

A comprehensive approach to eliminating psychosocial risks

COMMENDED

TOFAŞ Factory, Bursa, Turkey

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The issue

Vehicle manufacturer TOFAŞ is aware that inappropriate working conditions, inadequate equipment and poor levels of physical activity are hazardous to employees' physical and mental health. The company wanted to create a good and pleasant working environment and promote the health of its employees.

Action taken

TOFAŞ set up a comprehensive 'Happy Employees Programme', focusing on employees' health and wellbeing and covering both the work environment and employee activities. It has been acknowledged that the end goal —



healthy and happy employees — could not be reached without the continued support of management.

The 'Stress Analysis' element aimed to follow up on problems with work-related stress. Results are discussed by special committees, relevant activities are planned to alleviate the problems and necessary administrative steps are taken. The improvements, focusing, for example, on monitoring and adjusting work pace, are supported by senior management and play an important role in reducing work strain, with the aim of achieving a stress-free working environment.

The 'Happy Living Spaces' element also aimed to create better working conditions. Ergonomic improvements and various facilities were put in place for use by employees, including recreation areas, a shopping market and a small cinema.

In addition, customised software was implemented to minimise stress by taking employees out of their work routine. Every shift begins with five-minute exercises to allow employees to relax and prepare for work. Further, 11 recreational clubs and 9 sports clubs were set up by volunteers. These colour social and cultural life for employees and help to increase participation, promote creative thinking and establish new connections.

Finally, the 'Employee Assistance Service' provides information and advice from mental health experts 24 hours a day, 7 days a week. The service is intended to be used not just by employees, but also by their families. It aims to support employees through difficult times while ensuring that they continue to contribute to the company.



Results achieved

An overall improvement in general wellbeing among employees, accompanied by increased productivity and quality, has been observed. There has also been a decrease in the number of health problems, occupational accidents and human errors.

Feedback from employees verifies that efforts have been successful. Factors affecting mental and physical health conditions are managed and risks of stress and psychosocial problems that may occur have been minimised.

Alleviating work strain and providing better working conditions, opportunities for social interaction and health promotion result in healthy and happy employees.