



## APV translated into action

**At Coromatic, the workplace risk assessment is not a trivial obligation – management uses the results from the survey actively because they are looking to improve the health and wellbeing of their employees.**

*By Kristine Seest*

The result of a workplace risk assessment (an APV) can easily end up at the bottom of a drawer if no action is taken on the results of the survey. This was the case in the technical company Coromatic. At least until just over a year ago, when senior management was replaced, and the focus was aimed at the fact that something needed to be done to improve the employee's wellbeing.

The workplace risk assessment report was pulled out of the drawer, and Coromatic's impartial pension broker, WTW, was brought in.

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**Marianne Fæster Nielsen**

HR Director, Coromatic

»Our workplace risk assessment survey and our quarterly PULS survey showed that we, as a company, had been through turbulent times. We were under the impression that we were in a better place than we were, because we thought we had already made improvements, but the surveys showed that we had not. It was an insight that needed to be taken seriously,« says HR Director Marianne Fæster Nielsen from Coromatic.

Specialists from WTW were involved to provide Coromatic with impartial advice on how the task of improving employee wellbeing could be approached in practical as well as strategic terms.

»Our CEO, Kurt Vahlun Sørensen, has three strategic focus points: employee satisfaction,

customer satisfaction and finances. We know that without satisfied and thriving employees, sustainable development is impossible to achieve in any area. At the same time, we hear from the employees that they feel that they have said and repeated the same thing over and over for a number of years, and that concrete actions are now needed to achieve change,« says Marianne Fæster Nielsen.

### Employee involvement

Senior management felt that they faced a process-weary organization with employees who needed things to start happening.

»We need a mix of long-term solutions and concrete initiatives to allow for change to happen here and now, so that employees can see that we have taken their feedback seriously,« says Marianne Fæster Nielsen.

Employees were involved and workshops were held for everyone in Coromatic in Denmark – six workshops for 120 employees at three different office locations.

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**Søren Egens Petersen**

Head of Corporate Health & Wellbeing, WTW

At the six workshops, which were facilitated by advisors from WTW's Corporate Health & Wellbeing department, the employees were presented with the results from their workplace risk assessment, and an open dialogue allowed for the employees to come up with suggestions to initiatives that could improve their everyday lives.

»We created a safe space for the employees who participated in the workshops, and it resulted in an honest and important talk about the things that the employees find problematic. When we come in as external and impartial advisors the dialogue is not governed by the usual norms within the organization. We can facilitate a different kind of dialogue than the one they are used to, and this led

to a number of constructive and concrete proposals that we could take directly to senior management,« says Head of Corporate Health & Wellbeing Søren Egens Petersen of WTW.

## Dialogue provides trust and wellbeing

Coromatic's internal surveys showed that an effort was needed to increase the employees' trust in senior management and their willingness to recommend Coromatic as an employer. After the workshops in late 2022, PULS surveys have shown greater satisfaction and better results in these areas.

»We can already see that the dialogue that we have established and our plans to make senior management more present and more visible has created greater satisfaction among the employees,« says Marianne Fæster Nielsen.

Senior management wants it to be easier to be an employee and a manager in Coromatic. Below are listed some of the initiatives that Coromatic has taken to improve the health and wellbeing in the company.

- More physical meetings, where senior management goes to the different offices to create a more visible and present management
- The employment of a health and safety consultant so that there is a person who has occupational safety and health as his or her primary area of responsibility
- Development of a management training program and an application for a grant from the Danish Working Environment Authority's pool to be included in a public programme that can strengthen management skills in the company
- Explore the possibilities of introducing daily training during working hours
- Explore the possibilities of an influenza prevention scheme for all employees
- Cooperation with WTW on obtaining offers from prequalified suppliers to carry out annual health checks for employees

»We have listened to our employees and to WTW's recommendations, and it has created a completely different awareness of what we can do ourselves. Our behaviour is central to the change we want to create,« says Marianne Fæster Nielsen.

In addition to the behavioural change initiatives, Coromatic's workplace risk assessment report has been replaced by a poster that hangs in the various offices and highlights the strategic focus areas that affect everyone in the company.

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Coromatic specialises in ensuring access to power and data communication for business-critical functions. They design, build and service technical infrastructure. And their highly specialized employees are experts in power, ventilation, refrigeration systems and the establishment and operation of data centres.

In 2021, the company's senior management was replaced, which led to an increased focus on the wellbeing of the 120 employees in Denmark.