

Healthy Workplaces Summit 2015

Flashlights on ‘Promoting Mental Health at Deutsche Post DHL Group’

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Deutsche Post DHL
Group



Safety and health at work is everyone's concern. It's good for you. It's good for business.

We Connect People, Improving their Lives

Deutsche Post DHL Group is a paramount example of “people business”

About 480.000 employees in more than 220 countries and territories form a global network focused on service, quality and sustainability



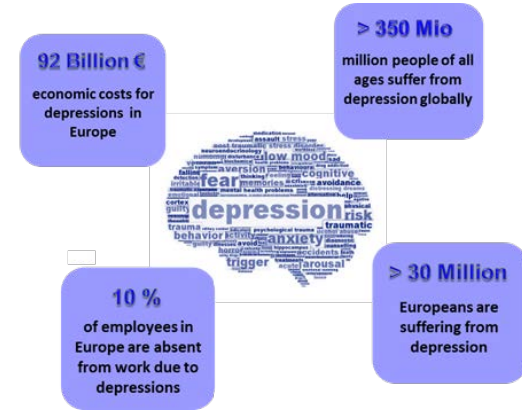
We deliver prosperity, we transport health, we power growth, we deliver joy

Global Priority – Systematic Prevention of Diseases in the Workplace

- Diseases of the heart/vessels
- Mental diseases
- Metabolic diseases
- Respiratory diseases
- Cancer ²⁾
- Musculo-skeletal-disorders¹⁾

US\$47 TRILLION

or 75% of 2010's global GDP, is what experts say NCDs will cost society in the next two decades. Businesses carry a big chunk of those costs.



Consequence: Creating shared value

- Enterprises are globally the biggest prevention setting
- Invests in the health of the employees, are invests in the society
- Societal needs, not just conventional economic needs define future markets



“Creating shared value ...will drive the next wave of innovation and productivity growth in the global economy”³⁾

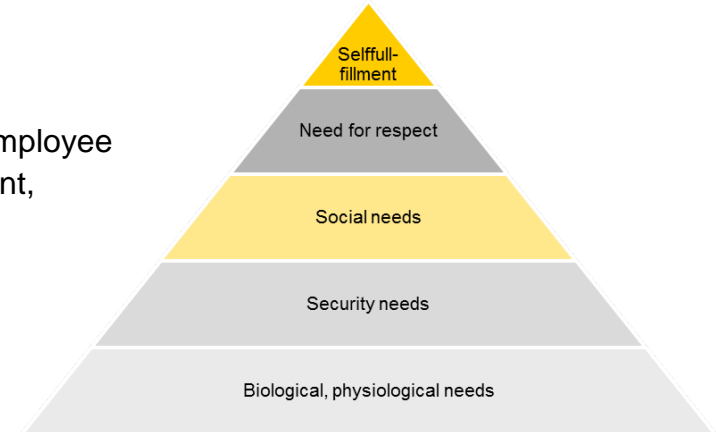
1) Additional non-communicable disorder with high importance. 2) The Global Economic Burden of Non-communicable Diseases – A report by the World Economic Forum and the Harvard School of Public Health, September 2011. 3) Michael Porter, Harvard Business Review; February 2011

Management dilemma: A wrong thesis leads to wrong measures

Economists often think of man as a Homo Oeconomicus – an egoist, who is only interested in maximising the personal return on investment

- A basic guideline of economic thinking is the 'Homo Oeconomicus Principle'
- In the consequence of this principle, an economically thinking (and acting) employee would invest as little as possible to achieve a maximum return on investment, as long as he is paid a fixed monthly salary

WRONG



Executives are Influencing the Health of their Employees

Relation between felt respect and risk of cardiovascular and mental disease

Types of rewards (gratifications)

- Financial reward (salary),
- Reward through **respect**/recognition
- Reward in the form of promotion or job security

Financial Level

Emotional Level

Status – Level



Subjective imbalance between commitment and reward



Risk of depression and/or cardiovascular disease increases by about 100%

Modified after Prof. Dr. Johannes Siegrist (Director of the Institute for Medical Sociology of the University of Düsseldorf, model presentation within the framework of the Expert Commission „On the future of corporate health policy“ 2002–2004)

Stress and strain is part of life

In its general definition, 'stress' is defined as a reaction to a situation that is perceived as threatening – a person has the feeling that the expectations placed on him exceed his own personal capacities and that not enough resources are available for mastering the situation

But – excess stress reduces performance and increases our risk of numerous physical and emotional problems

A disproportion between stress and available resources can lead to an elevated risk of the onset of the following illnesses

- Depression
- Back pain disorders/musculoskeletal disorders
- Cardiovascular disease
- Diabetes



Deutsche Post DHL Group defines health as follows

"We regard health as a state of comprehensive physical, mental and social well-being and not as merely the absence of illness and weakness.
Health encompasses the capability and the motivation to lead an economically and socially active life"

* Referring to Ottawa und Bangkok Charta for Health Promotion

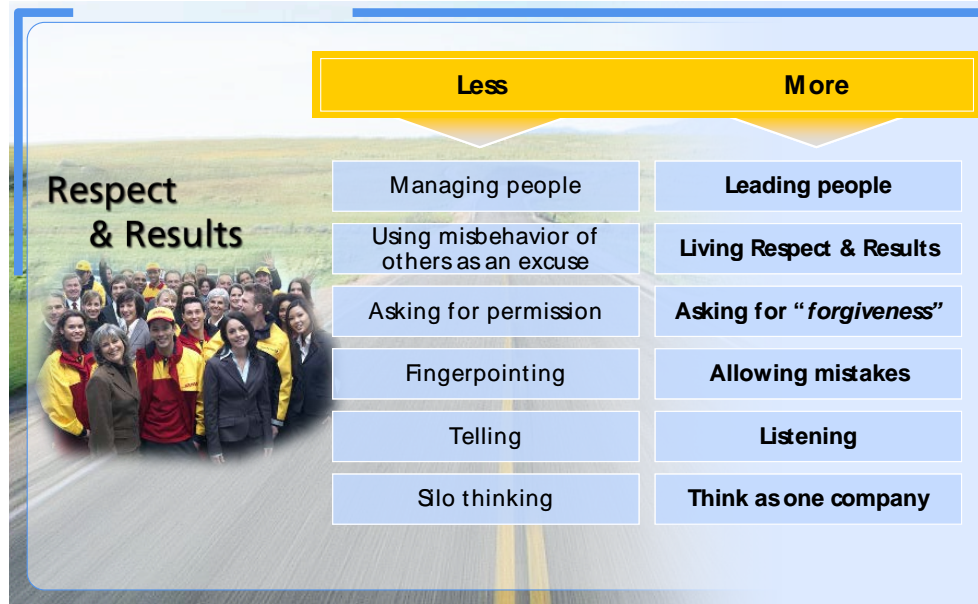


Safeguarding the well-being and work ability of our employees is vital for DPDHL. We promote employee health through a supportive work environment as well as the encouragement of a healthy lifestyle. Thereby, we create tangible business benefit and a positive impact beyond company boundaries.



'Respect and Results'

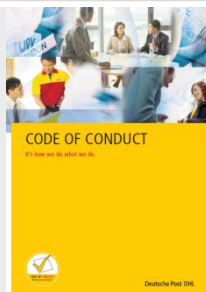
Our overall strategy is guided by one main principle: 'Respect and Results'
This guides decision making processes and determines our corporate culture to always show respect without compromising on the results



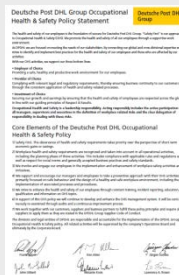
Our Philosophy and Related Policies

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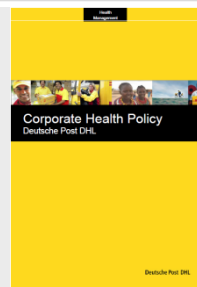
'Respect and Results'



Code of Conduct



Occupational Health & Safety
Policy



Corporate Health Policy



Company Works Council
Agreement
"Health Promotion"



Those surveyed assess the presence and form of various task features, stresses as well as organizational and social resources at the workplace.

This assessment is obtained using a standardized survey. The results and possible consequences are e.g. discussed in the local Health Steering Committees.

Examples of possible consequences are new break rules linked to the work load felt or, at another level, time and stress management as part of HR development measures.

Tabelle 1: Skalenerwartung des betrieblich relevanten HR-Merkmalbereichs	Tabelle 2: Skalenerwartung des Merkmalbereichs Arbeitsbelastung
Skalenerwartung der Merkmalbereichs Arbeitsbelastung (qualitativ & quantitativ) mit dem personalwirtschaftlich relevanten Merkmalbereich des arbeitsfreien Arbeitstages (100% frei bis zu 20,00% über 100% zu 20,00% teilweise zu 20,00% frei immer zu 20,00%)	Skalenerwartung der Merkmalbereichs Arbeitsbelastung mit dem personalwirtschaftlich relevanten Merkmalbereich des arbeitsfreien Arbeitstages (100% frei bis zu 20,00% über 100% zu 20,00% teilweise zu 20,00% frei immer zu 20,00%)
Merkmalbereich Arbeitscharakteristika	Merkmalbereich Arbeitsbelastung
Ganzheitlichkeit der Aufgabe (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	Überforderung durch die Arbeitsaufgabe (qualitativ u. quantitativ) (5 Fr.) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%
Qualifikationsanforderungen und Vorentwurf (4 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	Überforderung durch die Arbeitsaufgaben (qualitativ) (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%
Merkmalbereich Organisationsle Ressourcen im Betrieb	Belastendes Sozialklima (kollektiven) (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%
Aufgabeninhalt (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	Belastendes Vorgesetztenverhalten (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%
Qualifikationspotential der Arbeitsfähigkeit (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Tätigkeitsprofilierung (2 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Partizipationsmöglichkeiten (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Persönliche Gestaltungsmöglichkeiten des Arbeitsplatzes (1 Frage) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Spielraum für private Dinge bei der Arbeit (1 Frage) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Merkmalbereich Sozialle Ressourcen im Arbeitsbereich	
Positives Sozialklima (4 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Mitarbeiterorientiertes Vorgesetztenverhalten (5 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Soziale Unterstützung durch den Vorgesetzten (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	
Soziale Unterstützung durch Arbeitskollegen (3 Fragen) Arbeitsaufbaufragen: 14,0% bis 20,0%, 20,0% bis 20,0%	



The screenshot displays a web-based training module titled "LEADERSHIP AND MENTAL HEALTH" with the subtitle "Stress Prevention for Managers". The interface includes a top navigation bar with links for Home, Site Map, Infopool, Help, and Exit. On the left, a yellow sidebar lists the course content: Introduction, The Stress Quiz, Leadership and Health, Healthy Management, Final Notes (selected), and Final Test. The main content area is titled "A Few Final Words" and features a photograph of a smiling man in a blue shirt and red tie. To his right, text discusses the "Strategy 2015" and the company's vision, "Respect and Results," which emphasizes combining first-rate quality with a sense of responsibility for employees. A small thumbnail image of a presentation slide is also visible. At the bottom, there is a media player control bar with icons for text, audio, video, and navigation.

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LEADERSHIP AND MENTAL HEALTH
Stress Prevention for Managers

Home | Site Map | Infopool | Help | Exit

Introduction
The Stress Quiz
Leadership and Health
Healthy Management
▶ Final Notes
Final Test

A Few Final Words

Strategy 2015

“Without **results**, we would be unsuccessful in the short term.

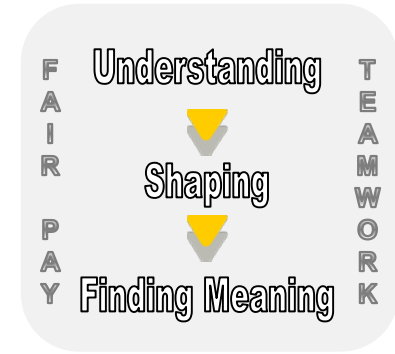
But without **respect**, we will never be successful in the long term.”

Vision: **Respect and Results**:
Combining first-rate quality with a sense of responsibility for employees.

Our vision, “Respect and Results,” represents the challenge we face daily: namely, producing first-rate results while taking responsibility for our employees’ needs.

Good Work is Work that Integrates our Psychological Needs

- » Need for orientation and control
- » Strengthening of self-respect
- » Striving for pleasure
- » Need for relationship
- » Need for coherence / striving for meaning



Back Up

Each of our employees is an essential link in our logistics chain; every employee connects people, and aims to improve their customers' lives.

Ambitious customer demands, time pressure, the utilization of new technologies, and working in new business areas and within a globally networked context are all daily challenges for our employees. Promoting their health and protecting their ability to perform are essential for the whole company.

Therefore our company is meeting this challenge by offering different tools to our employees and their managers (starting with the guiding principle of Respect & Results up to web-based trainings and different seminars) that are pooled in our Health, Safety and Well-Being Strategy.