



Company Care



: Winning by Action



WE GREASE
TO PLEASE



Peter Raar – Head of Human Resources Benelux

American Express Services Europe Ltd

Company Care

- Company policy and actions are based on well-being of employees
- Contains: health, motivation, collegiality, work effort
- Special attention for:
Absence approach in a broad perspective

Company Values

- Customer commitment
- Quality
- Integrity
- Respect for people
- Teamwork
- Good citizenship
- The will to winn
- Personal accountability

Vision of Global HR-function

"To build the talent and capabilities that continue to deliver competitive advantage, employee engagement and pride in the American Express Brand"

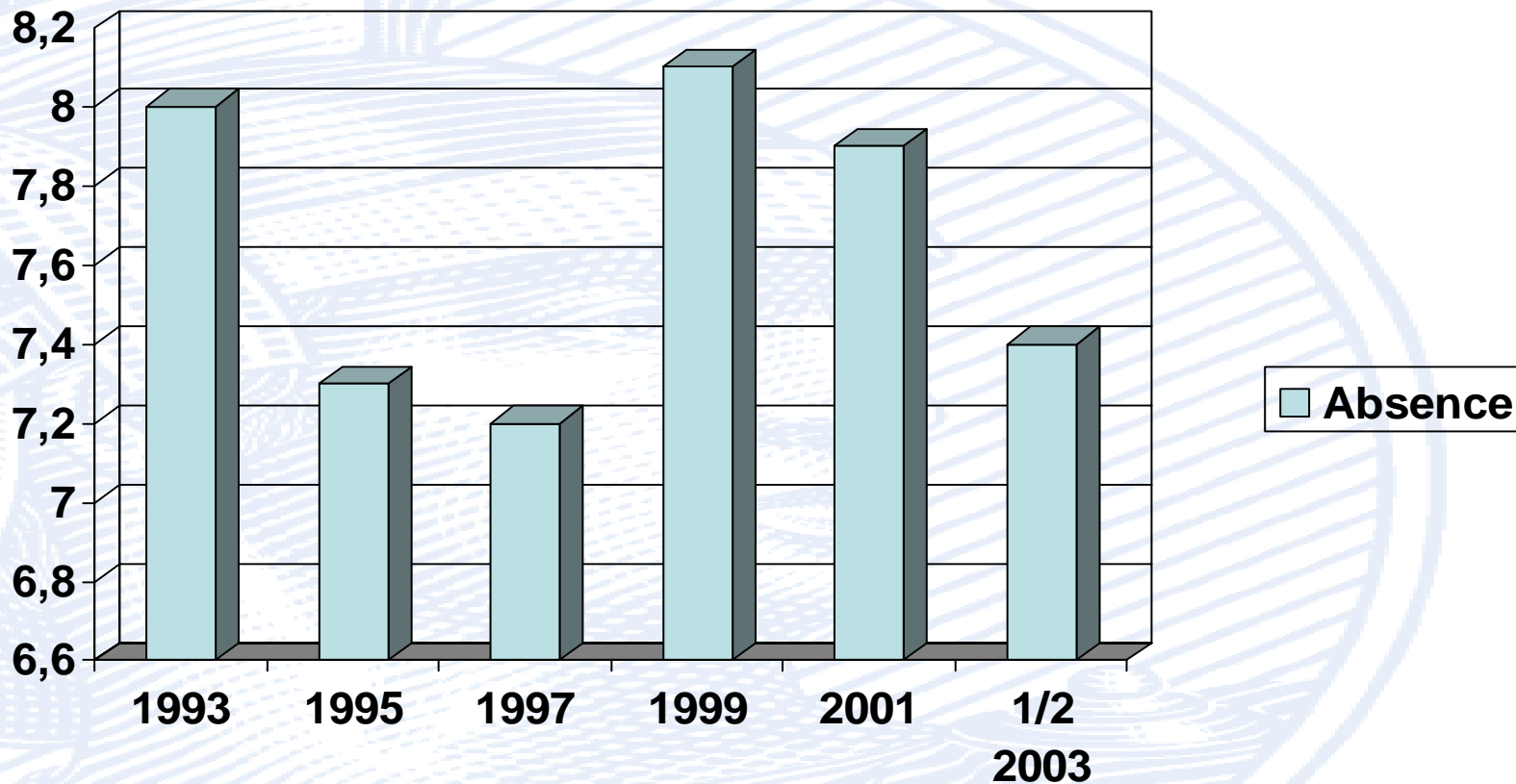
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Absence legislation in NL

- Payment of wage through illness : from 1 year to 2 years (2004)
- Obligatory attention of private Arbo-care; oriented towards decreasing absence in organisations
- Disability insurance: 980.000 long term disabled (9,5% workingpopulation)
- GatekeeperAct (2002): employer is primary responsible, employee has to cooperate in recovery

Facts & Figures



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Absence & AmEx

- Work perception: indicators via employee survey and climate survey
- Accompanying and development of employee
- Leadership: experience of manager and training “dealing with absence”
- Career opportunities

Absence & AmEx

- Reward & recognition: pay for performance
- Work life balance: optimal balance between work and private situation
- Health & safety

Absence Policy AmEx

- AmEx is People business: extra attention for employees at different levels
- Prevention of absence
- Optimal effort and involvement with the organisation
- Get the best out of our people
- Realisation of business goals

Absence approach AmEx

- People leader is primarily responsible for his employees: well-being of employees comes first
- Employee is obliged to cooperate in recovery process
- Extra accompanying frequent absence and externally support
- Intervention within 48 hrs after report
- Privacy employee optimal secured

Absence within AmEx in 2002

- Absence percentage in 2002 approximate 7%
- Frequent short absence in Call centres
- High stress- and mental complaints
- Overload in combination with work & private situation

GRIP® Hudson

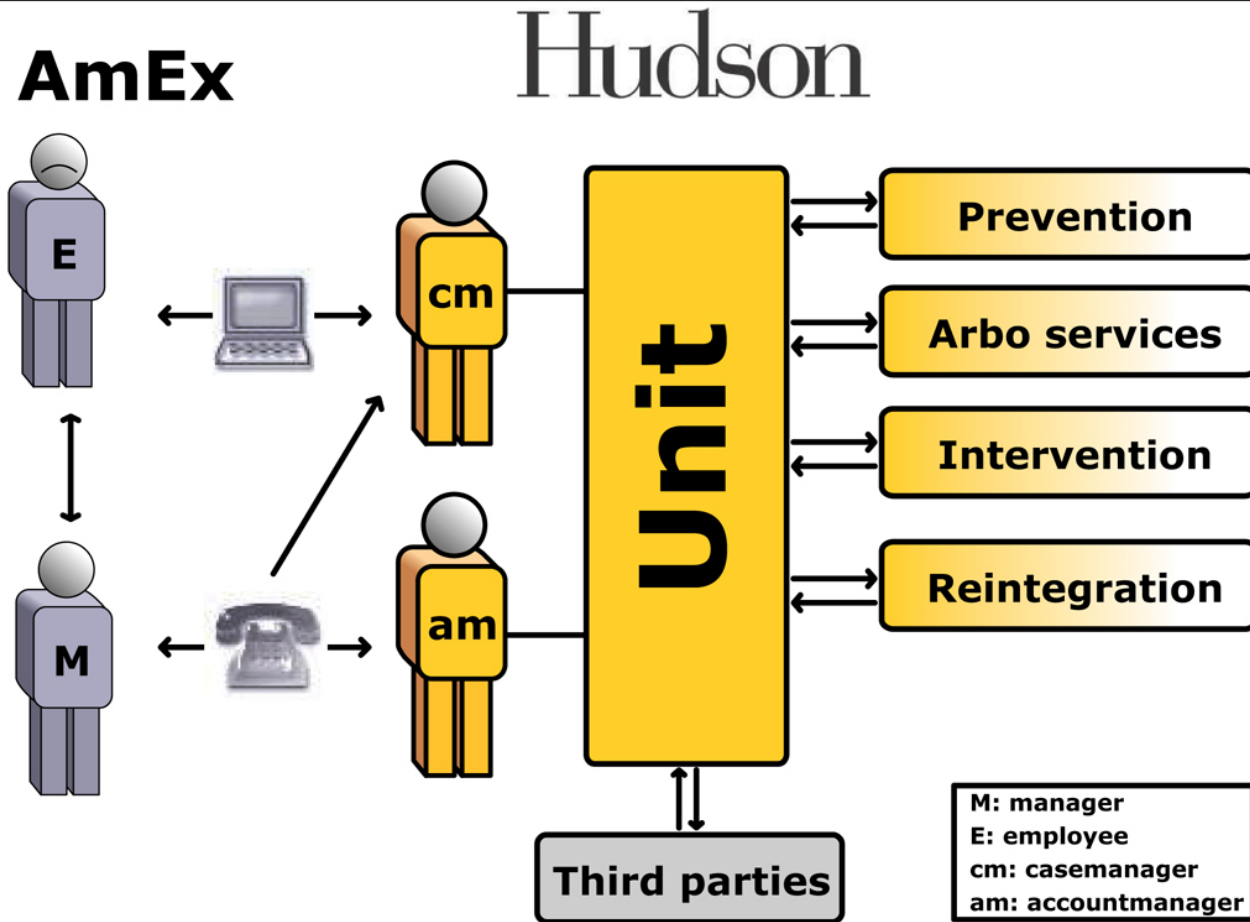
- Guarantee on Reintegration, Intervention and Prevention
- Prevention highest priority
- Own responsibility manager and employee
- Demedicalisation: increase productivity of disabled employees
- Direct absence diagnoses maximum is within 2 weeks

GRIP® Hudson

- Purchase experts by Hudson: qualitykeeper
- Investing in employees versus savings possibility
- Attention for reports
- Technological support of processes

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Results GRIP®

- Increased well-being of managers and employee
- Motivation: managers and employees are positive against absence approach
- Strong involvement of managers by absence approach
- Direct action at absence
- Absence down from 7% to 6%: a lot of money saved

Conclusion AmEx

- Decrease absence
- More important: improvement well-being of employees
- Connection of absence approach on company Values
- First experiences positive



Human innovation in Corporate Health

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