

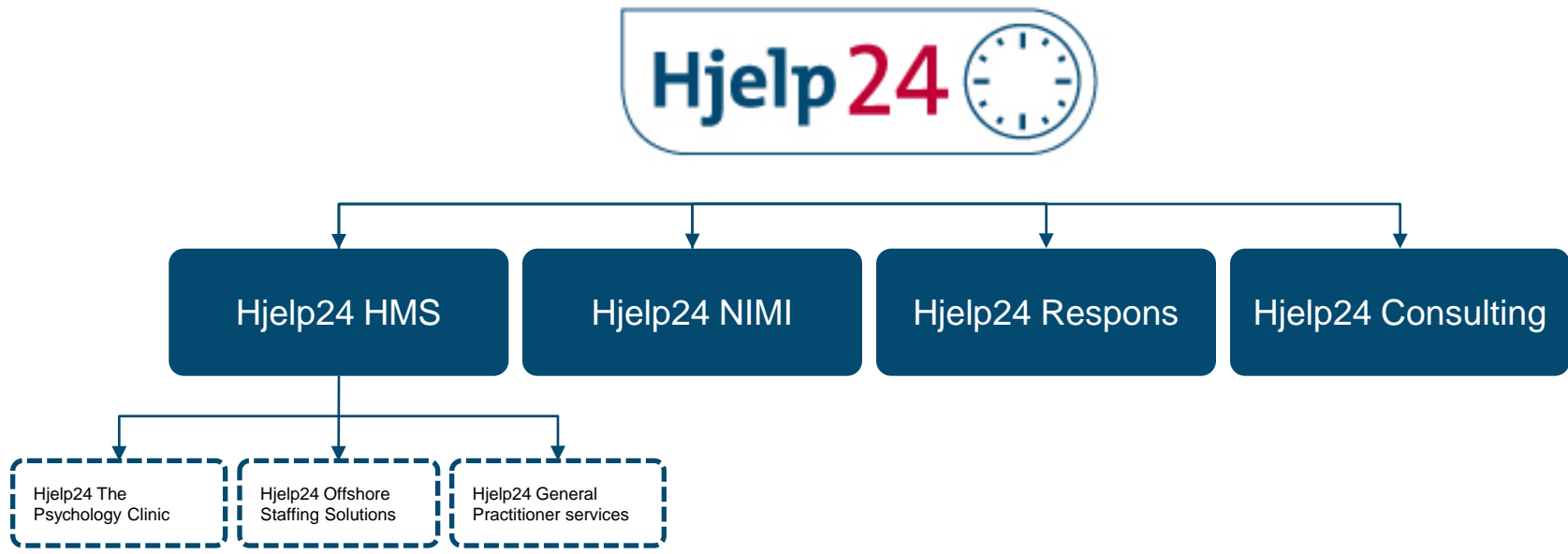
Hjelp24 HMS

The largest Occupational Health
Service company in Norway



24 hour accessibility

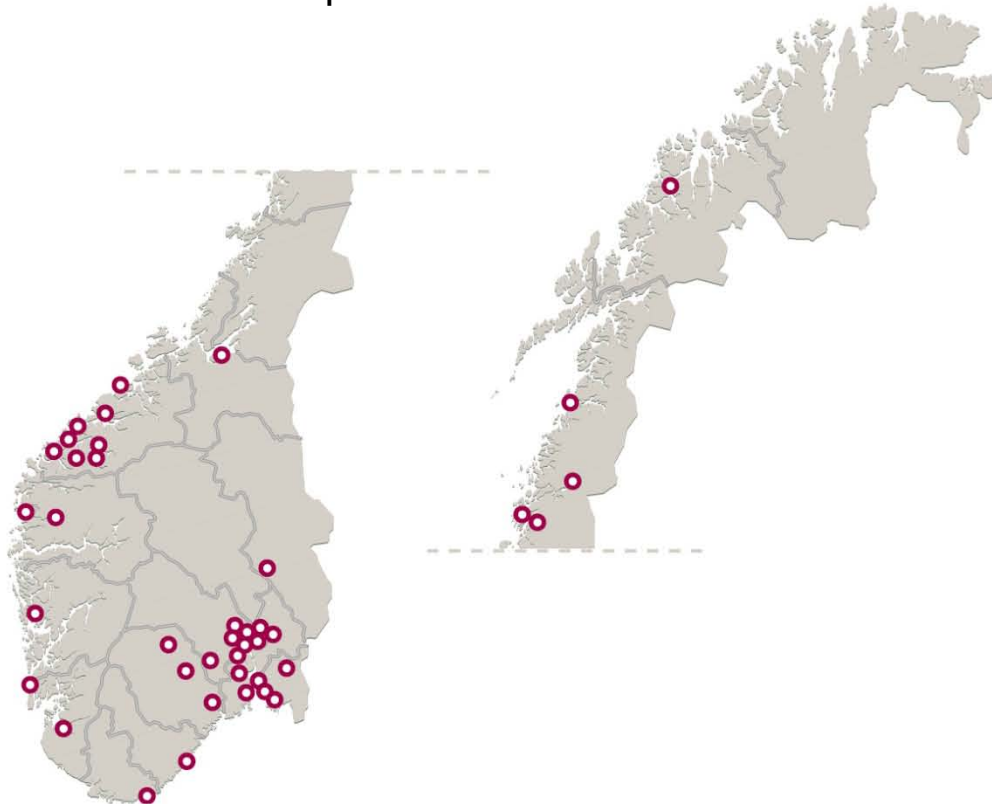
Hjelp24 will be accessible to our customers 24 hours a day. We deliver tailored services that promote a healthier work place, wellness and security. We will offer a complete range of services based on current research.



Hjelp24 is Norway's pre-eminent provider of Occupational Health Services (HMS), security alarm services (Respons), treatments of musculoskeletal disorders (NIMI), evaluation / research / analysis & organisational and leadership development (Consulting).

National coverage with local connections and proximity

Hjelp24 HMS is the country's largest nationwide supplier of HSE/Occupational Health Services



Konsernkunder
Oslo

Region Oslo
Oslo, Akersgaten
Oslo, Sinsen
Oslo, Aker Brygge
Billingstad
Sandvika
Høvik

Region Øst
Hamar
Lillestrøm
Fredrikstad
Sarpsborg
Moss
Askim

Region Sør
Drammen
Kongsberg
Notodden
Rjukan
Holmestrand
Tønsberg
Porsgrunn
Arendal
Kristiansand

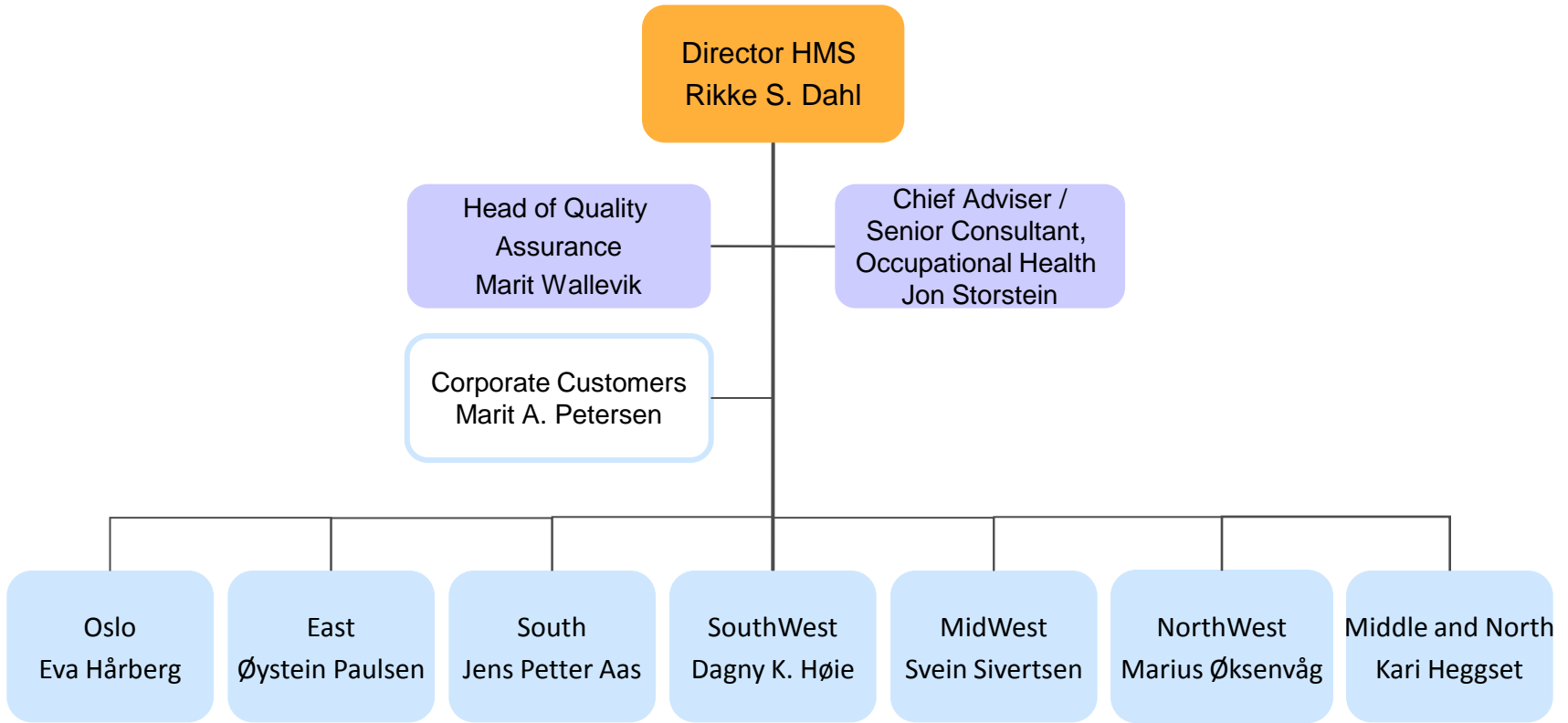
Region SørVest
Sandnes
Haugesund

Region MidtVest
Bergen
Førde
Florø

Region NordVest
Ålesund
Brattvåg
Ulsteinvik
Stranda
Stordal
Kristiansund
Molde
Ørsta
Volda

Region Midt og Nord
Trondheim
Mosjøen
Sandnessjøen
Mo i Rana
Bodø
Tromsø

Our organization



About Hjelp24 HMS

4,680 companies and organisations as customers

330 employees with expertise in health
and workplace wellness

NOK 283 million a year turnover

40 local offices

Nationwide

What can Hjelp24 HMS do for the customer?

- help promote a healthy work environment and prevent sickness absence

The individual

Before
something
happens

When
something has
happened

The organisation

Before
something
happens

When
something has
happened

It's not all about sickness absence

We can help you determine the factors that can prevent sickness absence and increase work place participation



10 Strategic service areas



Systematic HSE efforts



Sickness absence



Workplace health follow-up



Ergonomics



Psychosocial work environment/ Organisational development



Drugs and alcohol/ addiction - AKAN



Physical, chemical and biological workplace environment



Lifestyle & health



Courses and training



Crisis preparedness services

Quality assurance

- Head of quality assurance
- Chief adviser / Senior consultant Occupational Health Services
- 10 specialist advisers

+





Systematic HSE efforts

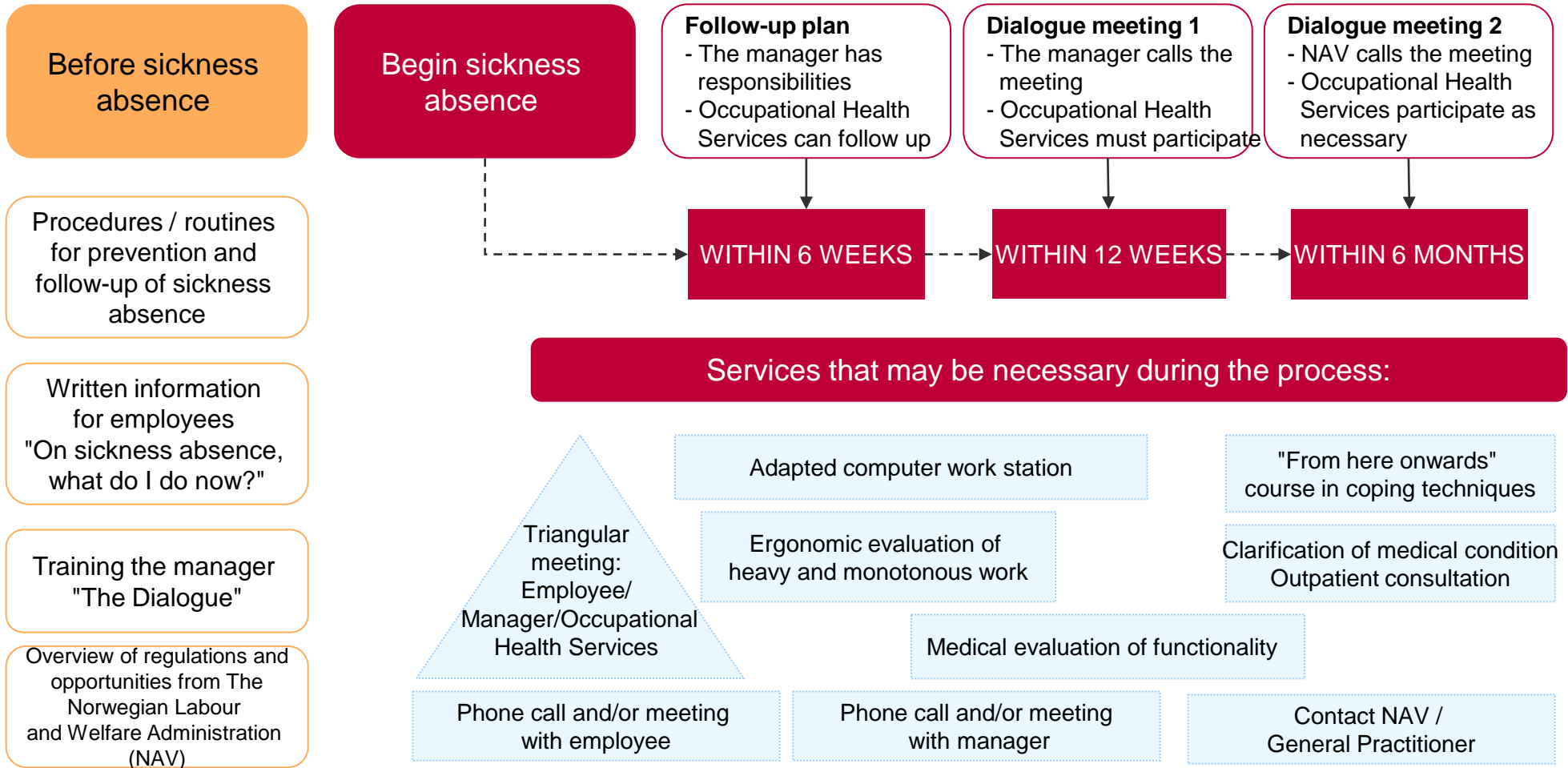
- Assistance in the establishment of an HSE system
- Action plan - annual HSE report - other reporting and documentation
- Risk assessment of the work environment
- Auditing
- Participation in work environment committees (AMU) and other HSE committees
- Safety inspections
- HSE training for employers and others (safety delegates, AMU members)



Preventing sickness absence

- Assistance in the development of good sickness absence routines and general advising in systematising HSE
- Assist management in implementing routines
- Courses
- The difficult and good conversation
- Preventing sickness absence (includes the psychosocial work environment)
- Management training in practical sickness absence regulations
- Support managers in initiating necessary conversations with regards to sickness absence, drugs and alcohol, conflicts and harassment
- Participation in Workplace Inclusion / sickness absence committee

Sickness absence follow-up





WORKPLACE HEALTH FOLLOW-UP

- HSE outpatient clinic - fast appointments for health personnel with workplace injuries
- Evaluation of functionality
- Workplace health evaluations
- Health certification
- Occupationally tailored vaccinations
- Travel vaccinations and advice



ERGONOMICS

Before the injuries appear

To avoid long term
sickness absence after
the injuries have occurred

- Evaluation, training, risk assessment,
- Individual follow-up and work station adjustment
 - Organisation of work
 - Design of work station and work tools
 - Work techniques - undesirable strain
 - Use of aids
- Advice in designing new workplaces / renovations



PSYCHOSOCIAL WORK ENVIRONMENT & ORGANISATIONAL DEVELOPMENT

**WORK ENVIRONMENT
STUDIES**

**CHANGE/
REORGANISATION**

**DEVELOPMENT TASKS/
PROJECTS**

**CONFLICT MANAGEMENT/
HARASSMENT**

- Advice - assistance in ensuring that your company is an attractive and professional employer
- Research-based work environment study with significant source material
- Assistance in changes / reorganisation processes
- Management development / team development
- Assistance in managing / preventing harassment and conflicts



DRUGS, ALCOHOL/ ADDICTION

We assist at both the individual and organisational level with a special focus on:

- Information about AKAN (The Norwegian Workplace Advisory Center for issues related to drugs, alcohol and addictive gambling in the workplace)
- Assist in the development of an alcohol policy and the implementation of routines
- Information about systems for the prevention and management of cases
- Supportive conversations and coordination of treatment for employees with drug or alcohol / gambling addictions, as needed
- Support to managers and AKAN contacts in difficult cases
- Participation in AKAN -committee
- Teaching / courses



PHYSICAL, CHEMICAL AND BIOLOGICAL WORK ENVIRONMENT

We can assist with the evaluation, risk assessment, workplace hygiene measurements, and advice in relation to the physical, chemical and biological work environment

- Handling chemicals
- Exposure to dangerous materials, gases, and the like
- Ventilation and indoor climate
- Lightning conditions
- Sound and noise conditions
- Exposure to biological work environment factors
- New and renovated workplace buildings
- Use of safety equipment

Lifestyle & health



"Within 10 years, 70 % of all illness will be lifestyle related"

World Health Organization (WHO)

Lifestyle evaluation (eMed)

Health assessment with a lifestyle focus

Endurance testing (UKK walking test)

Training guidance

Energy breaks

Diet

Stress management

Smoking cessation

COURSES AND TRAINING

Hjelp24 HMS has its own **course and training department** and offers both open and company based courses. We also have extensive experience in **tailoring** courses for our customers. We can do courses in English.

Basic training in work environment

HSE training for managers

First aid

- ✓ Changes / Reorganisations (1 day)
- ✓ Stress / stress management (1 day)
- ✓ Conflict management (1 day, or 3-4 times, 3 hours each with the LØFT programme)
- ✓ Course in the management of threats and violence (2 days)
- ✓ Psychiatric first aid (3 hours)
- ✓ Happiness / workplace satisfaction / departmental culture (2 hours)
- ✓ Motivation (3 hours)
- ✓ Drug and alcohol abuse, prevention and follow-up (2-3 hours)
- ✓ sickness absence, prevention and follow-up (2-3 hours)
- ✓ Ergonomic computer work stations (1-2 hours)
- ✓ Safety, personal safety equipment (1-4 hours)
- ✓ Risk assessment (2 hours)
- ✓ Indoor climate (2 hours)
- ✓ Chemical health hazards (2 hours)
- ✓ Noise, prevention of hearing damage (2 hours)



24-hour availability

CRISIS READINESS

+ Affiliation agreement

PREVENTION

- Crisis training
- Courses and training
- Risk assessment and evaluation
- Creation, development and revision of internal crisis preparedness plans

EMERGENCY MANAGEMENT

- 24-hour alarm centre
- Expert crisis team
- Telephone support for management
- In-person support during crisis as needed

POST-CRISIS FOLLOW-UP

- Post-crisis informational meetings
- Conversations with those involved, including the families of employees
- Debriefing
- Referral to psychologist as needed

Why choose Hjelp24 HMS?

Company, organisation and ownership

- ✓ Approved Occupational Health Service
- ✓ 330 full-time employees
- ✓ National office network and local presence
- ✓ 24 hour access to health expertise
- ✓ Dependable Norwegian owner with a long-term perspective

Expertise, quality and customer orientation

- ✓ Broad HSE expertise within the organisation
- ✓ Teams with diverse expertise work together to meet customer needs
- ✓ Offers services across the treatment cycle
- ✓ Systematic professional and service development
- ✓ ISO certified in quality and environment from 2011
- ✓ Strong focus on being customer oriented and innovative



We will know the customer best, and care about the customer the most!