



## Work in tune with life

### Template Model of Good Practice 1

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	Zdravilišče Radenci, Družba za Turizem d. o. o. (Radenci Spa)
Address	Zdraviliško naselje 12
City	9252 Radenci
Country	Slovenia
Contact person (name/function)	Mrs. Eva Pintarič
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Website	<a href="http://www.sava.si">www.sava.si</a> <a href="http://www.sava-hotels-resorts.com/si/destinacije/radenci">www.sava-hotels-resorts.com/si/destinacije/radenci</a>
Sector	Accommodation and food service activities
Number of employees	223

(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:

Radenci Spa scored the highest number of points among the companies that completed the online questionnaire.

For many years now Radenci Spa has worked to build a strong workplace health promotion (WHP) programme. They also have dedicated significant attention to mental health because they are well aware of the growth in psychosocial employee health risks. They were the first to participate in the WHP adviser trainings that the Clinical Institute of Occupational, Traffic, and Sports Medicine (CIOTSM) has been offering since 2006.

The CIOTSM Committee confirmed its selection by paying a visit to the company and talking to the head of the Occupational Safety and Health Division.

**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:

Radenci Spa is an independent company that was established in 1990. It has been operating as part of the Sava Group tourism sector since 2004. The Sava Group is one of the largest and most successful Slovenian corporate groups.

The Sava Group is aware of its responsibility to its employees and the environment in which it operates. Its operations are therefore guided by the introduction of safety and health measures intended to continuously improve work conditions, reduce the risk of injuries, and constantly reduce negative impacts on employees. The occupational safety and health policy is laid down and adopted by the management, which undertakes the following:

- To prevent injuries and constantly improve occupational safety and health management and effectiveness;
- To perform activities as part of the annual occupational safety and health programme planning with the goal of sustained improvement;
- To regularly evaluate the state of occupational safety and health, and take action in prevention and improvement;
- To participate with stakeholders in an open and respectful dialogue, thus contributing to the effectiveness of overall efforts by the Sava Group to improve occupational safety and health;
- To provide all the occupational safety and health resources required;
- To make the documentation on occupational safety and health policy available to



stakeholders.

The successful implementation of occupational safety and health policy demands the commitment and personal responsibility of all employees. The management's personal examples contribute to promoting the employee safety culture and a positive attitude towards the environment.

Risks arising from psychosocial factors have become increasingly common in work environments. This year, the Sava Group assessed this risk as part of its annual audit of the occupational safety and health risk assessment.

As part of the workplace assessment, a detailed inspection was carried out that assessed the impact of these psychosocial risk factors on employees, as well as what actions could be introduced to prevent or reduce negative effects.

### **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:

Sava d. d. is the Sava Group's controlling company. In addition to its management function, it also carries out joint strategic activities, which are organized into joint strategic services or competency centres, including the Safety Competency Centre.

The Safety Competency Centre Mission is to provide proactive and preventive professional work and advising to company management boards in ensuring compliance with the legislation governing occupational safety and health, environmental protection, fire protection, guest safety, and mining safety and health (at geothermal sites). Preventive safety management is part of social responsibility.

Vision of the Sava Group is: an employee- and environment-friendly corporate group that emphasizes the principle of sustainable development. It aims to have no work accidents or injuries. The goal is to preserve employees' health.

The Sava Group was one of the first companies to become involved in training for workplace health promotion advisers as part of the Fit for Work programme. Three workplace health promotion advisers effectively apply their specialized knowledge to actual work processes.

Cooperation with the authorized occupational medicine specialist is also very important because her reports on the medical examinations performed and proposed measures contribute significantly to the prompt discovery of deficiencies and timely interventions.

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

How does the company handles 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:

Measures for improving mental health-related issues are based on various analyses and studies. One of the most important is the Occupational Safety and Health Risk Assessment for individual jobs. As part of its regular annual risk-assessment audits, the company is further developing individual areas. As early as 2007, as part of the “Improve Our Health and Well-Being” project aimed at reducing absenteeism, the company carried out workshops and interviews with employees that took lengthy sick leaves, those that took briefer but repeated sick leaves, and those returning to work after long-term sick leaves. These workshops served to help individuals deal with their illnesses as part of their lives and to provide a few basic methods of coping with the personal distress caused by quality-of-life changes.

Separate workshops were held for managers with the goal of teaching them how to identify signs of employee mental distress and to take appropriate action when they notice these problems.

All of these topics were presented in a positive, energetic, and motivational manner that encourages even the most jaded individuals to change their way of thinking. Personal interviews were also conducted with all participants. Some employees were referred to external institutions for assistance, and assistance was provided in improving workplace conditions and understanding within workgroups, and transferring employees to other positions. The results are reflected in the concrete decrease in sick leave among the workshop participants.

The project is continuing with various adaptations, highlighting individual areas according to the analyses of results and indicators. The top management, the Safety Competency Centre associates, the personnel department, direct heads, and other associates participate in this project.

The company regularly monitors monthly health and safety indicators, among which sick leave is the most salient. It uses these findings to introduce corrective measures for improvement. It also carried out an employee satisfaction survey that was used to adopt new mental health measures.

Acquisition of the basic Family-Friendly Company certificate helped the company find valuable answers that were used to introduce measures and activities for reconciling family and work life. This certificate proves that the company is aware of the importance of a balanced family and work life and that it takes responsibility for its employees and the community.

Other activities carried out by the company include the ergonomics programme offered to employees working with computers, and the employee protection from infection programme.

## **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:

This year's risk-assessment audit focused on psychosocial risk factors. In order to continuously improve the work environment and safety culture, the Safety Competency Centre organizes a safety conference every year. This year's conference, titled "Psychosocial Risk Factors in Occupational Safety and Health," addressed the issue of new risks to occupational safety and health. Based on the conclusions of the Eighth Safety Conference, the Safety Competency Centre carried out a psychosocial risk factor assessment in the Group's companies. The assessment methodology, comprising the assessment of twelve psychosocial risk factors, serves the managerial staff as a tool for establishing these types of risks and taking preventive and corrective actions in case of established deviations.

The methodology comprises the following psychosocial factors: psychological support, organizational culture, clear management and expectations, politeness and respect, psychological fitness for work, growth and development, recognitions and rewards, cooperation and influence, workload, inclusion, balance and psychological protection and safety.

At the Radenci Spa, the final overall assessment amounted to 38.5, which means that measures should be taken to improve conditions surrounding individual factors.

Given the sensitive issues, the fairly even assessment of individual psychosocial factors except for recognitions and rewards, and the interconnectedness of psychosocial risk factors, corrective measures must be introduced to improve or reduce the safety and health risk posed by all psychosocial risk factors.

The foundation for managing psychosocial risk includes training, communication, and introducing changes in labour organization and implementing corrective measures in the event that psychosocial factors do occur.

The basic measures for managing and monitoring psychosocial risk are:

- Encouraging employees to take part in the decision-making process;
- An honest and impartial management style;
- Training and assessing managers' communication and interpersonal skills;
- Flexible labour arrangements;
- Balancing professional and personal life, supporting culture;
- Acknowledging employees' good work;
- Providing a respectful and encouraging work environment for all employees;
- Carrying out regular employee-satisfaction measurements and taking action when necessary;
- Providing employees with the information and means they need to perform their work effectively;
- Taking action in the case of excessive employee workloads.

The effects of these measures will be assessed during the next annual audit of the occupational safety and health risk programme in 2011.

