

GLOBAL CENTRE FOR
**HEALTHY
WORKPLACES**

8th Global Healthy Workplace Awards & Summit

19 – 20 November 2020

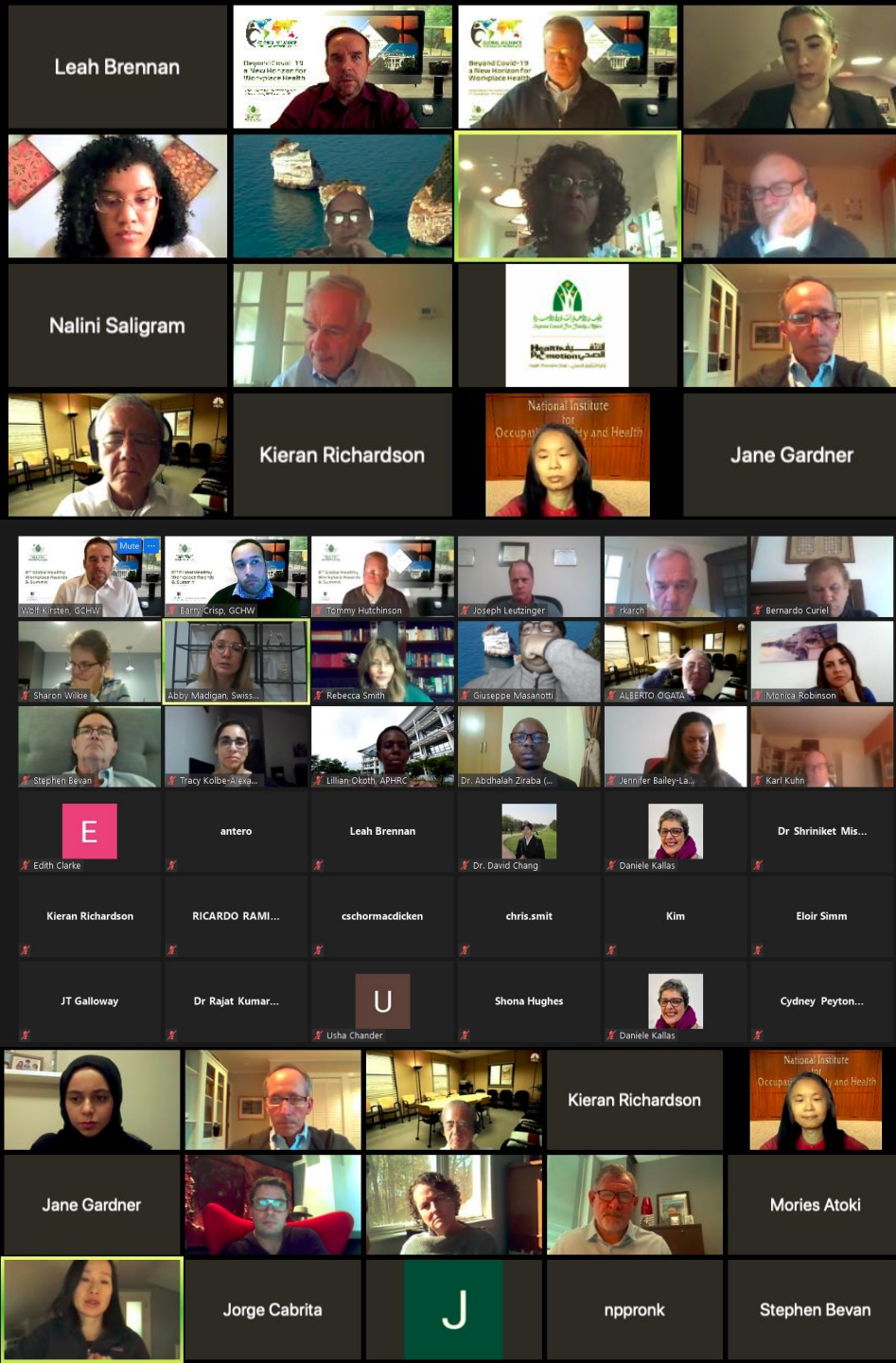
Summit Summary Report



Overview

The 8th Global Healthy Workplace Awards and Summit was held virtually in partnership with American University and brought together leaders for the advancement of healthy workplaces and employee wellbeing. Covid-19 has shaken public health to the core with ramifications for the global economy that will continue long into the future. The Summit looked beyond the pandemic crisis and its immediate aftermath with a view to assessing what are the longer-term implications for workplace health and what steps can be taken to shape its evolution.

The Awards Finalists covered multinational, large and small and medium-sized enterprises - each with its own unique characteristics, strengths and challenges. Participants were able to take this unique opportunity to learn from these programmes and to share their own experiences on how best to achieve a healthier workplace.





Summit Participants

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ABQV
African Business Coalition on Health
African Population and Health Research Center
American University
Arogyaworld
ATS
CDC NIOSH
Chevron
Coach de Saúde
CoCulture
Cognosante
Compass Group
Dalin Tzu Chi Hospital
Department of Statistics & Community Development

du
ENWHP
EU OSHA
Eurofound
FZ Safety & Health Centre
GCHW
GENENCOR International BV
GSK
Health Improvement Solutions
Health Partners
Health Promotion Department, Supreme Council for Family Affairs of Sharjah
Healthy Body Plans
HERO
Hero Motocorp
Holdhaus & Nord
HSBC
HSPM
Human Resource Department of Sharjah

IAWHP
INSHT
Institute for Employment Studies
International Labour Organization (ILO)
International Organisation of Employers
Juntendo University
KLM Health Services
Lendlease
Mars, Inc.
Morneau Shepell
National Healthcare Group Pte Ltd
National Institute of Public Health
NHG Singapore
Optum
Organisation for Economic Co-operation and Development (OECD)
Pratt & Whitney
Rowan University
SESI SC
Shanghai Sikuo Health Consulting
SHV Energy
Supreme Council for Family Affairs of Sharjah
Swisse Wellness
Unilever
University of Perugia
University of Southern Queensland
UNPRI
University of Arizona AWCIM
Welcosa
Workplace Options
World Bank
World Health Organization (WHO)

The 8th Global Healthy Workplace Awards and Summit attracted over 100 people representing 27 countries from 6 continents.

The summit included a mix of influential stakeholders: employers, health vendors, insurances, academic institutions, international organisations, NGOs, and media.

Key Insights

The summit delegates delivered the following key insights:

- 1. A pandemic response strategy needs to be rapid, multifaceted, cross-sectional and globally coordinated.** The world overall was poorly prepared for COVID 19 and its presence exposed weak points in every country with health systems, digital platforms, supply of PPE (personal protective equipment), capacity of hospitals and health care workers.
- 2. Countries need to allocate sufficient resources to sustain, strengthen and build a more resilient health system** that can withstand current and future health system shocks by supporting the universal health coverage agenda which pushes timely access to needed health care, financial protection and disease prevention and preparedness.
- 3. The mental health of the work force is a top line investment** that has the potential to increase productivity as well as the competitiveness of firms and enterprises and their countries across the world (not an expenditure).
- 4. Simplistic approaches to building employee resilience are not working.** Job-related factors such as wages, work hours, workload, interactions with coworkers and supervisors, and access to paid leave impact the well-being of workers.

Key Insights Continued

5. An enhanced focus on the prevention of chronic disease is needed to be more resilient against infectious disease, such as COVID-19.

6. Flexibility and digital transformation are key components of success and will form part of the workplace of the future. There is an opportunity to introduce more flexibility in working hours, opportunities for advancement and greater rigour in measuring job satisfaction

7. Employers are taking a closer look at underlying social determinants, health inequity and inclusion (race, gender, disabled, sexuality). Work plays a key role in exposing people to other lifestyles and cultures and promotes diversity and inclusion.

8. The focus on return-on-investment is making way for zeroing in on the value of the worker. As an indicator, the employee Net Promoter Score (eNPS), which measures how willing employees are to recommend their workplace to friends and acquaintances, is gaining significance.

AWARDS WINNERS



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GSK

Multinational Employer, UK

Dalin Tzu Chi Hospital

Large Employer, Taiwan

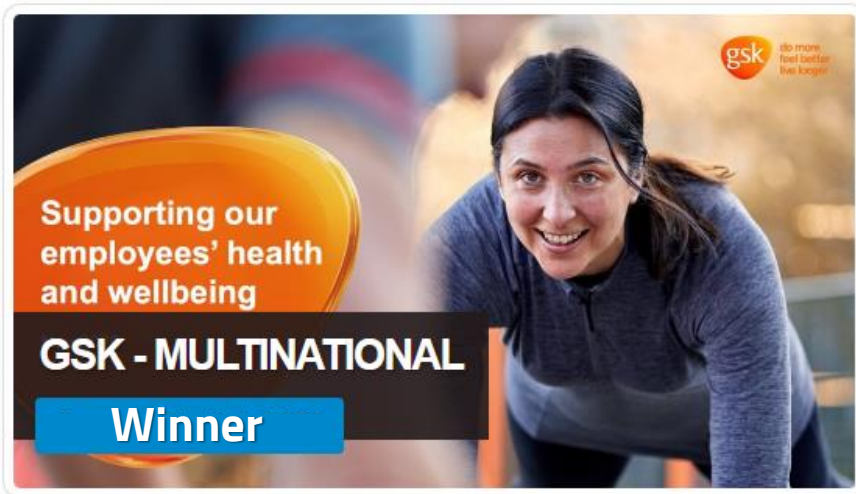
Swisse Wellness

SME Employer, Australia

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Multinational Employer Awards Winner & Finalist 2020

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GSK, UK – Awards Winner

GSK is a science-led global healthcare company with a special purpose, to help people do more, feel better, live longer. We have three global businesses that discover, develop and manufacture innovative pharmaceutical medicines, vaccines and consumer healthcare products. We aim to bring differentiated, high-quality, and needed healthcare products to patients and consumers through our scientific and technical know-how and talented people.

The health of our business starts with our own people. With 97,000 employees across 95 countries, health and wellbeing is a cornerstone of the values we live and breathe at GSK and part of everyday conversations and actions for managers and employees. We are creating an environment where all our employees can all thrive. We offer a range of programmes, services, resources, facilities and guidelines to help support the health and wellbeing of employees across the world.

HSBC, UK – Awards Finalist

Banking and Financial Services Organisation HSBC operates globally across 64 countries with approximately 230,000 employees. Supporting employees' wellbeing is embedded in HSBC's Global Principles "Our Values" and is included in the annual ESG report. The multinational employer has been advancing health, safety and wellbeing for over ten years and launched the Eat Well Live Well program last year across all countries and employees, providing digital interactive content and on-site healthy food and drink choices through workplace restaurants, cafes and vending operations. Global KPIs encompass employee access and interactions, global site implementation, sales of healthy choices and staff satisfaction and engagement.



Large Employer Awards Winner & Finalist 2020

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Dalin Tzu Chi Hospital, Taiwan – Awards Winner

Dalin Tzu Chi Hospital is located in Dalin Town in Taiwan and has been running a healthy workplace program for its 2000 employees and family members since 2006 with supervision from the top in the person of the Vice-Superintendent. The program offers an inclusive approach with the employee voice represented in various committees as well as the involvement of middle management. Addressing psychosocial risks is a key element of the program including the organization of work, prevention of workplace violence and harassment, prevention of work overload and fatigue index. The in-house Clinical Psychology Center is playing a key role during COVID-19 encouraging staff to use the existing counselling services and also made a video of breathing exercises and self-relaxation (shared on YouTube). The Dementia Center is designated to implement dementia early intervention programs in cooperation with 14 Community-Based Dementia Care Spots in 9 villages of Chiayi County. Lean management and quality control principles are applied for continuous improvement via quality control circles.



Cognosante, USA – Awards Finalist

Cognosante is a technology company that helps state and Federal government modernize and optimize their systems to provide more and better services to citizens. Headquartered outside of the nation's capital in Virginia (United States); the company employs approximately 1,800 people who are passionate about better health and safety for all Americans, especially those who need it most. Cognosante's senior leadership is committed to promoting a culture of health and well-being for all employees; with the Chief People Officer acting as wellness program champion. The company's Wellness strategy includes initiatives such as the Employee Engagement Committee – focused on employee satisfaction through engagement initiatives and corporate social responsibility, and a battery of other corporate-sponsored wellness resources ranging from traditional medical benefits to innovative telemedicine programs and mobile apps aimed at promoting healthy lifestyles. Creating and nurturing an employee community that is more like family is a key tenet of Cognosante's corporate values. With this in mind, providing resources that support employees is something we're proud of. Examples of these resources include the LiveSafe risk intelligence and safety communications app; which was re-launched as a communications hub to all staff during the pandemic. Resources already in place include our "Rally" (wellness), "Real Appeal" (weight loss), "Motion" (walking), and EAP programs. These programs target physical, social, emotional, financial, and community wellbeing goals, and include financial incentives for participation.

SME Employer Awards Winner & Finalist 2020

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Swisse Wellness, Australia – Awards Winner

Swisse is the Australian market leader in the vitamins, herbal and mineral supplements market and a primary contributor to the growth of the category. Established in Melbourne in 1969, Swisse employs 300 team members globally and is proudly part of the H&H group, a global health, nutrition and personal care company, which Swisse joined in 2015. As part of a global organisation, Swisse is dynamic and ambitious in its mission to inspire wellness and make millions of people healthier and happier. This core philosophy is brought to life through a health and wellness focus on movement, nutrition and mind. Not only does Swisse invest heavily in enabling these three pillars of health and happiness in its own team members, but this is also reflected in its expert marketing and communications content. All levels of leadership are expected to model health-promoting values and support the health and wellness initiatives, which are anchored in their Values in Action framework. The Health and Safety team has been integrated into “People and Culture” to improve visibility and outcomes for teams and the business. They offer First Aid and Mental Health First Aid training to team members, with key metrics including Total Recordable Injury Frequency Rate, program participation, engagement, sick leave, retention, productivity (measured as people costs as % of net sales revenue), gender representation and leave balances.

African Population and Health Research Center, Kenya – Awards Finalist

The African Population and Health Research Center (APHRC) is Africa’s premier research institution generating evidence to drive policy action to improve the health and wellbeing of African people. The safety and health of its 156 employees is a primary consideration in APHRC’s operation, which is driven by the Health and Safety Committee. Employer and employee responsibilities are clearly outlined in the APHRC Policy on Safety and Health. APHRC is committed to a holistic approach to wellbeing that spans care and attention to mental, vocational, social and emotional health. This includes annual check-ups, flexiwork, counselling, gym subsidies, support for breastfeeding women (recognized by the Ministry of Health) as well as new office policies addressing COVID-19. A milestone is the recent construction of a creche to support staff with young children. Staff members also make commitments to community service as part of their annual performance agreement.



Working from Home Impact on Wellbeing 11

The Institute for Employment Studies (<https://www.employment-studies.co.uk/>) investigated how homeworking has been affecting both the physical and mental wellbeing of a new army of homeworkers by conducting the Working at Home Wellbeing Survey in the United Kingdom. Under the direction of the Global Centre for Healthy Workplaces (<https://www.globalhealthyworkplace.org/>) a global response was coordinated with the survey being conducted in Brazil, India, Mexico and the Emirate of Sharjah (UAE) over a time span of six months with the following partners:

- **Brazil:** FGV EAESP
- **India:** Arogya World
- **Mexico:** HSPM
- **Emirate of Sharjah, UAE:** Health Promotion Department, Supreme Council for Family Affairs

The study found that homeworkers globally are coping well looking at the first six months after the pandemic hit the world, and above all, are staying motivated and productive in their jobs. However, some key warning signs have been revealed by the global survey data (in varying degrees depending on the country):

- an initial significant decline in musculoskeletal health
- poor sleep and increased fatigue a concern
- exercise frequency declining for many
- increased alcohol consumption for some countries
- emotional concerns over finance, isolation, job security, work-life balance & family health

For the survey summary report [click here!](#)

Working at Home Wellbeing Survey

Summary Report of Global Findings

Global Centre for Healthy Workplaces
November 2020





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Washington DC, Virtual



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#GoodHealthGoodBusiness
#GHW Awards
#WorkplaceHealth