

# Best practices Health & Safety from different Postal Operators

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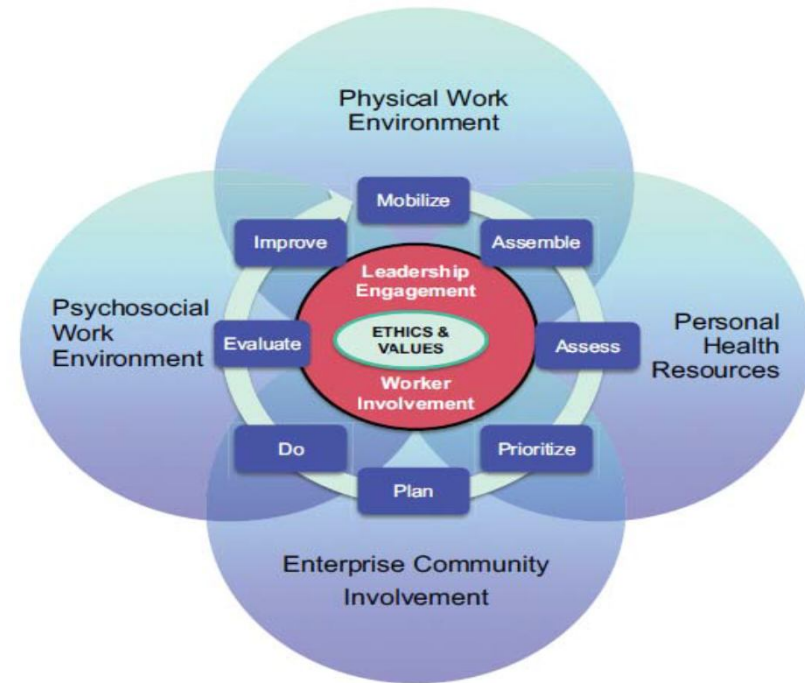
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# INTRODUCTION

## Healthy workplace – WHO definition

WHO: *A healthy workplace is “one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and wellbeing of all workers and the sustainability of the workplace by considering the following, based on identified needs:*

- health and safety concerns in the physical work environment
- health, safety and well-being concerns in the psychosocial work environment including
- organization of work and workplace culture
- personal health resources in the workplace (support and encouragement of healthy lifestyles by the employer)
- ways of participating in the community to improve the health of workers, their families and members of the community



# Americas

## EXAMPLE FROM BRAZIL



- Ordinary Programmes:
  - Health Plan (PostalSaúde)
  - Periodical health check-ups



- Special programmes:
  - Men's health
  - Women's health
  - Partnership campaigns



- Safety:
  - Accidents Prevention Internal Committees

source:  
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# Americas

## EXAMPLE FROM EL SALVADOR



### Correos de El Salvador

- Monthly health news: Through the monthly publication of its "Postalito informativo", a newsletter to all its employees, Correos de El Salvador educates readers on all health issues.

Every month, topics such as reduction of diabetes, management of stress, fight against dengue are detailed and simple preventive actions are suggested to improve the staff's health.

- Health Days: In parallel, each year, Correos de El Salvador organizes health days during which doctors offer free consultations for employees, at their workplace and advise them about the appropriate treatment

source: <https://maps.google.com/maps/ms?msa=0&msid=207797804603991665613.0004ad86334d8a286475c>  
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# Americas

## EXAMPLE FROM CANADA



### Canada Post

Canada Post encourages a culture of health and safety and is committed to strengthening its health and safety programs by building safety leadership, identifying, preventing and controlling hazards; training staff, and making continuous improvement

- Slips, trips and falls are main causes of workplace injuries. An awareness campaign was an integral part of ensuring that employees had the tools, information, and guidance needed to minimize slips, trips and falls and be safe. Public awareness was also risen among home and business owners by producing public service announcement to highlight how they can help keep Canada Post delivery personnel safe during the winter season.
- Ergonomic injuries related to manual material handling and musculoskeletal-related injuries represent the second highest cause of workplace injuries. Therefore a new program concerning musculoskeletal-related injuries was introduced to coach management staff and supervisors on injury prevention by encouraging and promoting healthy ergonomic and material-handling techniques.
- In addition, seven new functional safety practices, including safety variance, protective footwear, machine guarding, first aid, work at heights, confined and restricted access space and motorized mail handling were introduced.

source: [http://www.canadapost.ca/cpo/mc/assets/pdf/aboutus/annualreport/2012\\_AR\\_complete\\_en.pdf](http://www.canadapost.ca/cpo/mc/assets/pdf/aboutus/annualreport/2012_AR_complete_en.pdf) - page 40  
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## Southern Asia and Oceania **EXAMPLE FROM INDIA**



### India Post

#### **India Post – Facilities for differently abled employees**

- The Department of Personnel and Training has fixed a 3% reservation recruitment for persons with disabilities, with 1% reservation for persons suffering from blindness or low vision, 1% reservation for persons suffering from hearing impairment and 1% reservation for persons suffering from locomotor disability or cerebral palsy.
- In addition, thanks to the Welfare Fund, orthopedically challenged employees are entitled to get reimbursement of the amount spent on purchase of mechanized tricycle enabling them to come to work.

source: <https://maps.google.com/maps/ms?msa=0&msid=207797804603991665613.0004ad86334d8a286475c>

contact: xxx

# Southern Asia and Oceania

## EXAMPLE FROM SINGAPORE



### Singapore Post

- SingPost runs a Workplace Safety and Health (WSH) Programme  
All locations within Singapore are included in the scope of the WSH programme  
The bizSAFE3 certification was attained in Sep 2013
- Organization: WSA policy was adopted  
WSH committee is in place  
Certified Workplace Safety&Health Officer (WSHO) is appointed
- Activities: Monthly meetings and side inspections  
Risk assessments for all 72 premises were conducted  
Legal check was done (to comply with all applicable WSH regulations) regarding:
  - adequate lighting and ventilation
  - at least one trained first aider for all workplaces with 25 – 100 employees
  - noise protection (ear plugs) for staff exposed to noise level of 85 dB or more for 8 hours
  - recording and reporting of work accidents to the Ministry of Manpower (MOM)
  - Work at Heights
- Implementation of a Haze Management – haze is one of the unforeseen incidents that can impact the operations, plans would be developed to address SARS, pandemic flu and others

source:

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## Southern Asia and Oceania

### EXAMPLE FROM AUSTRALIA



## Australia Post

Ensuring a safe working environment is Australia's Post's highest priority as they continue to focus on their goals of zero injuries and zero tolerance of unsafe acts in the workplaces. Therefore e.g.:

- A safety Observation Feedback program encourages their employees to recognise and discuss opportunities to behave in a safer way and reduce exposure to hazards. The program involves managers and supervisors spending 2 hours with each postie – on and off the road – providing them with feedback on specific work behaviours to help them ride more safely
- Developed a Safety leadership programme to give leaders the skills to create safer workplaces and put safety first in all decision making
- Improved wet weather gear we introduced for the posties to provide greater protection against the elements and keep them safe on roads and footpaths
- In the retail business, prestart safety checks and monthly Team Safety Time discussions were introduced to keep safety top of mind

source: <http://auspost.com.au/annualreport2013/people.html>

contact: xxx

# Southern Asia and Oceania

## EXAMPLE FROM UNITED ARAB EMIRATES



### Emirates Post Group

One of the most important components of Emirates Post Group's Corporate Social Responsibility (CSR) program is health awareness campaigns held round the year at different locations.

- Blood donation campaigns are held at different post offices several times a year in association with the UAE Ministry of Health's Blood Bank. Employees and customers are invited to donate blood which is then used for needy patients and surgical operations.
- Emirates Post Group conducts regular health check-up programs at post offices in association with selected private medical centers.
- Employees and Customers are allowed to do tests for blood sugar, diabetes and body fat. Qualified doctors and medical staff are available for consultation and follow up treatment.
- Periodic campaigns on dental hygiene and dental diseases are organized at post offices in association with relevant organizations.
- Employees of Emirates Post Group get regular updates and tips for ensuring safety at workplace through a shared Corporate Communication channel.
- Employees working on machines and the shop-floor are given regular tips how to prevent accidents
- Emirates Post Group carries out periodic safety drills in association with the Civil Defense to ensure preparedness for accidents, fires and other emergencies.

source:

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# Western Europe

## EXAMPLE FROM FRANCE



### La Poste France

**Project:** Reduction of work-related road accidents

Work-related road accidents are the most frequent occupational accidents at La Poste. They mainly happen during the mail delivering activity. A general approach, based on the different prevention levers, was implemented to reduce the number of accidents.

**ACTION** put in place:

- Mobilization of the managers on monitoring (weekly chart of accidentology) and analysis of the occupational accidents causes to define prevention actions
- Periodical medical examinations, every two years;
- Reduction of the “powered two-wheelers” (PTW) through adaptation of current rounds with alternative solutions such as electric four-wheel vehicles (more than 600 in 2012) and e-bikes (more than 12000 in 2012) and, research on a new type of vehicle adapted to postal distribution.;
- Training of drivers on work-related safety road including familiarization with the vehicle to be used by the agent and training the cars drivers on eco-driving
- Specific communication to agents, managers, and prevention professionals: weekly publication of prevention messages, prevention leaflets, etc. ...

**RESULTS** and **IMPACT:**

Since the first actions for work-related road accident reductions in 2006, the number of road work accident with or without absence has decreased by 21%.

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# Western Europe

## EXAMPLE FROM GREECE



### Hellenic Post S.A. (ELTA)

- Record of every occupational accident, examination of the reasons and conditions under which the accident took place, submission of proposals for the prevention of similar incidents, annual analysis/ report – Meetings with the OH&S Labor Committee (including workers' representatives) on a quarterly basis, in order to exchange views on issues of safety and health protection and to jointly raise awareness of the employees in this respect.
- Cooperation with competent OH&S institutions (ex. Hellenic Institute for Occupational Health & Safety: assessment study on hazardous factors and their impact on the employees' health and safety at ELTA's establishments, National Center for Scientific Research "Demokritos" etc.).
- Visits of occupational doctors and safety engineers to all ELTA facilities for recording the condition of the current infrastructure, training the employees on OH&S issues and submitting proposals on the improvement of their working conditions.
- Preparation of relevant material (ex. video for newcomers on the proper use of the technical equipment in the sorting centers) as well as brochures with instructions on various issues (ex. musculoskeletal disorders, noise at work, proper posture when working with a PC etc.), distributed to the personnel on a regular basis. These brochures contain short and comprehensive texts, in order for the employees to be informed and comply with the prescribed procedures, thus supporting every effort aiming at the improvement of the OH&S conditions at their workplace.

source: ELTA's Occupational Health & Safety Department  
contact: G.Drougkas@elta-net.gr

## Western Europe EXAMPLES FROM SWITZERLAND



### Swiss Post

- In 2012, a prevention campaign to **strengthen the mental health** was launched. The aim is to increase the knowledge about mental stress and resources as well as to encourage the managers to pay attention to the signs of early detection and to address the employees.
- Another prevention campaign aims to **reduce falls occurring during leisure time**, at home and in the practice of various sports. So the campaign is to relearn staff keeps his balance to avoid as much as possible falls. This will also have a beneficial effect on occupational accidents. This prevention is based on educational and technical resources such as footbags and diskbalance.
- Swiss Post is one of the main sponsors of the national campaign “**bike to work**”. Each year, over 50,000 workers in Switzerland are participating and drive the whole month of June with the bike their workplace.

source: <http://www.post.ch/en/post-startseite/post-konzern/post-engagement/post-engagement-mitarbeitende/post-engagement-gesundheit.htm>

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# Western Europe

## EXAMPLE FROM AUSTRIA



### Post Austria

As one of the biggest employers in the country Post Austria attaches great importance to good working conditions for its employees. Occupational safety, health protection and healthcare play a key role because motivated and productive employees are the basis for corporate success.

- Measures for better health: vaccination campaign, health days, workplace inspections by safety experts and occupational physicians, trainings on safe and healthy behaviour at the workplace, spinal screening and posture analysis, occupational health examinations of eyesight working at night or with computer screens
- Special programmes in 2013:
  - a healthy heart: all employees were provided with information about general risk factors relating to cardiovascular diseases, their own personal risk situation and measures showing them how to prevent heart disease
  - back training: since 2011 spinal screening including posture analyses have been carried out and individual corrective exercises offered in order to ensure that these ergonomic priorities have a lasting effect (more than 90 events with close to 1,700 participants)
  - the enthusiasm for running: the company supported employees participating in running events by paying the race entry fee (more than 1,500 employees took part in nine races throughout Austria)

source: [http://www.post.at/en/downloads/Mag\\_Post\\_GB\\_en\\_final\\_internet.pdf?1396876836](http://www.post.at/en/downloads/Mag_Post_GB_en_final_internet.pdf?1396876836) page 87  
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## Western Europe **EXAMPLE FROM GERMANY**



### Deutsche Post

- We provide employees with a healthy work environment and offer a wide range of activities designed to encourage employees to adopt healthy lifestyles and avoid risk factors. Our Corporate Health Policy is the basis for implementing our health management system throughout the Group.
- Our concept of health involves more than just the absence of illness. It includes aspects of physical as well as psychological and social well-being. We leverage several different instruments and methods.
- Through Health Working Groups and local health circles, we can reach nearly all employees in Germany directly, and indirectly reach employees' family members. Together with the employees, working group members go on site to analyze the workplace environment and consult a health promotion catalogue to select the appropriate measures as needed.
- We initiate up to 40,000 health promotion activities each year through these Health Working Groups like improved ergonomics in the workplace, nutritional consulting, stress management/ reduction training, and exercise programs or support in the areas of nicotine and alcohol addiction.

source: <http://cr-report2013.dpdhl.com/co-workers-co-creators/health-well-being/> contact: Petra.Heinecke2@dpdhl.com  
[http://www.dpdhl.com/en/career/managementexperts/what\\_deutsche\\_postdhloffersyou/health.html](http://www.dpdhl.com/en/career/managementexperts/what_deutsche_postdhloffersyou/health.html)

# Estern Europe and Northern Asia

## EXAMPLE FROM ESTIONA



### Eesti Post

- Eesti Post has every October very intensive Health Weeks with:
  - Competition in Nordic walking (walking with sticks). In 2103 they had 11 teams (4 people each). The Winner did 338 365 steps in week, av: 48 338 steps in one day. 11 teams made together appr: 5,5 Million steps in week.
  - A special bus for breast cancer research for women. Over 50 women used this.
  - Expert who did special tests for legs: how to run, how to choose right shoes for running
  - Quick HIV test. Over 50 people were tested for HIV.
  - A blood donor day in their Head building. Over 30 people gave their blood for people who need this.
  - ... and: laser therapy, massage, healthy menu at the Lunch, special sells from Honey, Garlic etc.
- Eesti Post has active sports club, approx: 20% of the employees participate. They can:
  - Use all the Gyms and Pools around the country with a 50% reduction of the fee
  - Take part for free in their volleyball-, basketball-, soccer-, badminton- or pilates training
  - Take part in different competitions among other companies in Estonia and Europe (also ECSG in Prague 2014, in Hamburg 2012 as well)

Source:

contact: [Indrek.Raig@post.ee](mailto:Indrek.Raig@post.ee)



# Estern Europe and Northern Asia EXAMPLE FROM ESTIONA



# Estern Europe and Northern Asia

## EXAMPLE FROM POLAND



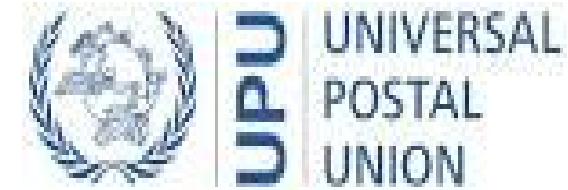
### Poczta Polska

- Training/workshops: Health&Safety training  
Anti-Bullying training
- Education&communication: Health&Safety education – articles in the internet  
Round tables  
Help line  
Combating of exclusion in the workplace (project: for people with disfunction)
- Sport/hobby: Sport events – Sport Committee  
Postal Running Group  
Hiking Group  
Football  
Integration events (for all stuff)

source:

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## Estern Europe and Northern Asia **EXAMPLE FROM HUNGARY**



### Magyar Posta

- Magyar Posta is highly committed on a Group-level to effective Health, Safety and Environment (HSE) management in an integrated manner which applies to all business and infarstructural units and subsidiaries. The operating conditions for the health and safety representation are laid down in a bilateral joint agreement with the trade unions.
- Occupational health care for the employees is provided by purchasing services. The occupational health clinics not only provide fitness for service examinations conforming with legal regulations but also conducts screening programmes, and specialist examinations and care.
- In 1999 a risk analysis and review programme was introduced at the company. The occupational health and safety risk analysis and control assignment is done by experts with tertiary qualifications. Occupational health physicians are also involved in the process and in the course of the study health and safety representatives are invited to express their opinions as well. Our development model for postal risk analysis was presented at the European Union Health and Safety at Work Conference in 2006 as an exemplary practice. Occupational health and safety risk analysis and assessment became a daily task.
- Defibrilators were implemented into the biggest facilities and the personnel was trained how to use it.

source:

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# Africa

## EXAMPLE FORM UGANDA



### Posta Uganda Office

#### HIV/Aids awareness campaign

- In October 2011, Posta Uganda successfully organized trainings on HIV/Aids for staff and officially launched HIV/Aids Workplace campaign at the General Post Office.
- In addition, it designed an easy to read HIV/Aids booklet for staff with information extracted from the Posta Uganda HIV policy for ease of reference
- Follow-up talks on HIV/Aids prevention/treatment were held in 2013 and over 100 employees were trained.

This was in a bid to ensure that all employees are properly equipped to better take care of themselves and to also become ambassadors of the campaign at work and in their societies

source: <https://maps.google.com/maps/ms?msa=0&msid=207797804603991665613.0004ad86334d8a286475c>  
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# Africa

## EXAMPLE FORM SOUTH AFRICA



### South African Post Office

- In general: health and wellness are core values of the SA Post Office strategy and support employees at all levels. Health promotion is a cost containment strategy that encourages a healthy lifestyle, reducing health risks for those who are at risk of chronic health problems
- Executive health programme to alleviate the effects of stress – it encourages them to take steps to reduce the risk of claims arising from workplace stress and establishes procedures and knowhow to deal correctly with situation as they arise.
- Medical surveillance for all employees
- HIV and AIDS at the workplace: voluntary confidential counselling and testing  
(Their medical aid scheme has special provision for HIV+ people to make sure they can get the medication they will need. )
- Voluntary and confidential support groups for HIV infected employees/those that have AIDS/those that have recovered to become productive employees again

source: <http://www.postoffice.co.za/group/aboutus/annualreport/PostofficeAnnualreport2013.pdf> - pages 111-113

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UPU, Sustainable Development Project Group, Berne, 9 April 2014

# CONCLUSION

## **The different postal operators are working in very different environments**

- with different legal requirements
- under different economic circumstances
- with very different public health systems, ...

## **But**

- healthy and motivated employees are key to be successful in a changing world
- the globalization of unhealthy lifestyles requires adequate activities in all countries, ...

## **Therefore**

Postal operators without health management systems/activities should be encouraged/supported to start working on this topic by UPU's SDPG

# THANK YOU FOR YOUR ATTENTION

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