

Healthy Workplaces Good Practice Awards 2020-2022

CASE STUDY



Promoting musculoskeletal health in the software industry through ergonomics



ORGANISATION/COMPANY

SAP SE

COUNTRY

Germany

SECTOR

Software development

TASKS

Desk-based computer programming activities in the office, at home or at customers' sites and travelling for business

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Background

Over 99% of SAP's employees work at the office, from home, or are mobile. Desk-based work is the norm in the software industry, which is also the case for most SAP employees. As a result, they are exposed to ergonomic problems in the work environment.

In 2020, according to the absenteeism report from the Techniker (TK) public health insurance fund for all TK-insured persons at SAP, musculoskeletal

disorders (MSDs) accounted for 9.3% of all cases of incapacity to work.

Aims

To promote musculoskeletal health and develop ergonomic workplaces to prevent MSDs.

What was done and how?

- SAP developed a comprehensive knowledge database called Safety Toolbox to promote awareness among employees and to avoid MSDs through an ergonomic workplace.
- The Safety Toolbox contains resources such as training materials, instructional videos and safety checks. It also includes information on how to set up an ergonomic workplace. For business travellers, advice is offered on all aspects of vehicles, including ergonomic and road-safe adjustment of the driver's seat and useful ergonomic tips when purchasing a new vehicle. The comprehensive toolbox also includes guidance on how to ensure ergonomic working conditions at the customer's site.
- To support managers, the Safety Compass module was added to the Safety Toolbox. Also available as a mobile app, it provides a tailored set of health and safety topics for work teams, as well as calendar and appointment functions. To-do lists are used to document the tasks performed, and reminders are sent for measures that have not yet been completed.
- In addition, SAP provides a wide range of sports and fitness courses to promote physical health.

Perfect Sitting Needs a Perfect Setting Ergonomic Workplace Factsheet



Setting Up Your Workplace

Anyone who spends most of his workday in a seated position should ensure a comfortable setup to be most productive. To stay healthy, you not only need regular exercise, but also a workplace that is tailored to your needs.

 **Watch the videos below about how to set up your workplace.**

Office Workplace:

1. How to adjust your [chair](#)
2. How to adjust your [backrest](#)
3. How to adjust your [armrests](#)
4. How to adjust your [desk height](#)
5. How to adjust your [monitor](#)
6. How to position your [keyboard and mouse](#)
7. How to set up your [sit-stand desk](#)

Mobile Workplace:

- How to set up your [Laptop workstation](#)
- How to set up your [Laptop workstation without utilities](#)
- COVID-19 Pandemic: [Ergonomics tips for working from Home](#)



THE BEST RUN 

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What was achieved?


- SAP takes a holistic and proactive approach to preventing MSDs. The aim of this approach is to integrate relevant occupational safety and health (OSH) topics, such as ergonomics, into team meetings. This will improve health in the long term and increase interest in the prevention of MSDs.
- The Safety Toolbox comprises 1,200 members and has been accessed about 13,700 times.
- In 2020, almost 3,000 individual ergonomics consultations and ergonomics workshops were conducted (nearly 2,000 participants in Germany).
- In 2020, 2,040 massages and over 2,700 physiotherapy treatments were performed to prevent and treat MSDs.
- Online ergonomics consultations were used close to 1,000 times in 2021 (until end of May).
- An ergonomics information video has been viewed about 4,600 times.
- Nearly 800 employees volunteered to attend the 17 virtual sessions of the 2020 Virtual Health Days.
- The introduction of the Safety Compass improved integration of OSH into team meetings and increased interest in prevention.
- Employees became more aware of and engaged in dealing with prevention topics.

Success factors

The Safety Toolbox has a simple user interface. Its contributions are adapted for work teams and various locations. It is continuously updated and regularly integrated into team meetings.

The Safety Compass is a preventive tool that is always available and particularly suitable for those working in separate geographical locations or spaces.

Ergonomics




15 hours

On average you spend 15 hours a day sitting!


Why?

For your healthy future!




How?

SafetyChecks English




Action!


Ergonomic advice



Ergonomic training



Campaigns



FAQ/ documents

• Self-assessment questionnaire

• Downloadable ergonomics checklist

Safety information

• Assessment checklist

• Health and safety factsheet

• SAP Ergonomics tool

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Transferability

This approach could be adopted in companies from the same sector or by office-based organisations in which home-based teleworking is also allowed.

Costs and benefits

SAP's Business Health Culture Index (BHCI) measures the cultural environment, enabling employees to stay healthy and balanced. For example, 78% said they were in good health compared to others in their age group. Each BHCI percentage point has an impact on operating profit of €90-100 million, and it reached 80% in 2020.

The ergonomics prevention contributions can help prevent absences due to MSDs and increase job satisfaction.

Key features of good practice example

- The company developed a comprehensive knowledge database to promote ergonomics and prevent work-related MSDs.
- The initiative covers work in the office, at home, while travelling for business, and even at the customer's premises.

- The user-friendly Safety Toolbox contains a broad range of materials, from training to instructional videos.
- Managers can seamlessly integrate the Safety Toolbox and supplementary Safety Compass into team meetings and ergonomics consultations, regardless of where they are working.
- The Safety Toolbox and Safety Compass have raised employees' awareness of and interest in promoting OSH and preventing MSDs through ergonomics.

Further information

Further information can be found at <http://www.sap.com>

The comprehensive toolbox also includes guidance on how to ensure ergonomic working conditions at the customer's site.