSK Hungary held an awareness campaign last autumn about stress management. The main objective was to mobilize and involve the employees in the program.

## **G.3. Evaluation & results**

GSK Hungary held an awareness campaign last autumn about stress management.

The measuring indicators used are the number of participants, number of points collected, and feedback from the employees.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>MOL Nyrt.</b>
Address:	Október huszonharmadika u. 18. Budapest, Hungary
Name of contact person:	Attila Incze
Function of contact person:	HSE expert
Telephone number:	aincze@mol.hu
Email:	0614640170
Sector:	Oil industry
Number of employees:	5363

Age	Sex		total
	male	female	
up to 35	985	370	1355
35 to 50	1911	526	2437
50+	1118	453	1571
<b>total</b>	<b>3014</b>	<b>1349</b>	<b>5363</b>

**B. Integration of WHP in the company policy and culture**

MOL Group HSE Policy states that Health Protection is an integral part of their management philosophy, following the same approach wherever MOL does business.

In order to contribute to sustainable development, MOL focuses on healthy working conditions (OH) to improve the overall health and life conditions of all the employees, with special attention to selected target groups, in addition to the high level basic occupational healthcare (OH), continuously identifying and analyzing the effects of the company’s activity on a risk base.

MOL invests in reorientation towards prevention and health promotion (WHP) and in high quality health education to create individual competencies and skills. MOL supports the development of the prerequisites for a health-promoting employee behaviour, personal management and commitment to health. MOL believes that they will create and maintain workplaces which ensure that no employee suffers diseases or injuries as a result of working at any MOL Group sites.

Labour safety interest groups participated in the establishment and review of management documents (structural and operational rules of MOL Group, and MOL Group HSE Policy) whereby employees’ extensive involvement in setting basic targets is ensured. These documents form an integral part of the regular HSE education, so that each employee is informed about the principles they contain.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

The pilot program for stress management was conducted within the STEP program. Based on its results, MOL management decided to introduce it to the wider community of the employees.

The stress management programs were very popular among the employees and they expressed their further need for such events.

### **G.2. Strategy & implementation**

As part of the STEP program, MOL provided possibilities for the employees to try various stress management techniques such as relaxation training, role-playing, etc.

### **G.3. Evaluation & results**

After the evaluation of the STEP programs, it was obvious that stress is a serious risk factor in the everyday lives of MOL employees.

The stress management programs were very popular among the employees. They expressed their need for further actions in that field.

After a professional evaluation of the program, the management decided to organize complex stress management activities within the OH management system.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Paksi Atomerőmű Zrt.</b>
Address:	7031 Paks Pf. 71.
Name of contact person:	László A. Zoltánné
Function of contact person:	Head of the Group of HR
Telephone number:	06-75/507-251
Email:	<a href="mailto:lasz lone@npp.hu">lasz lone@npp.hu</a>
Sector:	Industry
Number of employees:	2409

Age	Sex		total
	male	female	
up to 35	479	64	543
35 to 50	1063	253	1316
50+	376	174	550
<b>total</b>	1918	491	2409



## **B. Integration of WHP in the company policy and culture**

The management of the company makes permanent efforts to provide safe, effective working conditions and give opportunity to make a balance between career and family life.

The main goals of WHP are:

- maintaining and strengthening the physical and mental health of employees
- increasing employees' satisfaction and loyalty
- providing social benefits

Occupational Health Care Service is run by an Ltd. They work with highly qualified staff and develop the service to prevent illnesses. This goal is highly important, because the number of middle-aged or older employees is increasing year by year. Physicians working at the Occupational Health Care Service and the employees' own physician consult if necessary.

Besides this service, there is a Health Centre in the company providing a supporting background and useful information about healthy lifestyle. Before planning a new program, employees' opinions are always asked by means of regular surveys. The intranet and newsletters provide a basis for permanent communication. News about programs and information in connection with health promotion can be read.

One of the most essential goals of the Work Health Policy is to inform managers and heads of departments about the possibilities of health promotion. Since 2006 training courses have been organized for managers in the fields of stress management and coping with conflicts. Presentations are also held about cardiovascular disease prevention, mental health and other related topics.

Since the workplace is a nuclear power station and it is an especially dangerous surrounding, providing healthy and safe working conditions is the main focus of attention. Programs and actions are planned to have an effective, well-balanced and cohesive team.

**C. Described health topics**

	Smoking-prevention
	Healthy eating
	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

Company management has established a mental health care service. Its main goal is getting information about employees' mental health and relevant problems. The purpose of their activities is to prevent mental illnesses caused by stress.

Programs and actions of the Service are the following:

- Examination for volunteers: Before the company employs, an applicant he or she has to be examined by psychologists. It makes the employer's decision easier if the applicant is suitable for the position or not.
- Mental health survey: The goal of the regularly repeated survey is to identify possible harmful effects of stress factors. In case anybody suffers from them, special solutions will be offered. In this way, more serious effects can be avoided.
- Training: Those employees who have extremely high responsibility in their jobs take part in training. They learn methods of how to cope with stress and how to handle conflicts.
- Medical advisors: Employees can ask a professional for advice if they have any problem related to their work or private life.

All the psychological services are coordinated by the HR Department. It is an essential aspect to have highly educated and suitable staff; therefore, all the employees of the department participate in training and courses.

In the building there is a well-equipped room for psychologists. It is an optimal place for examinations and surveys. In addition, the company has an own recreation centre at the Lake Balaton for training courses and holidays – costs are covered by the company.

A support team is working to develop psychological services. They held workshops where professional staff and employees could express their opinions in order to make realize changes that are to everybody's satisfaction.

## G.2. Strategy & implementation

With the help of a professional group, the company created a new psychological test for new employees. Main areas examined by the test are:

- how the applicant could work under pressure
- how they could cope with working in shift
- stress management abilities
- satisfaction with the job
- risk of “burn-out”
- healthy lifestyle
- motivation and loyalty

As there are several risks due to overtime and shift works, the management pays special attention to the employees’ mental and physical health. Flexitime is possible at some jobs, every second Friday is free.

Support programs are:

- Personal advice: After evaluation of the above mentioned test, every employee consults with a psychologist about problems caused by stress or other working conditions. In case of any serious problem, personal advice will be offered. This service is available free for every employee, even for their family members.
- Recreation training: The company organizes this program at the Recreation Centre in Balatonfüred every year. Employees who have high responsibility jobs that require a high degree of concentration take part in this program. They learn methods of how to cope with long-lasting stress and how to relax. Another type of program is training for women – they could have difficulties with making a balance between work and private life. Many of them work in the service sector, where they have to solve specific problems. At the training course they can learn to handle these situations. The training lasts three days, cost of participation is covered by the company.
- Presentations about stress management: There were four presentations held by psychiatrists. The main topics were: prevention of cardiovascular diseases, how to assimilate to challenges at the workplace and at home and handling conflicts.

A homepage where employees can give information about health promotion is being planned.

### **G.3. Evaluation & results**

In order to make programs effective, the work of the Psychological Service Centre is evaluated yearly. Results are presented at meetings. Good practices will be the part of the following programs.

Before starting any programs, there is a survey to realize employees' needs. After evaluation, it turned out that most of the problems are in connection with stress factors. Looking through the completed questionnaires, there was a great demand for stress management programs. Most preferred parts were integrated into the action plan. After every completed program, employees' opinions are also asked for. Evaluation is carried out by the group coordinating the Health Centre. This method means a guarantee to plan to following programs to everybody's satisfaction.

Providing all the relevant information, continuous communication is essential. Intranet, newsletters, presentations, magazines provide the background. The opinion of department heads is especially important, because they are in charge of motivating their groups to take part in programs.



## Model of Good Practice

### A. General information about the company

Company/organisation:	<b>Unilever Hungary Ltd.</b>
Address:	1138 Budapest Váci út 182.
Name of contact person:	Beáta Vince
Function of contact person:	Communication Manager
Telephone number:	0609726669
Email:	Beata.vince@unilever.hu
Sector:	commerce
Number of employees:	468

Age	Sex		total
	male	female	
up to 35	74	209	283
35 to 50	59	91	150
50+	8	27	35
<b>total</b>	141	327	468

**B. Integration of WHP in the company policy and culture**

The main idea of the company’s philosophy is “Vitality”, which not only regards the items they produce, but the way they try to make a healthy environment for their employees.

The management of the company motivates the employees to be responsible for their personal well-being by increasing physical activity and making their eating healthy and well-balanced. They find it greatly important to make a balance between working hours and private life. To reach these goals, the management offers several possibilities for healthy eating, regular physical activity and stress management.

There is a Cafeteria program, which means that everybody can select among options to promote a healthy life. They can choose to be the member of the Voluntary Health Insurance Service and having, for example, free monthly aerobics tickets. Another option is to choose Holiday Vouchers, which are accepted by wellness hotels.

To take everybody’s needs into account, the company made a survey regarding the employees’ lifestyle. The survey covered the following main points:  
Eating habits, physical activity, daily routine, addictions, family life, workplace stress, frequency of visiting health care service, hobbies and using the health services offered by the company.

After filling the questionnaire, everybody got a personal evaluation to see which areas need further promotion. They also were given advice on how to avoid risks.

At company level, it helped establish the main goals of the Work Health Policy.

**C. Described health topics**

X	Smoking-prevention
X	Healthy eating
X	Physical activity
X	Stress

## **G. Stress**

### **G.1. Organisation & structures**

Every plan and action in connection with the Work Health Policy is coordinated by the Vitality Group.

Stress Management is also coordinated by them.

The method of planning and actions are similar to the other areas: before decision making employees take part in a survey to realize which parts of their lives need changing.

On Vitality Days questionnaires are also completed to write their opinions about the specific program. After evaluation, they have the possibility to discuss their problems with a professional who gives personal advice on how to cope with stress.

The Occupational Health Care Physician and a controlling group analyse stress factors and give information to Vitality Group to promote effective actions.

The company not only takes steps for stress management in the office, but helps other companies: they advertise competitions called "Heart-Friendly Workplace". Every company can apply with their programs related to stress management. This competition motivates other workplaces to offer solutions for their employees on how to avoid the harmful effects of stress.

Program costs are covered by the Work Health budget.



## G.2. Strategy & implementation

In the "Vitality Survey," employees answered questions about stress factors they were confronted with during working hours. Statistics were communicated to the HR Department and presented at a medical conference.

Solutions for promoting stress management:

- Working in flexitime: there is a core period of time when employees have to be at their workplaces, but taking the rest of the time is optional
- Advice: When somebody feels that he or she cannot cope with stress, it is possible to ask the Occupational Health Care Physician for help. In case a psychologist is needed to solve the problem, the company budget will cover the cost. Books about the topic can also be borrowed. The HR specialist can help when the problem is connected to the working conditions of any department.
- Training: employees can choose between two kinds of training. One of them is "Balance and stress management," which helps employees find the healthy balance between work and private life. They learn how to think optimistically, how to identify effects caused by stress and how to cope with them. At the end of training, everybody makes a personal stress management plan.
- The other training session deals with "Mental improvement training", where participants learn how to make priorities of different tasks. In that way, they will have more time and energy and won't be worried about being overworked.

Relaxing facilities:

- Massage: Employees can suffer from sitting in front of a computer all day. Office massage is a very popular form of stress management. This service is available every day for 15 minutes.
- Vitality corner: this is a separate place in the office where employees can have meetings or just relax for 10 minutes. Drinking a cup of tea or juice is possible.
- Relaxing room: There are two massage sofas to have a short rest. That is a new solution to get rid of everyday stress. Sitting 20 minutes in a sofa is almost as effective as having a traditional massage.

### **G.3. Evaluation & results**

The "Vitality Survey" was the basis for planning and evaluation. 300 employees filled in a questionnaire which contained questions about their lifestyle and the effects of everyday stress. This survey measured the negative effects caused by stress, for example: anxiety, insomnia, lack of self-confidence, negative feelings and reduced productivity.

Results and statistics were presented to the HR Department. Action plans were worked out with the participation of the Vitality Group, the Medical Department, and the HR and PR Departments. The first step was managing stress factors, especially the most harmful effects.

The survey is regularly repeated to measure the effectiveness of actions. Employees can write their opinions about the programs and questions related to their mental-emotional health. Subsequent actions will be planned according the results.

Every above mentioned group takes part in planning to make programs as effective as possible. In addition, an Occupational Safety Group inspects the environment and reconsiders the risks due to stress factors.