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Global Healthy Workplace

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Thursday • March 14 • 2013

This presentation outlines how Technica created a Global Healthy Workplace aligned with the aims of the World Health Organizations Model for action:

By ensuring:

- Leadership engagement: Support and integration
- Worker involvement

To design and manage initiatives:

- Which will protect and promote the health, safety and well being of all workers, along four components:
 - Physical Work Environment
 - Psychosocial Work Environment
 - Personal Health Resources
 - Enterprise Community Involvement

To ensure that initiatives are:

- Innovative
- Sustainable
- Replicable

And to follow a continuous improvement cycle of:

- Assessment
- Planning
- Action
- Improvement



1982

Foundation of Technica as a local family business

Workshop: 40m²

Staff: 4

Market: Local



2013

Technica has become a multinational company with global reach

Factory Area: 6,000m²

Staff: 140

Market: 30 Countries

Branches: 8

Mission

Our mission is to satisfy the need to automate the product handling of our customers, on the global market, by providing innovative and customized automated solutions and by integrating turnkey lines, designed to improve operation efficiency and to increase production capacity.

valued customers

We have build a base of 276 customers in 30 countries. We are also an approved vendor to most multinational companies.



primary packages



- | Product conveyors
- | Side grip elevators
- | Mass flow conveyors
- | Debaggers
- | Accumulation tables (FIFO - loop - mass - row)

secondary packages



- | Segregation units
- | Spiral conveyors
- | Continuous elevators
- | Conveyor systems (roller - belt)
- | Warehouse automation

pallets & heavy loads



- | Palletizing lines
- | Stretch wrappers
- | Pallet conveyors
- | Shuttle cars
- | Pallet lifts
- | Pallet management

Leadership Engagement, Support & Integration

Values and BHAG

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Values (RISER)

Recognition

We strongly encourage and reward innovation, creativity and personal initiative.

Integrity

We build long term relations with our stakeholders, our team, our suppliers and our customers based on trust, loyalty, mutual support and open communication.

Servant Leadership

We are Servant Leaders: We cultivate rich relation with our team, based on mutual respect, and we develop their personal and professional skills.

Excellence

We are committed to deliver quality and excellence in everything we do.

Responsibility

We care for the welfare of our society and for the protection of our environment.

BHAG

In 2040, we see Technica as a large conglomerate of companies, employing the best talents in our community, to design and manufacture the complete range of equipment in the end of lines, and selling it to the world.

The driver to this growth is the vision and the values of the founder:

“We will grow our company while promoting objectives which are good for the company as well as for its employees. What is good for the company must also be good for the community.”

(Tony Haddad, 1982)

These values were later embedded in the company and confirmed through milestones:

-1985: ILO convention 161: *“Establish occupational health services for all workers”*.

-1998: World health assembly resolution 51.12: *“Foster the development of health promoting communities and work places.”*

-Jan 2011: HBR article by Michael Porter
Creating shared value:

“Companies create shared value when they enhance their competitiveness while simultaneously advancing economic and social conditions in the communities in which they operate.”

(Michael Porter - Mark Kramer)

Leadership Engagement, Support & Integration Culture

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our culture | TASSCCQE

I for innovation
T for time respect
A for accountability
S for servant leadership
S for safety compliance
C for customer orientation
C for cost consciousness
Q for quality drive
E for environment respect

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Companies, same as individuals, need to have a soul and a culture to sustain growth.

We have created our own culture | **TASSCCQE**:

- Innovation
- Time Respect
- Accountability
- Servant Leadership
- Safety Compliance
- Customer Orientation
- Cost Consciousness
- Quality Drive
- Environment Respect

Leadership Engagement, Support & Integration

Servant Leadership

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servant leaders are servants first,
leaders second.

I TASSCCQE

we are servant leaders.

we have servant hearts:
we have genuine love for others,
we move outwards to serve them.

we have servant heads:
we set a clear vision,
we are responsive to the team to make them responsible,
we serve the team so that they can better serve the customers.

we have servant hands:
our behavior is a role model to the team,
we develop a triple bottom line: raving fan customers,
engaged team and financial strength.

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Our managers are servants first, leaders second.

We have:

- A Servant Heart: We have genuine love for others
- A Servant Head: We set a clear vision
- A Servant Hand: Our behavior is a role model

Our organization structure is the inverted pyramid
(Ken Blanchard)

Managers are called to serve the front liners so that
they can better serve the customers.

Leadership Engagement, Support & Integration

ESP – Employee Satisfaction Program



if we don't take care of our customers,
someone else will.

I TASSCCQE

we train our team to understand the customer perception.
we are customer oriented.
we listen to the customer needs and respond to them.
we build our relations based on trust and mutual support.
we monitor the customer satisfaction and we react when needed.
we do quality work to eliminate snags.
we thank customers for their complaints and we react to them to create
a bonding relation.

- The first C letter of our culture stands for “Customer Oriented”. We have developed for them a CSP “Customer Satisfaction Program”.
- We view our employees as our internal customers and we have developed for them a ESP “Employee Satisfaction Program”.
- Our employees are at the center of this program, and are involved and engaged.

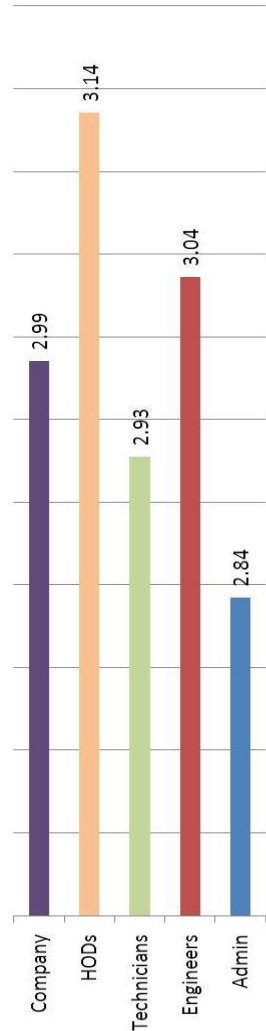
ESP Program includes:

- Design of initiatives
- Evaluation of results by all the team
- Action plan for improvements

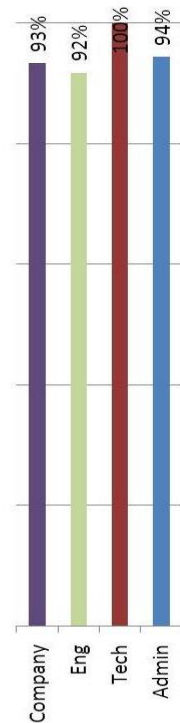
Worker Involvement Organization Capital Survey

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Employee Satisfaction Index: (2.99/5)



Personal Satisfaction Index: 93%

- Our employees provide their input through:
 - Focus Group discussions
 - 360° feedback program
 - ESQ (Employee Satisfaction Questionnaire)
 - Organization Capital Surveys
 - SER (Safety & Environment Improvement Request)
 - OFI (Opportunity for Improvement)
 - AWR (Award Request)
- The input is consolidated and analyzed
- Actions are decided and decisions are shared with the team
- An index (ESI) is created. It is a KPI in the HR process

Worker Involvement

Quest for Change

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GM meeting the team

- Input from the team is the basis of our strategy and actions
- Engagement of the team was instrumental in the company turnaround in 2010:
After 2 consecutive years of losses, we were able to go from EBIT -5% to an EBIT +15%
The process was set in a general meeting:
- Data Collection:
Collect input of all the team at all levels, of what went wrong
- Gap analysis:
Analyze root cause and design actions
- Quest for change:
Game of “Who Moved my Cheese” (Dr. Spencer Johnson)
- Tough decisions were taken together:
 - Freeze salaries and bonuses for 18 months
 - Cut layers of supervision
 - Empower the front liners
 - But no lay offs, except in case of mediocrityThe team followed and was engaged

Physical Work Environment Initiatives

Initiative in ESP	Impact
Design and implement “Safety Management System”	<ul style="list-style-type: none"> - Add to the organization structure “Safety Officer” - 18001 Safety Standard Certification (September 2013)
Create a function “Safety Buddies”	<ul style="list-style-type: none"> - Safety auditors trained for factory as well as for sites inspection
Safety trainings for installation teams on customers safety requirements	Got “Approved Contractors” status from multinational companies: P&G, Nestle, Unilever, Mars, Marai
Install safety cameras	<ul style="list-style-type: none"> - 24 hours monitoring and recording - Hazards and unsafe behaviors are played back to the team
Ergonomic work environment study and implementation (LAU)	<ul style="list-style-type: none"> - Ergonomic chairs for all staff (70 chairs replaced) - Operator work stations redesigned - Factory ventilation system redesigned - Noise study applied - Study and training on correct postures for computer users
Fire alarms and fire fighting	<ul style="list-style-type: none"> - Fire alarm system for server room, offices and factory - Fire fighting team defined, fire drills for all company workers

Physical Work Environment

Pictures



Psychosocial Work Environment Initiatives

Initiative in ESP	Impact
Performance appraisal process	<ul style="list-style-type: none"> - Worker own self evaluation and manager's evaluation - Process of: set objectives, coach to perform, evaluate results, and refine objectives
Personal Development plan (PDP)	<ul style="list-style-type: none"> - Online and interview assessment by an outside expert (exeed) - Coaching plan developed for each with training for leaders - Life coach assigned where needed
Sales team assessment	<ul style="list-style-type: none"> - Online and interview assessment of team by outside expert (WSM) - Training plan established - Sales targets and KPI defined
Profit sharing	<ul style="list-style-type: none"> - 5% of company profits are distributed to the team - Recognition of their contribution to creating value to the company
Financial assistance and security	<ul style="list-style-type: none"> - Agreement with our bankers to provide up to 7 months short term loans and long term loans for housing - Loan guaranteed by company
Technica membership	<ul style="list-style-type: none"> - Agreement with all our suppliers to grant our special discount to all our employees - Agreement with major outlets to provide special quantity discounts

Psychosocial Work Environment Initiatives

Initiative in ESP	Impact
Equal employment opportunities	<ul style="list-style-type: none"> - 25% girls, 75% boys - Top management: 50% women
Working hours for mothers	<ul style="list-style-type: none"> - Flexible hours for mothers. Option to work from 8:00 A.M. till 4:00 P.M. - Leave in case of need at home with no prior notice
Job security	<ul style="list-style-type: none"> - Strict policy of no lay off for reasons of loss of sales or profits. - Lay off only for breach of values or unwillingness / in capacity to develop and train to meet job competencies
Life insurance	<ul style="list-style-type: none"> - Personal accidents and life insurance with legal heirs as beneficiary
Focus groups	<ul style="list-style-type: none"> - Annual meetings by groups to evaluate ESP - ESP owner: HR manager, collects feedback, sets action plan
360° feedback	<ul style="list-style-type: none"> - Outside consultant to conduct survey
Opportunities for the disabled	<ul style="list-style-type: none"> - 5 technicians with hearing disability - 1 worker with low mental capacity - They participate to all activities and training via specialized translator - Are hard workers and increase motivation of team
Multinational employment policy	<p>Workers from different nationalities and cultures India (5), Egypt (3), Nepal (1), Syrilanka (1), Palestine (11), Syria (3), Soudan (3), Nigeria (2) Philippines (1)</p>

Psychosocial Work Environment Initiatives

Initiative in ESP	Impact
Company day out	<ul style="list-style-type: none">- Yearly outward activity for all the company: games, lunch, activities- Bonding relation between leadership, management and workers
Music club and concerts	<ul style="list-style-type: none">- Develop musical talent of team- Concerts, yearly Christmas concert and mass
Recognize and reward achievements	<ul style="list-style-type: none">- Technica award for innovation and initiatives- SER award (Safety and Environment Request Improvement)- OFI award for the highest contribution- “Sharing for Learning” initiative
Policy for compensation scheme	<ul style="list-style-type: none">- Salary scale based on HAY methodology- Survey for compensation (HR Club)- Policy to set our compensation 10% higher than similar industries
“Organization Capital” survey	<ul style="list-style-type: none">- Conducted for all employees- Results posted- Index created and is KPI in HR process

Psychosocial Work Environment Pictures

Day out in Byblos City



Christmas concert



Safety training with assistance of translator for hearing disabled



EXEED
EXECUTIVE BUSINESS INSTITUTE

Personal Development Plan

techn^oca

For

Mrs. Iman Helu

Human Resources Manager

July 2012

Personal Health Resources Initiatives

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Initiative in ESP	Impact
No smoking environment	<ul style="list-style-type: none">- Many workers reduced or dropped smoking
Encourage physical exercise and sports	<ul style="list-style-type: none">- Free membership at local club for sports fan- Basketball and football team- Inter company tournaments
Encourage healthy eating habits	<ul style="list-style-type: none">- Outside expert dietician to assess and recommend diet plan- Monitor main indicators and record progress
Company Doctor	<ul style="list-style-type: none">- Periodic routine checks for specific positions- Vaccination plan- Secure special medication in times of crisis (SARS out break)
First aid training	<ul style="list-style-type: none">- 14 hours training plan of RED cross- Special training for accidents at home
Blood donations	<ul style="list-style-type: none">- Database of blood types for all workers- Mobile numbers for emergency donations- Blood donation day (Donner sang computer)

Healthy day Technica 6 September, 2011



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Giving Blood "Donner Sang Compter"

Mission:
To create a centralized organization that holds a database of potential volunteers who are willing to generously donate their blood, platelets and plasma to patients in need, hence answering the greatest possible number of demands all over the Lebanese territory.

You can donate blood if you:
are generally in good health, age 18 to 65 and weigh at least 50kg for women and at least 60 kg for men.

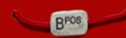
You can't donate blood if you:

- Have donated blood more than 5 times in a year's time.
- Have undergone an operation less than 6 months ago.
- Have ever, long, spread or heart disease.
- Have lost weight or have noted a persistent elevation of temperature for no apparent cause.
- Have taken aspirin or profenid or any medication against infections in the past week or less.
- Had diarrhea within the last week.
- Have ingested or injected narcotics (drugs).
- Had a previous infection of hepatitis B or C, jaundice or malaria.
- Had a past case of any type of cancer.
- Had a vaccination (Bt, chicken pox, hepatitis...) within 1 month or less.
- Have a blood borne disease (thalassemia, hemophilia...) or epileptic seizures.
- Have donated platelets less than 48 hours ago.
- Had a piercing or a tattoo less than a year ago.
- Had a recent accident or near or close contact with foreign blood less than a year ago.
- Had an unprotected sexual activity with multiple partners.
- Are a man who has had sex with another man even if protected.
- Are under the age of 18 or over the age of 65.
- Are pregnant or have had a baby in the last 9 months.
- Have your periods (women).
- Have a respiratory allergy.
- Have been tested HIV positive or think you might be at risk.

Benefits of donating Blood

- If you donate blood several times a year, you are likely in better physical shape than those who do not, and you have a reduced risk for several severe diseases.
- You can give blood every 8 weeks, that's approximately every two months up to 4 times a year for women and five times for men.
- Giving blood leads to lowering the iron levels in the donor's body, which can help reduce the risk of heart disease.
- Homogeneous blood donation is correlated with lower risks of cancers According to the Milan Espirone Blood Center, including liver, lung, colon, stomach and breast cancers. Risk levels dropped is related to the frequency of blood donation.
- Donating blood improves cardiovascular health.
- Blood donation will allow the replenishment of the donor's blood supply which will help his body to function more efficiently. After donating, the human body replace the blood volume within 48 hours of donation, and all of the red blood cells lost during donation are completely replaced within four to eight weeks.

Blood-Brothers Bracelet



For only 5,000 LBP wear your blood type with style, and support Donner Sang Compter and its noble efforts towards the cause of Blood Donation in Lebanon.

Contact Safety Department to get the bracelet



Enterprise Community Involvement Initiatives

Initiative in ESP	Impact
Repair and asphalt the village road	<ul style="list-style-type: none"> - 5KM of road to the factory and neighboring village repaired and asphalted
Assist local university	<ul style="list-style-type: none"> - Contribution to local university (CNAM) by 5% of our yearly purchases collected from our suppliers and amount doubled by Technica - Invited other industrialists to do the same and replicate
Cooperation with university	<ul style="list-style-type: none"> - Sponsoring of final year projects and financing with salaries to engineers - Training hub for graduating engineers with opportunity for employment for good trainees
Sharing of blood types database	<ul style="list-style-type: none"> - Share our database with local hospitals for emergency donations
Forestation	<ul style="list-style-type: none"> - On our 30th anniversary, plant a tree in name of our stake holders, with GPS coordinates - Plant a tree for each new order, 500 trees will be planted in 2012-2013 - Campaign with fellow industrialists to replicate
Jeita campaign	<ul style="list-style-type: none"> - Campaign to vote for our Jeita Grotto in the new 7 Wonders of the World - Company paid sms voting charges and gave break to all staff to vote - Easy link by our IT department to facilitate vote and forward to contacts, asking them to vote and forward (create a chain)
Waste Recycling	<ul style="list-style-type: none"> - Segregate waste and despatch to recycling centers - e waste recycling initiative
Solar Power	<ul style="list-style-type: none"> - 10 years long term loan to generate solar power and preserve environment
Green pledge	<ul style="list-style-type: none"> - We signed the green pledge as an engagement to become an environmental friendly company by green behavior



FORESTATION CERTIFICATE

This is to certify that on behalf of

Global Healthy Workplace Awards & Summit 2013

Technica has contributed
to the forestation of Lebanon by planting a Cedar tree

GPS Coordinates: 34° 0'36.26"N 35°53'3.89"E
March 2013

Mr. Raoul Nehme



معاً نزرع غابات الغد
TOGETHER WE PLANT
TOMORROW'S FORESTS

Mr. Tony Haddad

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Pledge for Corporate Environmental Responsibility تعهد من أجل المسؤولية البيئية لقطاع الأعمال

- تقليل النفايات من خلال تقييم العمليات، وضمان أنما
فعالة قدر الإمكان
- تقليل من الانبعاثات السامة من خلال اختيار
- تصدير وتعبئة مجموعة من المنتجات للحد من الأثر
البيئي في كل من الإنتاج والتوزيع
- الالتزام أو تجاوز جميع التشريعات البيئية التي تنطبق
على الشركة
- تقبل المسؤولية عن الآثار الضارة الناتجة من عملياتنا
على البيئة المحلية والعالمية، وتلتزم الحد منها
- قياس أثرها على البيئة ووضع أهداف لتحسين مستمر
- رفع مستوى الوعي لموظفيها بشأن المسائل البيئية
وحشد تأييدهم لتحسين أداء الشركة
- التشجيع على اعتماد مبادئ مماثلة من جانب مورديها،
والعملاء، والمجتمع
- Minimize waste by evaluating operations and ensuring
they are as efficient as possible.
- Minimize toxic emissions through the selection and
use of its fleet vehicles and the source of
its power requirements
- Source and promote a product range to minimize
the environmental impact of both production
and distribution
- Comply or exceed all the environmental legislation
that relates to the Company
- Accepts responsibility for the harmful effects
its operations have on both the local and global
environment and is committed to reducing them
- Measure its impact on the environment and
set targets for ongoing improvement
- Raise awareness of its staff on environmental issues
and enlist their support in improving
the Company's performance
- Encourage the adoption of similar principles by its
suppliers, clients, and community at large



innovation is innate and dormant,
just cut it loose and let it out.

| TASSCCQE

we strongly encourage and reward creativity, innovation and personal initiative (refer to innovation policy).
we don't punish failure of innovative ideas.
we imagine things that could happen and ask why not.
we brainstorm with fresh minds and no boundaries that limit our thinking.

- Some people see things happening and ask “why”. We imagine things that could happen and ask “why not”
- The missing “I” in our logo reflects the innovative drive
- Innovation is reflected in moving from “Responsibility” to “Value Creation” (from CSR to CSV)
- Initiatives become fun games to drive results.
- Innovation is also reflected in involving our suppliers and stake holders in our healthy workplace program

Sustainable Initiatives

Healthy Workplace Program Committee



Healthy Workplace Programs Review Meeting

- This effort is not a one time project
- To ensure sustainability, we have created a “healthy workplace programs committee”
- The committee consists of: (From left to right) HR Manager, Quality Manager, Strategy Management Officer, and Safety Officer
- The committee reports directly to the GM

Sustainable Initiatives Strategy Map 2013

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Mission	Our mission is to satisfy the need to automate the product handling of our customers, on the global market, by providing innovative and customized automated solutions and by integrating turnkey lines, designed to improve operation efficiency and to increase production capacity.			
Vision	Image: Maintain a leadership position as a manufacturer of quality equipment and innovative solutions provider in the Middle East. Market Growth: Expand our market to global level and become a recognized global supplier by 2014. SFO: Transform Technica into a strategy focused organization by 2015. Company Growth: Sustain growth in revenue and profitability and double the size of the company by 2020.			
Financial	<ul style="list-style-type: none"> - Maximize asset utilization - Maintain positive cash flow cycle - Maintain growth in profits 		<ul style="list-style-type: none"> - Reduce operation cost - Sustain company growth through strategic investments 	
Customer	<ul style="list-style-type: none"> - Develop customer oriented and bonding relations - Ensure excellent support to the customer 		<ul style="list-style-type: none"> - Develop and optimize solutions within our core competencies - Reflect an image of quality and excellence 	
Processes	Achieve Operation Excellence <ul style="list-style-type: none"> - Optimize the supply chain cycle - Minimize cost of production - Improve the quality and aesthetics of the products 	Increase Customers Value: <ul style="list-style-type: none"> - Develop markets in new territories - Develop the food and pharma sectors - Grow customer satisfaction and loyalty - Enhance customer profitability - Increase the revenue from spare parts and services 	Drive Innovation: <ul style="list-style-type: none"> - Develop an R&D process for product innovation - Optimize the product realization process 	Create Shared Value: <ul style="list-style-type: none"> - Respect the environment - Improve health and safety conditions - Create shared value for the community
Learning & Growth	HR Capital: Develop competencies and strategic skills, Attract and retain talent, Ensure proper succession, Increase the employee satisfaction IT Capital: Ensure a reliable secure and efficient infrastructure, Capitalize on technology to boost performance Organization Capital: Ensure strategy awareness and alignment of the organization, Establish a culture and values driven company			
Values (RISER)	Recognition: We strongly encourage and reward innovation, creativity and personal initiative. Integrity: We build long term relations with our stakeholders, our suppliers and our customers based on trust, loyalty and mutual support. Servant Leadership: We are Servant Leaders; We cultivate rich relation with our team, based on mutual respect, and we develop their personal and professional skills. Excellence: We are committed to deliver quality and excellence in everything we do. Responsibility: We care for the welfare of our society and for the protection of our environment.			
Culture	ITASSCCQE: Innovation, Time Respect, Accountability, Servant Leadership, Safety Compliance, Customer Orientation, Cost Consciousness, Quality Drive, Environment Respect.			

Replicable Initiatives

Sharing our Culture



- Our ambition is to be a role model and duplicate our system in other communities
- Our culture is made public and visible at the entrance for visitors
- Ministry of industry requested copies to post them in the ministry
- Multinational companies requested and received copies



President Suleiman delivering LEA award to GM

- In 2010, Technica was awarded the LEA, “Lebanese Excellence Award”
This is administered by the European community to companies meeting excellence standards.
- Technica then initiated the “HR club”. Today it has 32 members.
We share data and surveys of compensation plans, culture elements, quality measures.
Final report is prepared and diffused by our HR Manager
- We campaign our initiatives and invite the members to replicate

Follow Continuous Improvement Cycle

Deming Cycle PDCA

Opportunity for Improvement Wizard

Specify General Details
Kindly choose from the drop down list your name or the raiser name, confirm the raised date and choose the concerned process

Raised By (Person or Customer)
 Internal External
Selwan, Jessica

Raised Date
19/03/2013

Process
Safety & Environment

- Operations Management
- Project Management
- Purchasing
- Quality Management and Improve
- Quality Policy and Strategy
- Research & Development
- Safety & Environment
- Sales Support

< Back Next > Cancel

We follow the PDCA Deming model to manage our processes, activities and initiatives.

Assessment:

System efficiency is assessed through:

- Focus group discussions
- 360° feedback
- Organizational capital surveys
- Input from OFI's (Opportunity for Improvement)
- Input from SER (Safety and environment improvement request)

Planning:

Initiatives are planned and reviewed in:

- Operational department meetings (monthly)
- Strategy review meetings (Quarterly)
- Management and safety review meetings (semi annually)

Monitoring:

- Software "Q-Pulse" is used to track and manage the implementation. The software includes modules for:
 - OFI process
 - SER process
 - AWR process (Technica Award)



HOD's in training: Leadership and team building

To sustain a global healthy workplace and environment, we have entrenched this philosophy in the behavior of our team:

-Profit is not the driver of our company

-Profit is the **applause** the company gets from our **satisfied customers**, when they are served by our **highly motivated team**



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Thank you