

Healthy Workplaces Good Practice Awards 2020-2022

CASE STUDY



Promoting workplace safety and physical and mental health in an insurance company



ORGANISATION/COMPANY
Zavarovalnica Triglav,
d.d.

COUNTRY
Slovenia

SECTOR
Insurance, reinsurance
and asset management

TASKS
Office work and
teleworking from home



Source: Zavarovalnica Triglav, d. d.

Background

Zavarovalnica Triglav, d.d. is a multinational insurance company. Its headquarters are in Ljubljana, Slovenia, with subsidiary offices in Bosnia and Herzegovina, Croatia, Montenegro, North Macedonia and Serbia. In June 2021, the company consisted of 2,250 employees.

While office work may be safer than factory work, computer use carries the risk of developing musculoskeletal disorders (MSDs).

Zavarovalnica Triglav, d.d. implements a number of measures to manage and prevent MSDs in the organisation. The company maintains that it is critical to raise awareness and encourage employees to live a healthy lifestyle.

Aims

The company wants to create conditions for employees to be healthy and satisfied at work, to feel a part of the company, to strive for personal development and to take care of their health as an everyday habit. This includes in the office and when working from home.

What was done and how?

A variety of activities were carried out within the organisation's existing system for risk prevention and management. These included strict compliance with occupational safety and health (OSH) legislation, promotion of health at work, and provision of personal protective equipment and safety devices. In addition, employee awareness and education covered office work assignments and manual handling, appropriate working conditions, ergonomic workplace arrangements and a chronic disease management programme.

The specific measures are listed here:

- Provision of practical tips for a safe and comfortable work environment at home, including online workshops with a kinesiologist.
- Cooperation with an occupational physician to analyse sick leave, conduct risk assessment, and plan prevention activities such as ergonomics and education.
- Provision of additional work equipment and accessories and adjustment of workplaces, based on individual assessments. These include wheeled backpacks, a special ergonomic mouse, specific seating and sit-stand desks.
- Advice and instruction to employees on ergonomic workplace arrangements from an OSH professional.
- Issuance of leaflets to new employees and provision of training every three years.
- Provision of a poster for correct sitting position.
- Installation of stickers to encourage the use of stairs rather than elevators (walking rather than taking the lift).
- Provision of 15-minute workplace back massages organised monthly.
- Provision of a programme of subsidised health days tailored to young and old. This includes visits to a local spa.
- Active breaks – this is an exercise session run by physical education teachers twice a week online.
- Employee training, for example, to promote an active lifestyle, healthy spine and movement workshops with a kinesiologist, building resistance to stress and burnout.
- Awareness raising through articles published on the company intranet.
- Psychological support for employees in the form of counselling.

- Project Idea IN [innovation] – a worker suggestion scheme.
- Possibility of free use of vacant Zavarovalnica Triglav, d.d. holiday units for employees with disabilities.

What was achieved?



Source: Zavarovalnica Triglav, d. d.

- Decrease in sick leave between 2019 (23%) and 2020 (19%)
- Three hundred employees participated in exercise breaks
- Increased employee motivation and positive response to health days

Success factors

Risks were prevented and kept to a minimum by combining prevention measures with health promotion. Key factors include:

- taking a holistic approach and covering both mental and physical risks;
- health promotion measures being rooted in prevention;
- strong leadership;
- implementing both short- and long-term actions; and
- encouraging innovation by involving all employees and applying their proposed solutions.



Source: Zavarovalnica Triglav, d. d.

Transferability

The approach of a holistic OSH prevention and promotion system could be easily adopted by companies of different sizes in Member States that employ staff who work in an office or remotely from home.

Costs and benefits

Investing in employee prevention programmes is estimated to cost around €150,000 per year. This finances a variety of programmes and employee labour costs. Savings result from lowering the cost of absenteeism.

Employee care programmes and activities are aimed at maintaining employees' physical and mental health. These are measured in wellbeing through an annual survey of organisational vitality (ORVI index) in which the following scored highly:

- employee satisfaction
- work environment
- employee engagement

Key features of good practice example

- The company created and maintained a comprehensive and strategic approach to ensuring workplace safety and health at both the office and the home.
- The holistic approach addresses both mental and physical health through ergonomic measures, the promotion of physical activity and awareness raising.
- The provision of ergonomic equipment was tailored to individuals.

Further information

Further information can be found at

<https://www.triglav.eu>

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