

Health and Well-being Committee Program

HaWC Meeting #1

Introductions

Name

Department

How long have you worked at the organization?

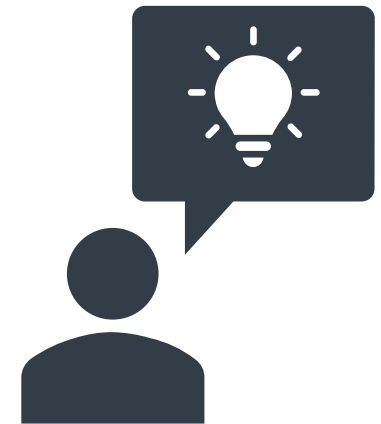
In one word, how would you describe the last week or month?

Agenda

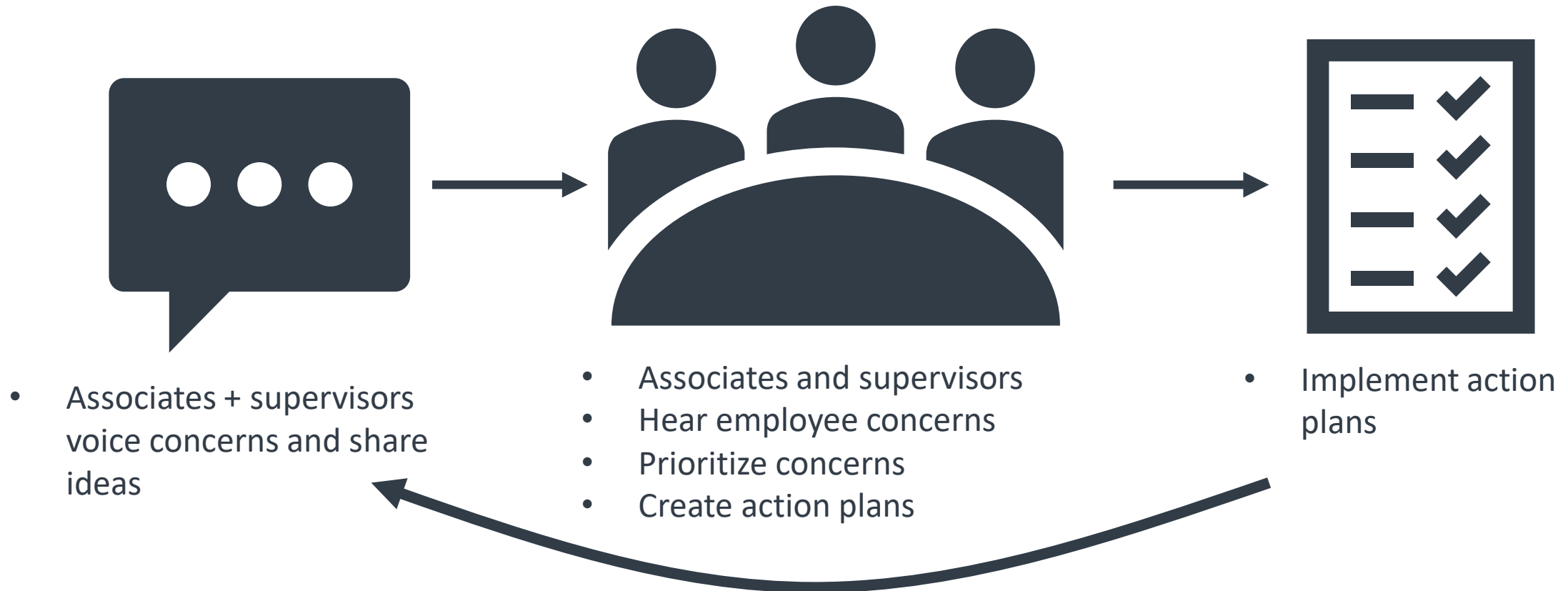
- ✓ What is the HaWC?
- ✓ Creating a positive environment
- ✓ Roles and responsibilities
- ✓ Team agreement
- ✓ Communication plan
- ✓ T-shirts

Questions and sharing ideas as personal risk

- *I might show that I don't know something*
- *I might offend my coworkers and/or boss*
- *I might challenge the accepted way things work around here (the “status quo”)*

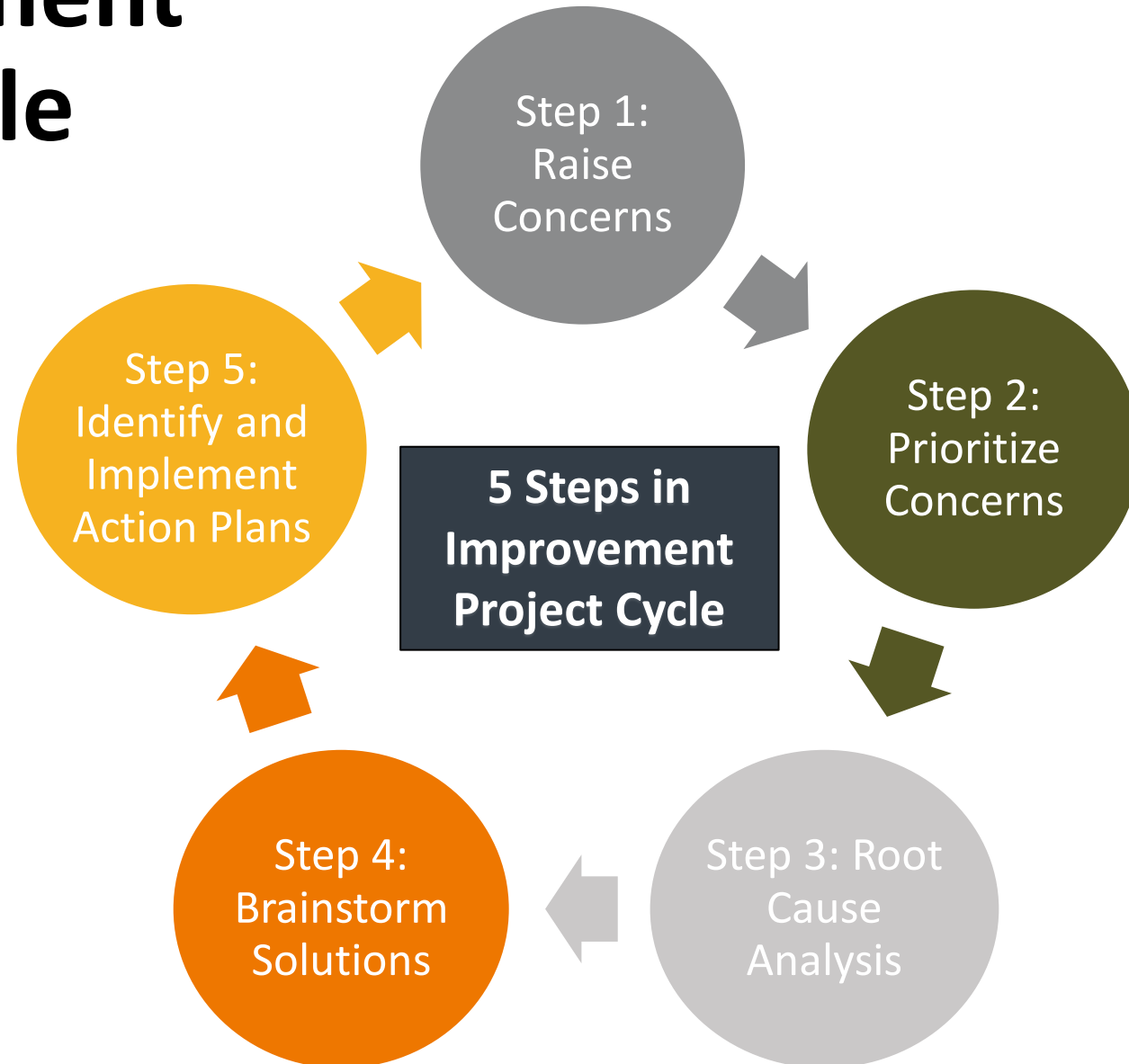


Health and Well-being Committee (HaWC)






A new channel for associate empowerment & shared leadership

The Improvement Project Cycle



Understanding the HaWC Scope

Scope of Health and Well-being Committee	
Category	Definition
 Social Environment	How people feel about coming to work (i.e., treated well, respected, acknowledgement of personal life)
 Work Organization	How the work gets done & could be improved (i.e., opportunities to learn, workflow, have enough say about how the work gets done, scheduling)
 Physical Environment	Safety hazards & other concerns about the physical environment
Grey Zone Topics: Hours, wages, changes in corporate policies – can advise management of concerns and suggest possible solutions	
Note: It is also important to adapt the scope based on whether the workplace is a unionized setting and involve union representatives in topics that fall under the collective bargaining agreement.	

Out of scope: Specific personnel issues

Examples of HaWC Projects and Successes

Improving work flow

- Supplementing equipment
- Addressing conveyor jams, breakdowns (with better work flow/cooperation)

Improving cleanliness

- Hiring new porter for restrooms
- Reminding associates to clean aisles daily

Mitigating stressful work conditions

- Fixing fans to reduce overheating in summer
- Adding 15 min break for OT shifts

More/improved training

- Improving existing supervisor training program and internal promotions

Making work more enjoyable

- Organizing holiday party
- Creating new music playlist

Other health and safety

- Adding smoke shack away from building to avoid pollution at front entrance

Roles and Responsibilities

Co-leads

- Plan & facilitate meetings
- Coordinate actions
- Be a bridge between the HaWC, safety committee, and leadership team

HaWC Members

- Communicate with co-workers about the HaWC
- Be a resource to associates
- Carry out tasks for projects

All work for the HaWC is done on the clock

Can expect 1.5 – 2 hours/month, including HaWC meeting

Health and Well-being Committee Program

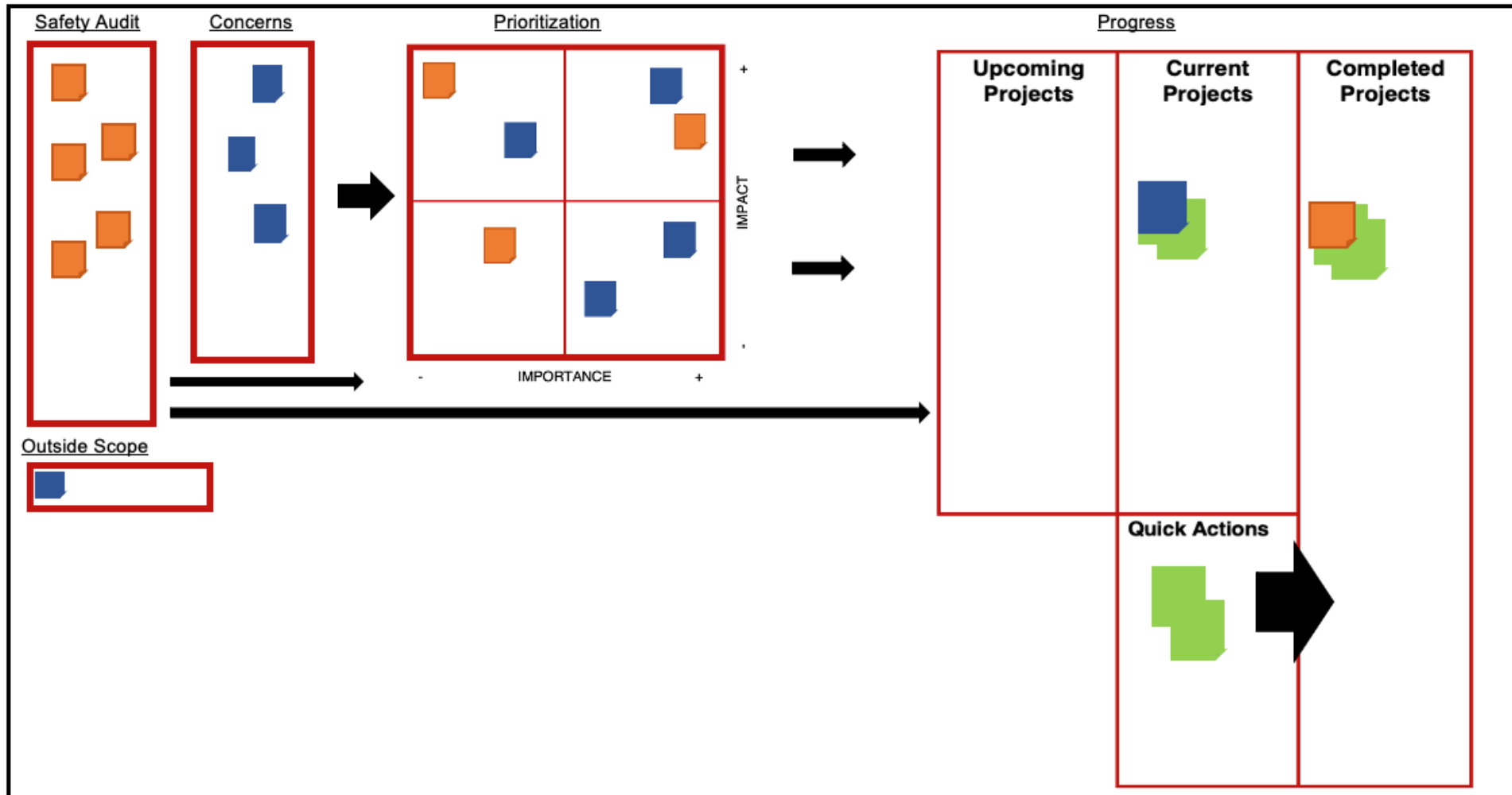
HaWC Meeting #2

Agenda

- ✓ Hear updates from previous meeting and status of HaWC Board
- ✓ Intro to work board
- ✓ Surface concerns
- ✓ Prioritize new concerns

Updates on HaWC Info Board

HaWC Work Board - Intro



Health and Well-being Committee Program

HaWC Meeting #3

Agenda

- ✓ Update on comment boxes/new concerns
- ✓ Clarify the concern
- ✓ Root cause analysis for identified project
- ✓ Solution brainstorm
- ✓ Action planning on solutions

Hear new concerns

Update on action items



Above the surface you see the
Symptoms
of the problem

Dig deeper to find the
Root Cause
of the problem

Root cause analysis: 5 Whys

PROBLEM:

Why...?

- ...because

Why...?

- ...because....

Why ...?

- ... because

Why...?

- ... because...

Why ...?

- ... because...

Solution:

5 Whys - Example

PROBLEM: There is a puddle on the floor of the building.

Why is there water on the floor of the building?
... the overhead pipe is leaking.

Why is the overhead pipe leaking?
... there is too much pressure in the water pipe.

Why is there too much pressure in the water pipe?
... there is a faulty control valve

Why is there a faulty control valve?
... control valves have not been tested.

Why haven't the control valves been tested?
... the control valve testing is not on the maintenance schedule.

Root cause

Drill Down Technique

Problem



1st Level
Causes

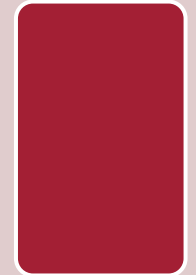
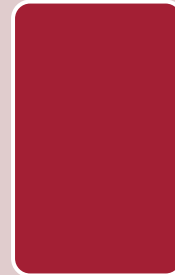
Cause
#1

Cause
#2

Cause
#3

Cause
#4

2nd Level
Causes



Drill Down Example

Problem

The building is very hot in the summer and associates get very hot and sweaty

1st Level Causes

Not all fans are working

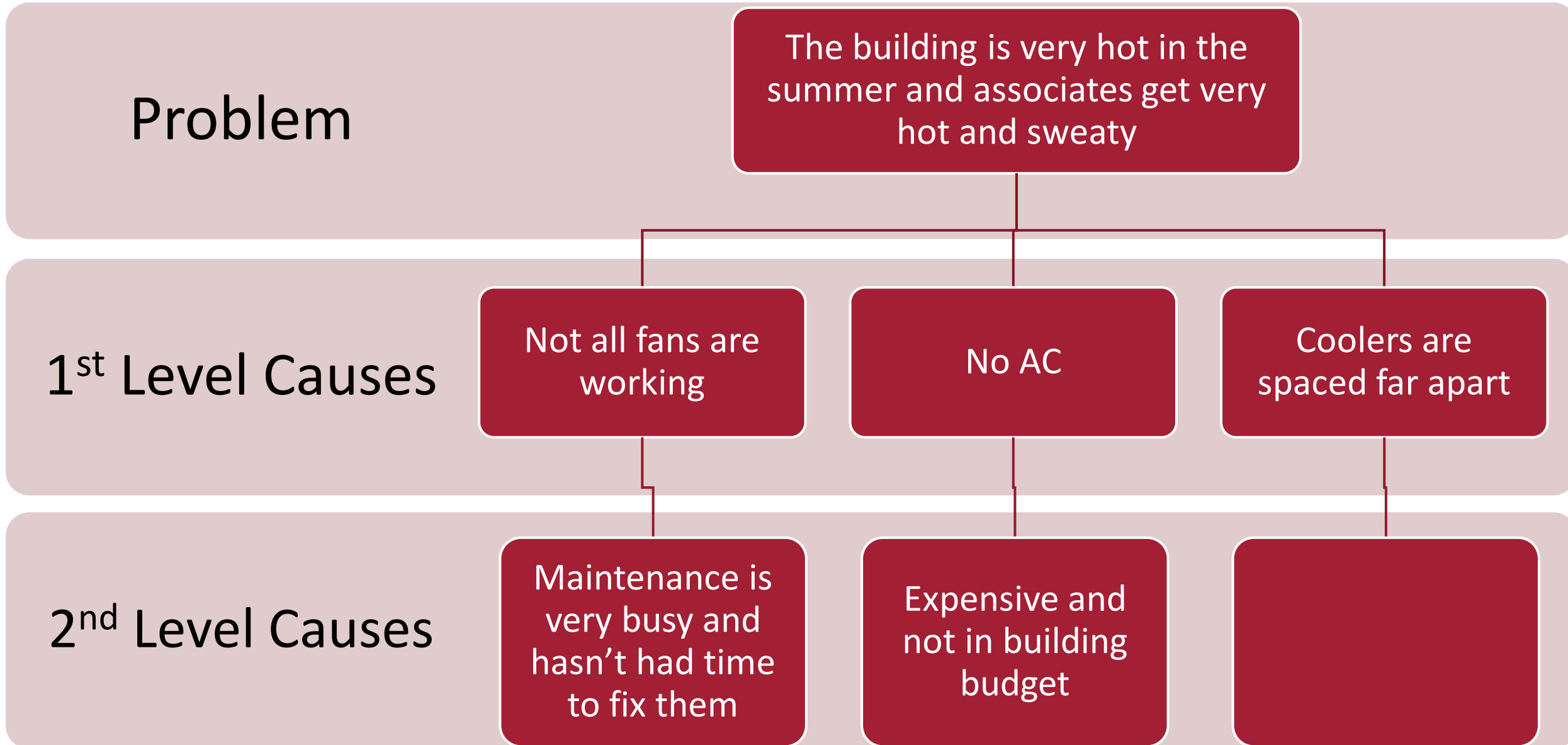
No AC

Coolers are spaced far apart

2nd Level Causes

Maintenance is very busy and hasn't had time to fix them

Expensive and not in building budget



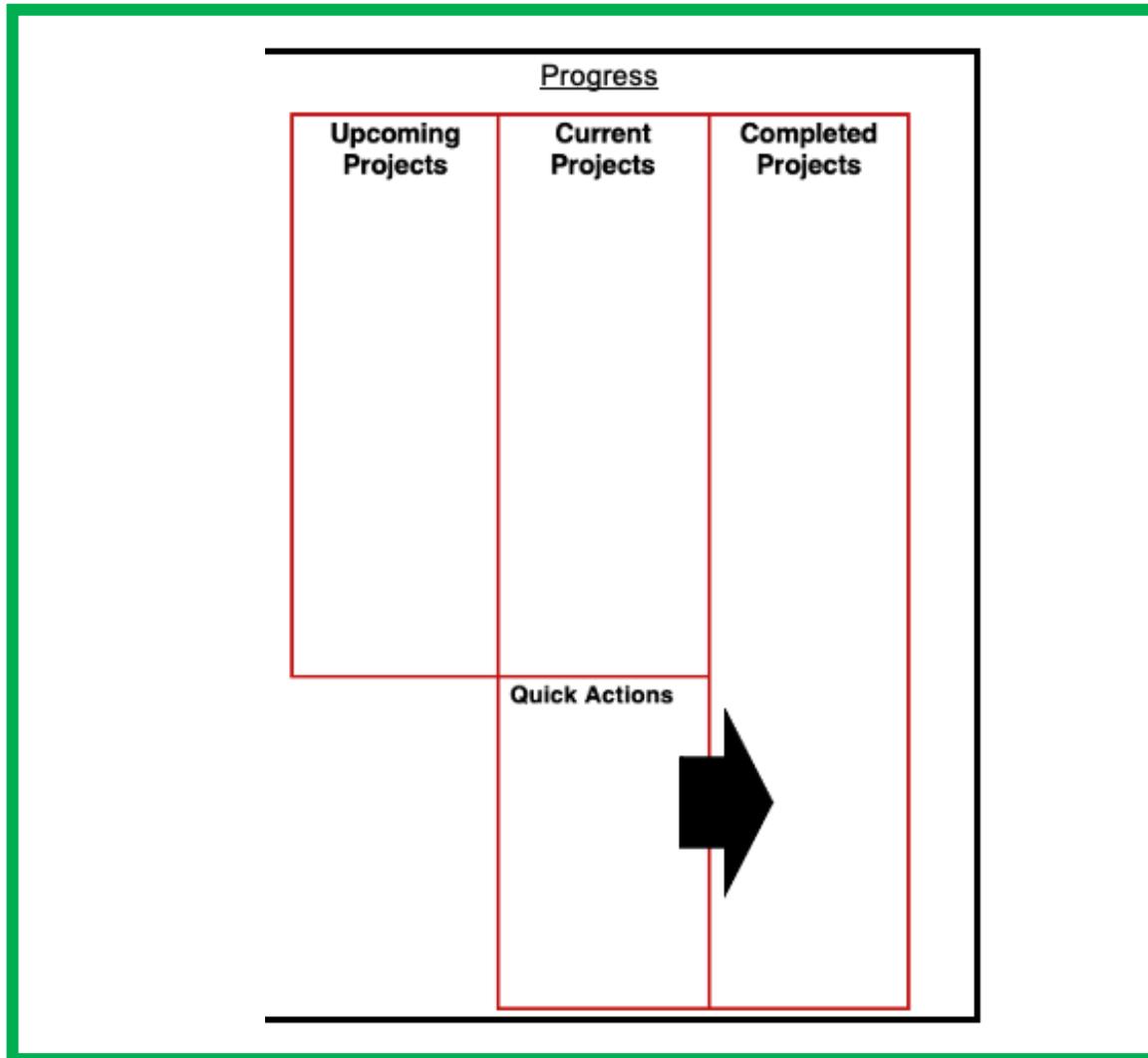
Key Takeaways

- Avoid jumping to solution mode too early.
- Brainstorm a range of possible solutions.
- Test out solution

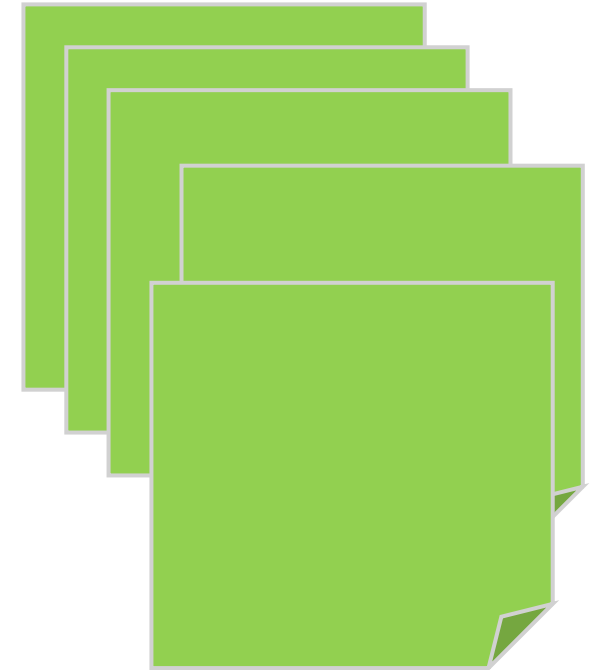
Brainstorming Solutions + Action Planning

- **The Problem:**
- **Possible Solutions:**
- **Action Steps:**

Identify actions



Solutions:



Health and Well-being Committee Program

HaWC Meeting #4

Agenda

- ✓ Hear new concerns
- ✓ Update on quick action items
- ✓ Complete action planning on first project

Hear new concerns

Update on action items

Complete action planning on 1st project