

# Mahou group San Miguel

A company with more than 2.500 workers which aims at establishing a corporative health culture that leads to the improved quality of life of its workers



## Some facts about the company:

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- ❑ 1890 "Hijos de Casimiro Mahou" is founded in Madrid, engaged in the production of beer and ice. The first San Miguel brewery is set up in the district of San Miguel, in Manila.
- ❑ 2000 Mahou and San Miguel have joint creating the first wholly Spanish –owned brewery group.
- ❑ 2005 Mahou-San Miguel becomes the leading Spanish-owned beermaking group.
- ❑ 2007 All of the Mahou – San Miguel factories receive the environmental certification EMAS
- ❑ The pillars of a strategy for the coming years are:
  - ❑ Complete satisfaction of the needs of our clients.
  - ❑ The efficient use of the resources we employ.
  - ❑ The development of our Brands.
  - ❑ The pursuit of Operational Excellence.
  - ❑ A commitment to our Human Team.
  - ❑ Growth beyond our national borders.
  - ❑ Diversifying in opportunities that make our beer business stronger in the long term.

## Workforce:

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- The Mahou-San Miguel Group is made up of a team of more than 2,500 men and women, working constantly to offer you the finest products on the market. A leading position in such a dynamic and competitive sector can only be achieved through the hard work of each and every employee of Mahou-San-Miguel. Professionals with initiative, capable of providing solutions and taking on risks. Open, enthusiastic and committed team players.

# Breweries:

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- ❑ MADRID
- ❑ ALOVERA
- ❑ BURGOS
- ❑ LLEIDA
- ❑ MALAGA
- ❑ TENERIFE



## Market: Spanish Brewing Sector

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- ❑ Spanish sector in figures
- ❑ 9th largest beer producing country in the world
- ❑ 3rd largest beer producer in the European Union, after Germany and the UK
- ❑ Produces 30.7 million hectolitres of beer
- ❑ Consumes 33.5 million hectolitres of beer
- ❑ Annual consumption per capita of 75.03 litres
- ❑ Exports 84.5 million litres of beer
- ❑ Imports 364 million litres of beer
- ❑ Total of 21 breweries
- ❑ Generates over 7,500 direct jobs

# HEALTH AND SOCIETY:

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- The Group's management works towards achieving the highest levels of health and safety for all those who make up Mahou-San Miguel, and this was the thinking behind the creation of a **Joint Prevention Service (Department of Prevention)**



## The philosophy of the company

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- The company incorporates the concept of “work/labour medicine” with the main aim to improve the quality of life of its workers.
- The company is convinced that if they improve the quality of life in a continuous way for all the groups of its workers, they will achieve business benefits related to the multiple factors: higher productivity, greater social harmony etc.
- **Corporate health programs** – in the budget of 2009 the area of work medicine receives million and a half euros

# Main Actions:

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- **Safety at Work**
- High levels of investment in safety matters in order to minimise the risk of accidents.
- Intense training and awareness raising of employees in terms of accident prevention.
- Reduction of accident rates, moving ever closer to achieving our ZERO ACCIDENT TARGET. The major fall in accident rates confirms the success of our actions. These results are the fruit of an ongoing dedication to training and awareness raising throughout the workforce.
  
- **Industrial Hygiene and Ergonomics**
- Periodic evaluations of hygiene and ergonomic risks demonstrate that the investments which have been made in equipment, improvements to workstations and modifications to the manufacturing system have led to the complete or partial disappearance of the most significant risks.

## Health Monitoring

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- ❑ Over 2,000 examinations and 6,500 consultancies a year.
- ❑ Creation of a Back Care School-Workshop.
- ❑ Development of bespoke software for the early detection of cardiovascular risks.

## Benefits for the workers and for the company

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- **For the worker**, the benefits are obvious. Today, work medicine is oriented to improve the quality of life of the worker and the programs of action are approved by the Committees of Security and Health. The company has a continuous concern to detect those factors that affect the society in the health field trying to make the medicine predictive and preventive in the work. The worker appreciates it quickly.

## For the company,

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- The results are clearly positive due to the reduction of absenteeism and lower number of accidents comparing with the past. For example, in 1984 the number of accidents was bigger than the number of workers: Mahou staff had 1.604 workers and there were 1.800 accidents. The number of accidents has been decreasing progressively with the health programs that have been introduced in the work medicine. Practically have disappeared the problems related to loads handling and muscle-skeletal injuries and the absenteeism. Today the company has the absenteeism of 3% and six years before it was double. In a big company this has a lot of significance.
- It can be counted that during the last 6 years (concentrating mainly in the analysis of the reduction of absenteeism) we saved/won between 2.7 and 2.8 euro of each 1 euro invested in the health programs.

## The proportion of employees that take part in the initiatives:

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- Two different groups are working with: administration workers and workers of factory. The workers of factory have more problems with time due to working in shifts and the working schedule, also their mentality is different. In the administration, the schedule is more flexible and the workers have more options to participate in the health and physical activity programmes. In Madrid, we have about 20 employees that have the programs and in Alovera the percent is about 16.
- **The profile of the participants:**
- 70 % of the persons participating in the programmes come voluntary and they really need the service, while 30 % of the participants do sports regularly and sign in programs as additional initiative.

## Actions in detail: "A tu salud" (For your health)

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- ❑ The program "A tu salud" was launched in 2001 with a clear commitment to the individualised preventive medicine.
- ❑ At the beginning the program was oriented to fight the cardiovascular risks being aware that this pathology presents one of the key diseases in our country.
- ❑ Later on, developing the program, were launched two actions: firstly, a group of cardiologists were hired to give informative "talks" and eminently practise in the work centres with the aim of sensitizing the staff about the cardiovascular risk factors and how to prevent them. At the same time, an interactive DVD was presented which included, besides the talk of the cardiologist, specific information on the various risk factors and preventive measures and the possibility to consult via the Internet our health personal

## Back Care School-Workshop

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The company has detected high rates of absenteeism caused by muscle –skeletal injuries and found out that despite of the efforts to make the tasks automatic and eliminate till maximum manipulation of manual handling, injuries provoked by external causes still don't disappear. This have encouraged to create a Back Care school – workshop which had a big success. Despite the fact that the activities were carried out after the work time, many workers signed in. In all the centres, the experience had and continues to have an extraordinary demand.

## Corporative gym: (Madrid and Alovera)

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- ❑ In the centres where there is no space to carry out the health workshops, the agreements with the close – by sports centres were reached. The main concern is that persons who sign in for the physical activity programmes in the external centres would follow the instructions of the doctors' team in order not to make any exercises that might be harmful.
- ❑ There are 3 fundamental premises to look for the sports centre which could implement such programmes.
- ❑ Firstly, those centres should be based on the qualified stuff, Secondly, they should understand the philosophy of the company
- ❑ And thirdly, they should compromise to follow the instructions of the company.
- ❑ Regarding the monitoring of the programmes, it takes the same way as with the workshops inside the company: the same reports are elaborated with frequency defined by the health –care stuff and if necessary changes and adaptations are made during the process.

## New programmes and initiatives:

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- Healthy diet
- The project of predictive genetic medicine

“We are ready to implement any initiative that might be beneficial to the health of workers”!

## References:

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- ❑ <http://www.mahou-sanmiguel.com/>
- ❑ Foro Gana Salud, Newsletter Nr.6, June 2009,  
<http://www.foroganasalud.es/newsletter.php?id=46>