

# News Release

## IN GOOD HEALTH

### **Mondial UK puts staff wellbeing at the top of its agenda**

An estimated 25 million days are lost every year due to sickness absence. This equates to 8.4 days per employee according to the Chartered Institute of Personnel and Development (CIPD) absence management 2005 survey report. Not only does this cost businesses 1.75 billion pounds\* totalling £601 per employee, it is a massive disruption to business. With this in mind, Mondial UK is tackling staff wellbeing head on, as previously the company lost over half a million pounds alone due to staff absenteeism.

As an organisation offering vital 24/7 claims and assistance services, Mondial depends on a high volume of personnel who work shifts in technical or operational services, consequently any absence puts additional pressure on colleagues who have to deal with larger workloads. This, in turn, makes it challenging to achieve targets and objectives ultimately affecting the company's success. However, through proactive management of staff sickness and strict monitoring in 2005, Mondial has successfully reduced sickness absence

Mondial implemented an Absence Management Programme at the beginning of 2005, to aide Line Managers in their support of the company's focus on encouraging staff to proactively manage their health. Changes were also made to the company's Profit Related Pay (PRP) scheme to target one and two day frequent absence, rather than genuine illness.

The absence management programme was highly successful. Mondial aimed to achieve an average short term annual absence of four and a half days per employee. In the beginning of the year Technical Services and Operations absence figures were both around ten or eleven days, but the final figures for 2005 show that Technical Services has reduced its annual average to just over three days per employee. This was the most significant decrease, followed by Operations reducing absence to five days and Non-Operations staff cutting absence from six to just under three and a half days per employee.

Jenneh Thomas, HR Manager at Mondial, comments, "The introduction of an absence management programme has been hugely successful and it is encouraging to see that sickness absence has continued to decrease across the company. Sickness absence has a significant impact on the success of the company targets and team objectives and ultimately PRP, so it is essential that we continue to retain a focus on reducing absence levels. Staff absence also puts pressure on the remaining workforce, which has a negative impact on morale and motivation."

Sickness absence is a very real issue for businesses and one Mondial has placed high on its agenda as it has a far reaching impact within a business. Simply put, when the efficiency of a department is reduced, team objectives are not achieved, which in turn affects the success of the company.

Jenneh concludes, "As a company, Mondial is committed to health and safety issues, as well as maintaining a healthy and fit workforce. We will continue to support and assist individuals who may have health difficulties and as part of this focus on the health and wellbeing of all our staff, we want to ensure that all employees are committed to achieving the lowest possible level of absence. We by no means want to penalise individuals who are genuinely ill, but by targeting high frequency absentees we can manage the pressures our staff face and enhance productivity."

*\*Figures CBI 2003*

ENDS

**January 2006**

***Note to Editors***

Mondial UK is a leading provider of customer support services to the motor and travel industries, insurance companies and other blue chip organisations. As a member of the global Mondial Assistance Group, Mondial UK provides services to customers 24 hours a day, wherever they are all over the world.

The Mondial Assistance Group, part of the world's largest insurance company Allianz of Germany, provides customer care contact to over 200 million individuals world-wide. Many of the world's leading organisations benefit from Mondial Group services each year, ranging from Motor Assistance, Customer Information and Care Contact, Marketing Programmes, Fulfilment, Breakdown and Accident Management, Warranty Services, Travel Insurance and Assistance, Property Assistance and Advice Lines.

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