



## Work in tune with life

### Template Model of Good Practice 2

Work in tune with life **contact person (NCO):**

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### A. Identification and Motivation

**General information** about the MOGP company:

Name of organization	Domel, d. d.
Address	Otoki 21
City	4228 Železniki
Country	Slovenia
Contact person (name/function)	Janja Kozjek
Email address	<a href="mailto:janja.kozjek@domel.si">janja.kozjek@domel.si</a>
Telephone number(s)	+386 (0)4 511 71 45
Website	<a href="http://www.domel.si">http://www.domel.si</a>
Sector	Manufacturing
Number of employees	830

(When the company does not want to provide this information a reference to the NCO will be made, which will support the connection to the company if necessary)

**Motivation (max. 100 words)**

Why has this company been selected as MOGP?

What is special for this MOGP?

How many points the company scores on the on line assessment tool?

Max. 100 words:

In the online questionnaire Domel, d. d. scored 89 points, which is the second-highest score among the companies that completed the questionnaire. In 2009, the company representative in charge of employee health attended training at the Clinical Institute of Occupational, Traffic, and Sports Medicine (CIOTSM) to become a workplace health promotion adviser.

Domel's efforts in occupational health have been presented at several conferences across Slovenia, including the regional consultations organized by the Health Insurance Institute of Slovenia, in order to promote good-practice examples in reducing health-related absenteeism.

The CIOTSM Committee confirmed its selection by paying a visit to the company and talking to the general sector manager, personnel manager, and workplace health promotion adviser.

**B. Policy and Culture (max. 300 words)**

Please explain how the **health policy** in the company is organized.

Clarify the approach and the reason why a health policy/initiative was initiated.

Indicate how **mental health is integrated/linked** to this general health policy: Conditions fulfilled concerning the integration; mental health part of mission statement; mental health incorporated in organizations' strategies; systems and processes; specific targets on mental health promotion; comprehensive approach of Workplace mental health promotion (WMHP); management involvement.

Max. 300 words:

Throughout its sixty-five years of operation, Domel, d. d., has dedicated significant attention to its employees and has continually strived to build an environment based on trust and good communication. In 2006, the company's mission was redefined and a new vision and value system defined to make employee health a major priority. This is also a commitment by the company management, which takes good care of its employees and their health as well as the development of healthy work stations.

The company has defined its health policy in its bylaws, and attention to employee health is incorporated into all company strategies, systems, and processes. Although the company has not yet noted any major issues connected to employees' mental health, it is well aware that these problems are on the rise and must receive special attention. Mental health care for employees is thus incorporated into all of the company's health policy segments.

In 2008 the company launched the project "Improving Our Lifestyle and Staying Healthy" based on its health policy. This project is embedded in the company strategies and it governs activities, the people in charge of them, and the goals that must be attained. The employees responsible for the project report to the management on their work twice a year, and results are monitored on a monthly basis.

The project activities focus on (individual) employees and the development of their healthcare, personal development, and communication competences, as well as management, which is



learning about the importance of good leadership and communication, identification of risks that lead to various health problems and identification of these problems, the measures to be taken to prevent them, and handling employees with various health issues. Special attention is placed on employees already experiencing health problems and their rehabilitation and re-inclusion in the work environment and processes. There is also great emphasis on informal socializing and organizing various activities that also include the wider local community.

### **C. Organisation and Structure (max. 200 words)**

**Who is in charge** of and/or involved in the organisation and support of the mental health promotion initiatives?

And are these persons acquainted with the mental health topic?: Specific work group; composition of the group; training on mental health; resources etc.

Max. 200 words:

The company has a special workgroup in charge of initiatives in workplace health promotion and mental health promotion. It consists of management representatives, area managers, heads at various levels, personnel specialists, occupational health and safety advisors, an authorized physician, a workplace health promotion team, and also the employees' GPs, if necessary. They also work together with teams in charge of other areas.

The workgroup members are well acquainted with mental health issues and attend various training courses connected with this topic. This especially applies to the heads at various levels, who attend training on the importance of good management and suitable communication, the identification of risk factors influencing the development of mental health issues, and the early signs of stress and measures to prevent it, as well as how to handle employees with mental health issues.

Both material and financial resources for this programme are accounted for and secured in the company's annual plans, except for activities not planned in advance. Financial and material resources are sought later for these.

### **D. Implementation and Strategy (max. 400 words)**

How does the company handle the planning of the initiatives concerning mental health promotion? Who is involved in the planning and implementation of these initiatives? Is the planning linked to a needs assessment? Please explain.

Please describe the initiatives and measures on mental health promotion that were taken in the company: what kind of workplace mental health activities were carried out?

- Promotion of mental health
- Prevention of mental health problems
- Dealing with (workers with) mental health problems at work
- (Re) integration of workers with mental health problems

Max. 400 words:

For many years now, the company has been working towards establishing a dialogue among all of the stakeholders involved and resolving issues jointly. It also uses this approach in planning and implementing employee mental health initiatives. This involves joint efforts to find



the best solutions for everyone involved. The initiatives and planned measures are based on needs assessment within the company. Sick-leave data are regularly analyzed and the organizational climate is regularly measured. Based on sick-leave data and the results of the organizational climate survey, an action plan is prepared for the company's units. The company also holds specific training courses for areas that the survey indicates are especially problematic.

During their shifts, employees take several active breaks; for the time being, these are not yet structured, but this is planned in the near future.

The company seeks to adapt work and work stations to its employees, including the disabled and employees with mental health issues. An extensive team of experts is involved. In order to further regulate this area, the company is currently engaged in activities to systematically plan these adaptations and prepare a bylaw for this area.

Training plays a special role at the company. It makes ongoing efforts to train and educate its employees in various areas and also encourages them to educate themselves. To this end, a special self-study centre is in place at the company providing access to a variety of literature and the Internet. An additional component of the programme is seminars that take place once a month and are referred to as The Academy. They are attended by all employees and their main goal is for employees to share their knowledge with their co-workers. The company promotes knowledge transfer among employees; in this way, all employees that attend professional seminars or conferences must share what they learn with their workgroups.

In addition, the company also promotes a healthy lifestyle among employees by offering them the opportunity to participate in various sports, which it also largely subsidizes. The company is also actively involved in the life of the wider community by organizing different activities.

The company puts a lot of effort into building interpersonal relations based on good communication, trust, and fairness; in addition, it places great emphasis on employee solidarity, which is at a remarkable level. This is precisely the reason why employees increasingly seek help on their own when they need it. There is always someone at their disposal to listen to their problems and assist them in finding help. They can also discuss their mental health issues privately with a personnel specialist in a room designated for this purpose. Consultation and assistance are provided at an individual level; in addition, information on organizations outside the company where employees can find help is also provided to those interested or in need of assistance. The company monitors and maintains contact with employees experiencing mental health issues or health issues in general. After returning to work after lengthy sick leaves, the heads also conduct an informal interview with these employees. Employees that have been on sick leave for long periods of time are entitled to a certain amount of solidarity compensation. The funds for this are accounted for in the annual plans.

The company also has a special mailbox that employees can use to submit letters describing their problems or suggestions.

## **E. Evaluation and Lessons Learned (max. 300 words)**

Please describe how the mental health promotion initiatives are being evaluated in your organization. Who is involved in the evaluation and how are the results communicated?

- What are the results?
- What are the lessons learned from the mental health activities: success factors; barriers and



ways to overcome

Max. 300 words:

The company does not yet have a detailed methodology in place for assessing activities in workplace mental health promotion. The company only uses indirect evaluations of individual activities in workplace health promotion or their results; these partial results serve the company as an orientation for its future work. At the same time, the company is seeking to develop a programme assessment methodology that would enable it to continuously monitor activities and results, and will adapt its future activities to these results.

The company is well aware that there are still many areas connected with comprehensive employee healthcare that it has not yet tackled, but plans to address in the future. The principle is to take small but consistent steps toward achieving changes benefiting both employees and the company.