

## ПРАКТИЧЕСКОМУ ЗДРАВООХРАНЕНИЮ

DOI: <http://dx.doi.org/10.31089/1026-9428-2019-59-4-227-228>

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### Principles and priorities of Occupational Health at Procter & Gamble Company

Procter &amp; Gamble, 654/2, Karolinska, Prague, Czech Republic, 18600

The approach of Procter & Gamble Company to health at workplace is presented. The priorities include commitment to «save a life» in terms of early and best First Aid availability, full legal compatibility of the occupational health systems in place, the high quality of entry and regular medical checks, protection of employee health in relation to specific technologies and maintaining positive relationship and interface with employees. Structure of Company medical services is also briefly described.

**Key words:** Procter & Gamble; Occupational Health Priorities; Company medical services structure

**For citation:** Urbanek R. Principles and priorities of Occupational Health at Procter & Gamble Company. *Med. truda i prom. ekol.* 2019. 59 (4): 225–226. <http://dx.doi.org/10.31089/1026-9428-2019-59-4-225-226>

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**Funding:** The study had no funding.

**Conflict of interests:** The authors declare no conflict of interests.

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### Принципы и приоритеты охраны труда в компании «Проктэр энд Гэмбл»

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Представлен подход компании «Проктэр энд Гэмбл» к здоровью на рабочем месте. К числу приоритетов относятся приверженность «делу спасение жизни» с точки зрения ранней и наилучшей доступности первой помощи, полная правовая совместимость существующих систем охраны здоровья на производстве, высокое качество регулярных медицинских осмотров, охрана здоровья сотрудников, в связи с конкретными технологиями и поддержание позитивных отношений и взаимодействия с сотрудниками. Также кратко описана структура медицинских услуг компании.

**Ключевые слова:** Проктэр энд Гэмбл; приоритеты профессионального здоровья; структура медицинских услуг компании

**Для цитирования:** Урбанек Р. Принципы и приоритеты охраны труда в компании «Проктэр энд Гэмбл». *Мед. труда и пром. экол.* 2019. 59 (4): 227–228. <http://dx.doi.org/10.31089/1026-9428-2019-59-4-227-228>

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**Финансирование:** Исследование не имело финансирования.

**Конфликт интересов:** Авторы заявляют об отсутствии конфликта интересов.

For Procter & Gamble, the most important asset are the people — employees of the Company. We need them, their commitment, ownership of processes, innovativeness and productivity to achieve success in our activities. The health and wellness of our employees is crucial — including healthy workplace, i.e. safe and healthy working environment and preventive approach of health services. Our Global Policy for Employee Health and Wellness contains also two extremely important principles: we apply the same corporate health and wellness standards at all Procter & Gamble locations consistently around the whole world and we assure full compliance with all relevant health-related laws and regulations. The legal side is however a priority — we do modify company approaches and requirements so that there is always full legal compatibility of our systems and structures.

The responsibilities for achieving our goals in the domain of Health and Safety are ensured by both medical structures and business or production leadership. The Corporate Medical Director with global scope of work leads the Global Medical Leadership Team which provides the strategic direction and defines corporate expectations for the Company's health-related programs to meet its responsibilities in health assurance.

Technology medical owners with again global scope of work provide expertise in medical aspects of concrete technologies for the concerned factories and centers. They usually communicate with them via regional medical structures.

Regional Medical Leaders provide overall health stewardship within a region. This includes cooperation with regional medical resources, contract manufacturers and key suppliers.

Health Systems Managers are usually senior nurses who provide every day, routine advice, support and information for the factories and centers. They are coordinated by Regional Medical Leader who is usually their direct superior.

Site Leaders — Directors of factories or Heads of Centers/Offices — are ultimately responsible for governance at their site and are accountable for site compliance with Company standards and requirements.

The Company standards and requirements are summarized in P&G Health Systems Key Elements (HSKE), which have global validity — for all operations in the world. It can happen that these our requirements differ from local standards of a concrete country — for this purpose, a senior local physician in one of the operations in the country (called Lead Country Physician) is responsible for making modifications

to our requirements so that they correspond fully to local legal requirements.

The HSKE are grouped into several domains, which correspond to global medical priorities:

- Save a Life
- Obey the Law
- Protect Key Technologies
- Enhance Speed to Market
- Inspire Health and Wellness

And one more domain is added with a title

- Employee centered Care

**Save a Life** covers several systems: *Basic Life Support* — any situation where employee needs and receives First Aid from a trained First Aider, i.e. medical professionals are not immediately involved. It defines minimum requirements for training, refresh courses, response time etc. *Advanced Life Support* is any help where medical professionals are directly involved. It includes ambulance systems and their availability, quality, equipment and response time. Company medical professionals are required to have contact to the medical facilities in the proximity, monitor their quality and eventually propose actions in order to optimize this domain — e.g. contract a private ambulance system or, in the worst-case scenario, to have Company owned ambulance available. *Health Risk Assessment requirement* orders to medical professionals to actively participate in the process of evaluation of risks and hazards at workplace owned and conducted by Safety at Work. *Crisis Management requirement* integrates Medical in the crisis management team of the site where their participation adds value. We also assess the risk of *infection risk at workplace* where we monitor any situation or role exposed to such risk (e.g. First Aiders, Wastewater Treatment etc.).

**Obey the law** is a priority and requirement ordering full legal compatibility of our systems, includes also access to legal information (web, library, professional association, public sanitary systems) and also legal requirements for medical personnel (licenses, diplomas, postgraduate education).

**Protect Key Technologies** covers classical occupational medicine — there are requirements for *medical qualification* — fitness to do concrete jobs/tasks, *monitoring programs* for employees exposed routinely to certain risks, and also *ergonomic program*. Here we have some elements, which often exceed basic legal requirements — the reason is that our Company considers the concrete technologies highly important, contributing substantially to high quality of our products. Typical example can be enzymes in laundry detergents, which do represent a certain health risk but at the same time, highly effective programs of protecting employees and health monitoring of the exposed persons can reduce these risks to minimum.

**Enhance speed to market** means maximum of integration of medical professionals into site operations — the medical staff should know all technologies, raw materials, procedures and formulas — and they must be involved in decisions on any changes of these factors. They should also report to regional or technology leaders any significant health related event (with of course respect to medical confidentiality), which could be of general use in order to prevent such event in the future.

**Inspire Health and Wellness** requires to perform a regular assessment of «health needs» of employee population — an analysis of all the data available on employee health problems, illnesses, mental health issues, stress level etc. etc. so that activities in the domain of prevention can focus on actual problems — that they «hit» what the employees need to address. Each site of Procter & Gamble in the world must have a system of *professional counseling* in place — this is provided by a pro-

fessional company (usually one provider for the whole region or even more regions) and contains psychological counseling, financial advice (on loans, credit cards, debts, investments etc. etc.) and also basic legal counseling (no service of a solicitor but professional info on what is legally correct and what not — what should be in a housing contract, selling/buying apartment, watchouts in legal procedures etc. etc.).

The wellness/wellbeing program of Procter & Gamble is very comprehensive, offered in the whole world under one logo of Vibrant Living and contains high number of initiatives towards healthy lifestyle, smoking cessation, dietary advising and many others — here also there is emphasis on identified problems, which are present in a certain geography and site, so the principle of activities based on «health needs analysis» is respected.

**Employee Centered Care** covers mostly technical aspects of the site medical unit functioning — it stresses e.g. communication between employees and medical professionals (duty to inform each employee in detail what service or support he/she can obtain in site medical department); defines also duty of receiving feedback evaluation of medical services — satisfaction or improvement proposals...

Medical confidentiality is rather a legal obligation, but we do have company requirements for this points too. Basic definition of P&G medical unit — space design, staffing, equipment — again, local legal requirements have priority.

These company *Key Elements* are also (and in an important way) considered a *checklist for «site medical capability»* — a check how far medical systems are complete, active, sufficiently staffed or equipped. We use the Key Element checklist for *auditing* of individual sites — both internal audits done by the site medical personnel on their own systems as also external medical audit performed in regular intervals by an external auditor — usually Regional Medical Leader of Health Systems Manager(s) — their scope of work were already presented earlier.

If a site doesn't fulfill all requirements, the gap must be well identified and an action plan immediately drafted in order to fill that gap and return the plant or office back to medical capability. As the plant manager (Director of the factory) is the capability owner, he/she is personally interested in good capability — which support helps medical to achieve good results.

At the end, maybe several words about the medical checks performed in our medical units — this is quite different from one country to another and we fully respect the legal background. The European trend goes currently towards detailed exam only in situations where the worker is exposed to really high risk or hazard — and especially in situations where an ill worker could cause harm to others (e.g. vehicle operators); in little risk, very often the routine check is limited to an interview by a specialized nurse with referral to a Doctor only in cases where the nurse suspects or can see anything abnormal or pathological. Referral to specialist is being made usually as a secondary step — if the occupational health professional suspects pathology...

These are the basic features of our occupational health systems of our Company. We however are active members in medical associations — or trade associations where there is a medical or safety oriented working group (typical example: Soap and Detergent Industry Association) so that most of our principles are not limited just to one, our Company — but is based on wide consensus of the industry, scientific bodies and the authorities.

Received / Дата поступления: 29.03.2019

Accepted / Дата принятия к печати: 10.04.2019

Published / Дата публикации: 18.04.2019