

A "Prevention Method" from organizational perspective

RIGA 26 November 2015
 Maria Niessen
 European Ergonomist & Certified management Consultant
 HR Health&Safety ING Domestic Bank

HR ING NL



History: H&S department ING 1999

- ING in the Netherlands 36.000 employees
- Ergonomist only invited to participated in design and procurements projects such as:
 - dealing rooms
 - IT-control room
 - Cash centres
 - Bulk printers & envelope machinery
- Health & safety department was preoccupied with sick leaf and re-integration of individual employees (22 physicians, 20 company counsellors , 20 H&S nurses)
- Small group (5) experts (safety, hygienic, ergonomics and health & organisation)

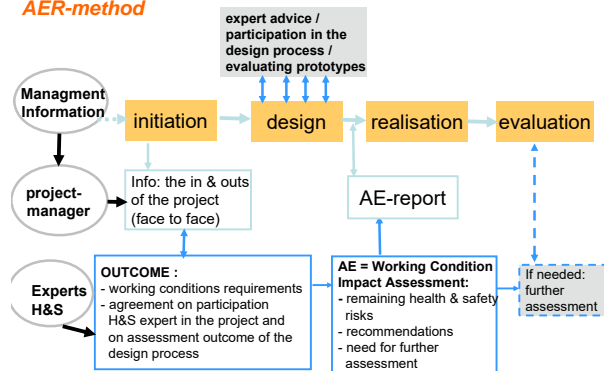
HR ING NL

ING Health & Safety approach 2015

- Perspectives: vitality, work environment, organisation of work and health
- Goal: sustainable employability and complying with Occupational Health and Safety Legislation.
- Early assesment of the impact of the changes on work and people, can prevent health risks, remedial work and costs
 changes like:
 - personnel reorganisations ;
 - introduction of new and innovative production processes;
 - purchase of production equipment and software

Using the AER-method = Working Conditions Impact assessment

AER-method



HR ING NL

How we establish this method?

1. Develop together with facility management, IT-department and procurement sets of requirements for office furniture and IT -hardware. Based on Dutch Health and Safety at Work Act, Dutch & European standards, ISO and company information.
2. Use this in evaluating purchases and start writing the Working Conditions Impact Assessment
3. Start educating the employee/work council in the role they have in using these AER-methods
4. Use the method also for organizational changes (the impact on 'quality of work' and workload)
5. Implemented this method in project methods of several departments of ING

HR ING NL

Added value and results

- ▶ Raise awareness of decision-makers about health aspects in reorganisation. H&S advice is adopted
- ▶ HR consultancy already making 'the working condition plan' as a component in their overall plan for the reorganisation.
- ▶ ± 20 sets of requirements for standard products are developed
- ▶ several checklists are developed
- ▶ together with project managers of FM an information document is developed.

HR ING NL

Checklist organisation

- ▶ Will the change result in a staffing reduction/increase?
- ▶ Will the relationship/cooperation between departments change?
- ▶ Will the job content of several jobs change?
- ▶ Will there be any changes to work processes?
- ▶ Will there be any changes in the mode of management?
- ▶ Will there be any change in working hours?
- ▶ Will the change involve a merger of different organisational cultures?
- ▶ Have the working conditions of special groups of employees (pregnant women and employees with a handicap or impairment) been taken into account?

HR ING NL

H&S requirements

For approximately 100 items information about:

- Dutch Occupational Health and Safety Legislation.
- Dutch Building regulations
- Standards: EN NEN ISO ATN
- Additional regulations: CE HACCP
- ING Policies
- Best Practice : example projects, AI- fact sheets, but also witch experts should be involved in the projects

HR ING NL