



**About:** Maroush Group Ltd run chain of Lebanese cuisine restaurants and food production in 19 locations. Maroush were the first restaurant chain to gain London Healthy Workplace Charter accreditation.

**Number of employees:** 500+

**Main co-ordinator for London Healthy Workplace Charter:** HR Process Manager

### Timeline

Oct 2015	Oct 2015	Mar 2016	April 2016	June 2016	Sept 2016	Oct 2016	Nov 2016
Approached by healthy workplace advisor via email	Initial meeting	Progress review	Progress review	Progress review	Application support (x2)	Application support (x2)	'Commitment' accreditation awarded

### What made you decide to pursue Healthy Workplace Charter accreditation?

#### What has been the most valuable aspect of the Healthy Workplace Charter process?

We appreciated:

- the time allocated to the company by the healthy workplace advisor to review processes
- the reward at the end: accreditation

*We had been investing and developing the team's technical skills, but are keen to look beyond the business's direct needs and also focus on the health and wellbeing of our team members. The Healthy Workplace Charter and local healthy workplace advisor is a great support... We liked the idea of working with an organisation who could guide us in good practice.*

### What did you find most helpful from your advisor?

We appreciated the help to show us areas for development: engagement plan, attendance (strengthening our policy and process for return to work) and smoking (clarifying legal obligations to staff).

### Key challenges

Time.  
Culture change – change in communication channels across different levels within the group e.g. 'Maroush platform'

## IMPACT

### Examples of initiatives

- Introducing the opportunity for staff to comment on their experience of the workplace as part of staff performance 'evaluations'
- Developing a plan for sharing regular healthy lifestyle information via staff noticeboards and the Maroush online platform (e.g. cholesterol, Stoptober)
- Introducing an annual survey to find out if staff are getting their breaks
- Briefing managers during Mental Health Awareness Week, with cascade of information to staff
- Strengthening the attendance/sickness absence policy and return to work procedures

### How have/will employees felt/feel the difference that pursuing healthy workplace accreditation has made?

Employees have been surprised (positively!), especially when they started receiving updates about health-related matters such as cholesterol – they feel that the company is actually interested in their wellbeing. HR has received very positive feedback from staff and managers. Employees have been actively sharing mental health books around our restaurants group.

### Which aspect of being involved in the Healthy Workplace Charter has had/will have the most impact?

The support we received from our healthy workplace advisor – the human interaction, follow-up and reviewing to help us use the Healthy Workplace Charter tool.

### Would you recommend the Healthy Workplace Charter?

*This case study was compiled from: phone-call semi-structured interview with Maroush HR Process Manager (Feb 2017); self-reported changes in online survey (Feb 2017); review of accreditation application form by Healthy Workplace Business Advisor (Jan 2018). Edited and approved by HR Process Manager (May 2018).*

*Of course! It is good to have a framework of best practice to assess our company against. The structure to follow makes it easier to allocate gaps and implement changes. The awards ceremony at City Hall was a great opportunity for meeting other companies who share the same commitment working on employee health and wellbeing, and for sharing concerns, questions, and comments.*

**Fadi Yazbek, HR Process Manager**

**Changes as a result of involvement with the Healthy Workplace Charter (self-reported)**

	Initiatives / practical improvements	Policy changes	Communication improvements	No change
Senior management support for employee wellbeing		✓	✓	
Attendance management	✓	✓		
Health & safety				✓
Mental health & wellbeing			✓	
Tobacco	✓	✓		
Physical activity				✓
Healthy eating			✓	
Problematic use of alcohol & other substances			✓	