01. Introduction
Start People Services – part of

- Founded in **1960**
- **$ 13 billion** REV / Y
- **Stock market in Tokyo**
- **162 subsidiaries**
- **32.000 employees**
- Staffing, HR media, marketing media
Start People Services – part of
02. Considerations
Considerations

Challenge

- Protection of the private space of our clients

Attention Points

- The private home of our clients is legally well protected
- It’s impossible to have a risk analysis of all our workers’ workspaces

Actions

- We stimulate our housekeepers in their signaling role
- We have toolkits for workers & clients as well as management
- Our workers can not only evaluate their job or their consultant, but also their clients
Considerations

Challenge
- Avoid as much as possible the physical – phycological – chemical risks of the job

Attention Points
- Our workers have to do their job in a correct way in order to minimize accidents or injuries.
- Product knowledge is important to minimize the chemical risks
- Management has to be aware of possible phycological problems

Actions
- Information & Sensibilization of our workers and our clients
- Consultants are trained to do job coaching (on the job as well as at the office) with actions to improve the situation for worker and client
03.

Toolkits
Actions – clients

- COMMUNICATION BOOKLET
- LEAFLET NEW CLIENTS
- NEWSLETTER
- ECOLOGICAL PRODUCTS WITH DISCOUNT
Actions – workers

- COMMUNICATION BOOKLET
- NEWSLETTERS
- PERSONAL PROTECTIVE EQUIPMENT
- EVALUATIONS
- CONFIDENTIAL ADVISOR
- SAFETY BOOKLET
- TRAININGS (next slide)
**Actions – Trainingen Workers (both digital & classical)**

- Start 2 Cheques
- Ergonomics for +45 employees
- Hygiene in the kitchen
- Work Organization
- Ergonomics for clean ecologically
- Customer Focus
- Professional attitude at the job
- Safety: the basics
- How to deal with dementia
- Assertiveness
- Feeling lonely at the job?
- How to
- Product knowledge
Actions – Management

TRAINING

- How to manage mourning employees
- How to coach my housekeepers
- Participation to the housekeepers’ trainings
- How to take care of the psychological wellbeing

Toolkit Management

SMT
Actions – extra focus 2018

- FIT4WORK
- SMOKING
- SLEEPING
- NUTRITION
- PSYCHOSOCIAL RISKS ANALYSIS
- WORKABILITY SCAN
- PARTICIPATION SECTOR CAMPAIGN AGAINST SMOKING

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Actions – extra focus 2019

Focus 2019

- TRAINING ≠ LANGUAGES
- PSYCHOLOGICAL, SOCIAL AND LEGAL SUPPORT
- APP

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04.

Evaluation
1. Evolution of work accidents (frequency and severeness)
2. Evolution (long term) illness
3. Evaluations / studies / surveys : comparison with the benchmark
4. Retention of our workers