

Mastering Wellbeing & Compliance

Practical advice on how to protect
people, reputations and revenues

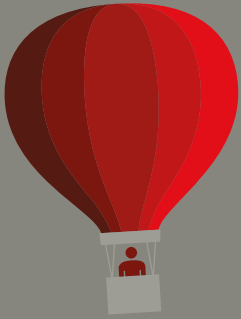
The Fujitsu logo is positioned in the top right corner. It features the word "FUJITSU" in a bold, red, sans-serif font. Above the letter "J" is the company's signature infinity symbol, which is a stylized infinity loop with a small circle at its center.

shaping tomorrow with you

Introduction: Reputation is capital

An organization's reputation is founded on trust. In a time of rapid transformation and digital disruption, it is more important than ever before. Why? Because employees, customers and partners have increasing choice, but are loyal to organizations that they trust.





The wellbeing of your people, customers and partners should always come first. Organizations need to embed wellbeing and compliance into their culture and how they work. It's important to take visible steps to ensure that people are truly at the heart of their business.

Make no mistake, the pay-off from Mastering Wellbeing & Compliance is significant. Organizations reap rewards not just in terms of avoiding litigation, fines, reputational damage and compensation claims, but also through improved customer and partner loyalty, better staff morale and retention rates,

higher employee productivity, attracting and retaining talented staff, and, over the longer-term, employees can retire fit and healthy.

The real issue is not why you should be compliant and promote wellbeing; it's how you do it in the most intelligent and comprehensive way, using technology to make it both cost effective and frictionless. The right technology will help your organization get actionable insights to enable you to make workspaces safer, change working practices to minimize risks, as well as make environments safer for customers. Technology has a huge

role to play in helping protect your reputation, including those that protect your organization's data and the privacy of stakeholders and customers.

Make no mistake, the pay-off from Mastering Wellbeing & Compliance is significant.

This guide is designed to help you to Master Wellbeing & Compliance, protecting your people, adding value to your business and to society.

Essential advice on Mastering Wellbeing & Compliance

Ensuring wellbeing and compliance not only covers the wellbeing of employees, customers and partners but also the ability to maintain frictionless compliance against legal and regulatory requirements.



Here are Fujitsu's five top tips for addressing wellbeing and compliance in your organization:

Understand all your workspaces and places, and support the lone worker:

A deep understanding how your people work, where they work, and what effect those places and spaces have on their wellbeing reveals the stresses, strains, and potential dangers which they may face each day. That's the only way to get a true picture of what you are responsible for. We believe that tackling the needs of the lone worker must be a vital part of that effort. Adding digital technology to your understanding of workspaces, will enable you to achieve the goal of ensuring that workers never feel alone.

1

Wellbeing is about people, not money:

Running an efficient business on tight margins is difficult, but they will suffer if your focus is purely financial. Avoiding fines and compensation pay-outs can't be the only reason you work to protect your people. If it is, your actions will be short-sighted and fall short of what you want to tell both your employees and the market. Start with the actual human being and work from there to build effective strategies. The financial benefits accrue once you've achieved an optimal state of safety and wellness.

2





Understand wellbeing to reduce downtime and costs:

When you provide a safe place to work, and include your employees in creating an integrated approach to their tasks, as well as their health and wellbeing, you will have a positive impact on employee engagement, innovation and productivity. By understanding the stresses, and strains your people are experiencing, you can change work practices, deploy new methods, or share out heavy tasks across teams. This approach helps reduce accidents, absenteeism, the development of grievances and litigation. It also helps avoid the development of long-term conditions – like back strain – which can lead to future legal disputes and early retirements.

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4

Embrace legislation and regulation – focus on the upside:


Legislation and regulation are a fact of modern business. They protect employees, customers and ensure that organizations are run correctly. But they shouldn't be a burden. Take global data privacy initiatives; whilst they empower individuals, they also give your business the chance to forge a closer personal relationship with your customers and stakeholders.





REPORT
WITHIN
72 HOURS

Understand your compliance processes:



The threat-landscape is changing all the time and new legislation and regulation makes an audit trail essential. It's vital that you have a single, enterprise-wide view of compliance and transparent processes associated with it. From recording decision making to knowing the lifecycle of data in your organization, it's crucial that you can action and audit compliance activities accurately, efficiently and openly. GDPR demands that organizations report any breach within 72 hours. This means you must provide staff with actionable insights with the supporting processes and procedures in place to be able to do that. So, you need to get insight of risks at speed and create an incident management process so you can communicate with all the relevant stakeholders swiftly and, above all, accurately. That will help you manage any PR implications too. Open channels to all suppliers, partners and regulatory bodies are important. Then use technology to test, and ensure your procedures are robust, without slowing down or impeding the core functions of your business.



5

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How we can help you Master Wellbeing & Compliance

Our approach is focused on enabling you to protect people, reputations and revenues. We enable you to do that through co-creation. We've helped many organizations, across all sectors, to Master Wellbeing & Compliance.





One of the world's leading logistics companies, wanted to reduce the risk of road accidents involving its many vehicles, most of which were required to travel long, arduous routes. Driver tiredness can be a prime cause of crashes. It's often hard for the driver to detect the first signs of drowsiness, but technology can alert them and prompt them to rest. Fujitsu worked with the customer to co-create a solution based on wearable technology which monitors drivers and, when the first signs of drowsiness become apparent, warns them. Drivers welcomed technology that put them in control of their safety, and the solution is being rolled out to over 5,000 drivers worldwide.

A large government agency wanted to urgently understand the incidence of fraud across departments and reduce it. The objective was to create a strategy that was focused on preventing fraud from happening, whilst being able to detect it more efficiently if it did occur. It was critical that this was done at the point where an application was accessed and used. We helped staff improve their monitoring and evaluation processes and skills so that they could ensure that resources could be focused on those areas which represented the greatest potential for risk and financial loss.





We worked with a major international airport to establish a more reliable method of detecting regulatory and protocol breaches. The aim was to achieve greater transparency across a wide range of complex areas and the Fujitsu team worked closely with the airport's staff to put in place the means by which we could deliver that objective. We helped them gain better insight and control across all their functions, as well as the ability to manage sustainability impacts far more effectively.

Fujitsu delivered a Driver Safety Proof of Value for **a European engineering company**, which involved the set-up and use of enterprise wearables to provide alerts and analysis. The trial highlighted how wearable technology could significantly improve worker safety. The company told us, "We are always looking for ways to increase worker safety, and wearable technology has huge possibilities. Our eight-week trial really put it through its paces. Each one of our drivers can be out at any time of the day or night, in all weathers or in locations such as embankments close to busy traffic. We found that the technology is transferable to other situations and could potentially provide a wealth of data about the wellbeing of our people which will help us improve general safety."



Solutions

Working as an extension of your own team, we'll help you explore, plan and co-create the innovative solutions you need to Master Wellbeing & Compliance.



Active8: Our team of dedicated innovation specialists is enabled and supported by a trademarked delivery framework which has eight steps based on industry best practice. It opens new innovative possibilities for augmenting the wellbeing of people across your organization.

Analytics: We help you put data analytics at the heart of your organization to yield insights which can help you protect your people and comply with ever more stringent regulations. Better data enables you to ensure you stay ahead of people's changing needs and assure better work-life-balance. We deliver end-to-end smart data and analytics, based on advanced technologies and expertise using best of breed technologies.

Consulting: Whether you are looking to simplify compliance management, minimize risk or improve the wellbeing of staff, suppliers and partners, our consulting team can help you protect your people, reputation and revenues through our pragmatic and proven approaches to business and IT strategy, process design and business change. From horizon scanning, day-in-the-life studies, capability and process analysis, strategy development and road-mapping to business case development, we work with you to develop enabling capabilities and grow your reputation as a responsible employer and a trusted partner.

Enterprise wearables: We offer a range of solutions to help lone workers and drivers to be safer wherever their workplace. We provide workers in the field with monitoring capabilities both for productivity and safety, as well as tracking devices that can send out alerts if an incident happens, a driver becomes drowsy or a worker is unresponsive.

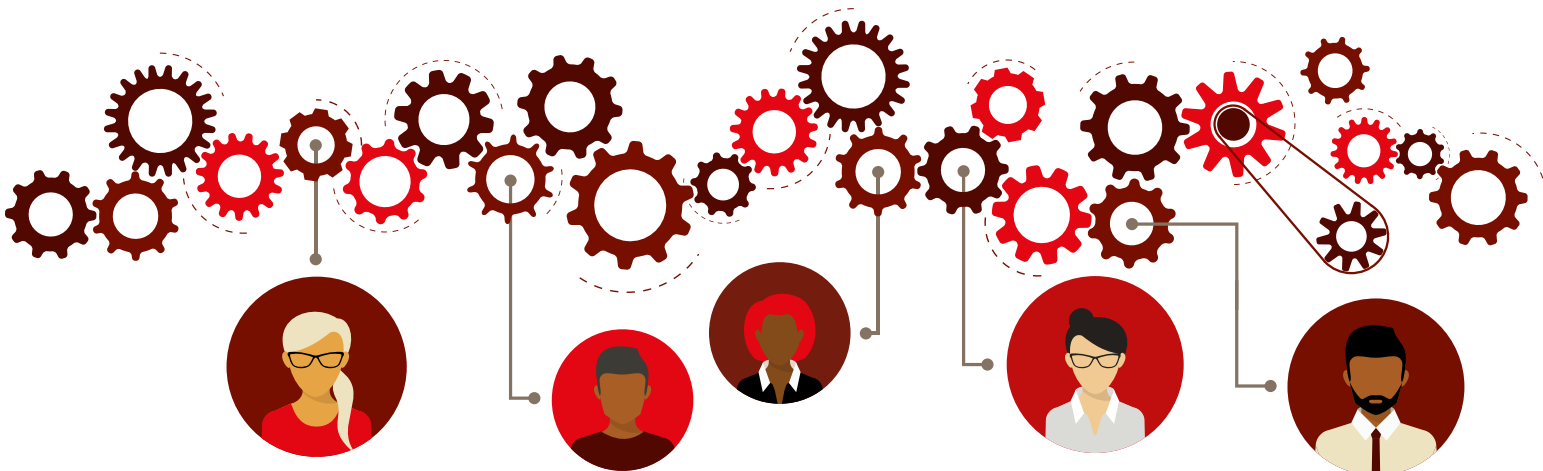
Information management: Organization's today are challenged to move beyond simply managing vast stores of digital information to start using that information to achieve a maximum competitive advantage in the marketplace. We enable organizations to use dynamic, flexible approaches and processes to utilize their information assets to deliver business outcomes whilst ensuring that security and compliance requirements are met.

Oracle / SAP / Microsoft: We work with leading Business Application Software providers to provide Health, Safety and Wellness solutions, run in the cloud, which enables employees to effectively and efficiently manage their own wellbeing and work in a compliant way.

Mastering Wellbeing & Compliance, together

If people really are your most valuable asset, then it's vital that you make the right investments to protect their wellbeing. You must also ensure that your business is consistently compliant across all areas of the law. By doing that you can enhance your reputation as an organization that cares.





At Fujitsu, we have a long heritage in applying technology to the needs of people; employees, customers and partners. Our mission is to help you prove that your people come first.

Working with you as an extension of your team, through co-creation, we'll help you explore, plan and co-create innovative solutions as well as deliver sustainable change in behaviors.

Our aim is simple, but powerful: to help you protect employees, partners, and customers however they interact with your business. We will also work to help you protect valuable data, both personal and commercial. We will ensure that you deploy the right digital technology to achieve those aims.

We have the tools and systems that can form the foundation of your wellbeing and compliance strategy. Together with our partners, we offer digital solutions to help you improve safety, avoid incidents, and ensure audit compliance as well as compliance in all aspects of health and safety. That offering helps reduce the possibility of fines and litigation.

The priority is to protect your people and your organization, whilst enhancing both your reputation and your bottom line. Now and into the future.



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