

Falck History and Culture



Assistance 1906



Emergency 1907



Healthcare 1908



Training 1923

Falck History and Culture

How Can Corporate Culture Promote Staff Satisfaction?

Agenda

1. Facts about job satisfaction in Falck
2. How and why we deal with (unconscious) anxiety on the job
3. Our DNA

”Viewpoint of Management”
”Role of Unions”

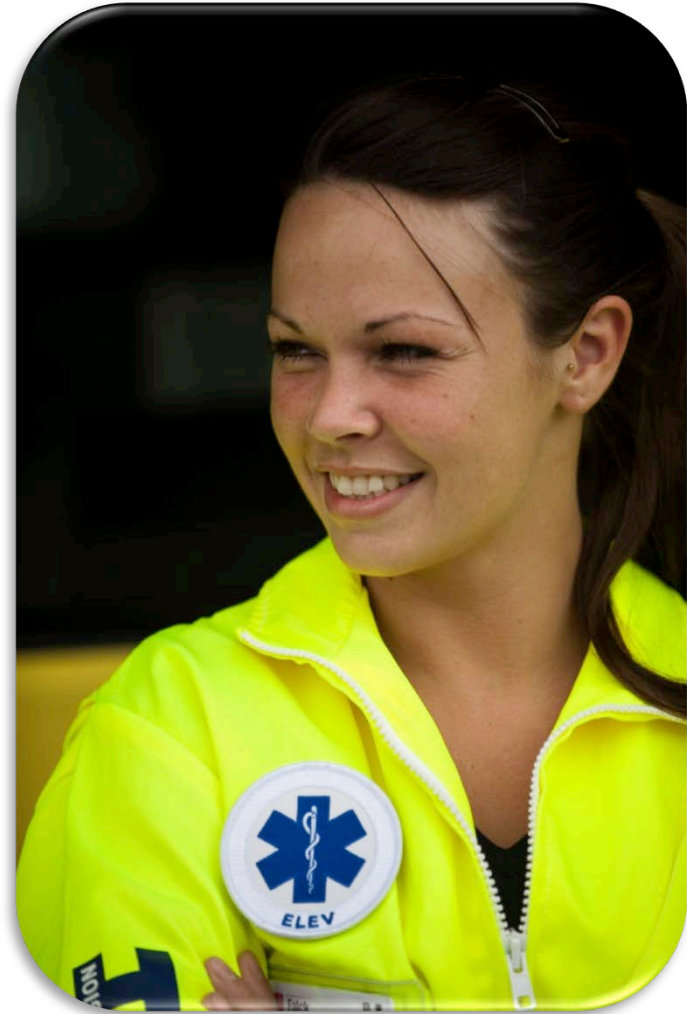


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1. Facts about job satisfaction in Falck

- Monitoring employee satisfaction by full scale surveys
- Results from last Falck-employee survey:
 - Overall job satisfaction: 88%
 - Would recommend working at Falck: 84%
 - Expect to be working at Falck next year: 91%



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- High scores in job satisfaction is correlated with high scores in:
- Interesting and challenging job tasks
- Having sufficient influence on the job
- Using ones skills and competences on the job



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- Other important factors related to employee satisfaction
- Leadership focus
- Employee influence in many ways and on many levels
- Strong relations with colleagues
- "Non-hierarchical" culture



The Falck history and culture

- Sick leave
 - always in focus
- Average approximately 4%
- Strong evidence that level of sick leave is directly and highly correlated to job satisfaction and leadership evaluation
- Policies, procedures and a number of tools and activities to prevent as well as to help prevent and cure illness and/or work related injuries



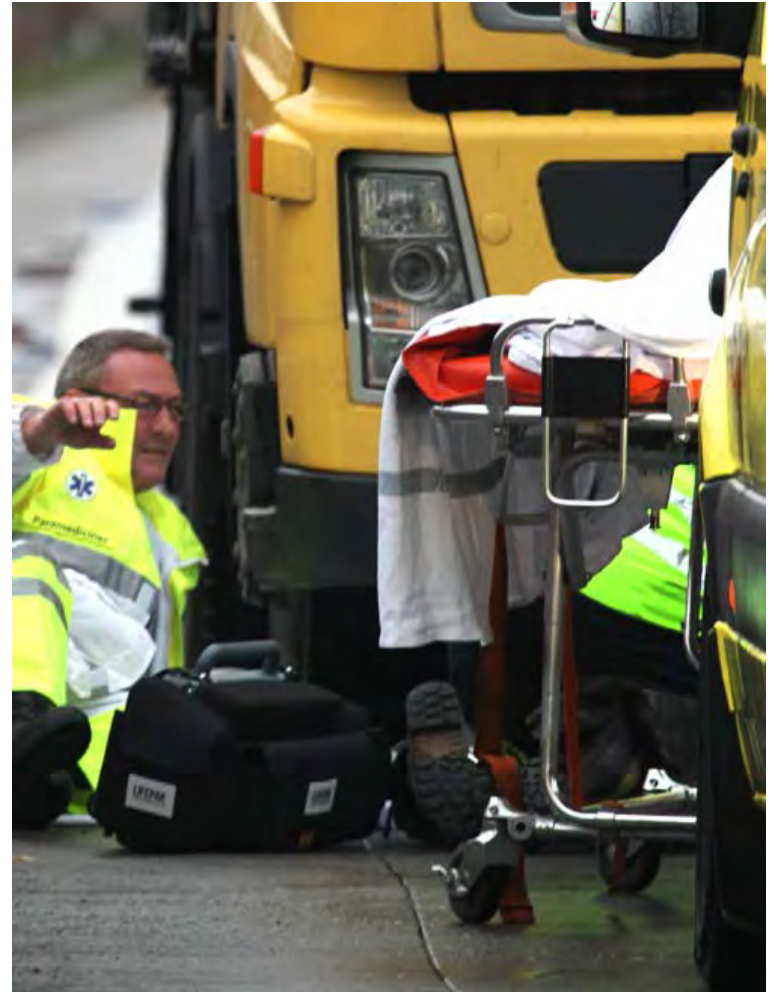
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Numbers and figures concerning seniority within Falck

One year or less	1.432	15%
1-4 years	2.316	24%
5-9 years	1.903	20%
10-24 years	2.279	23%
25-39 years	1.634	17%
40-44 years	0.123	1%
45 or more	0.022	0%
Total	9.709	100%

2. How and why we deal with (unconscious) anxiety on the job

- Ambulance workers and fire fighters have high-risk jobs for both physical and mental health.
- 20-21% of ambulance personnel and 17-18% of fire fighters present symptoms for Accumulated Stress and Post Traumatic Stress Disorder (*prevalence in normal population is 2-3 %*).



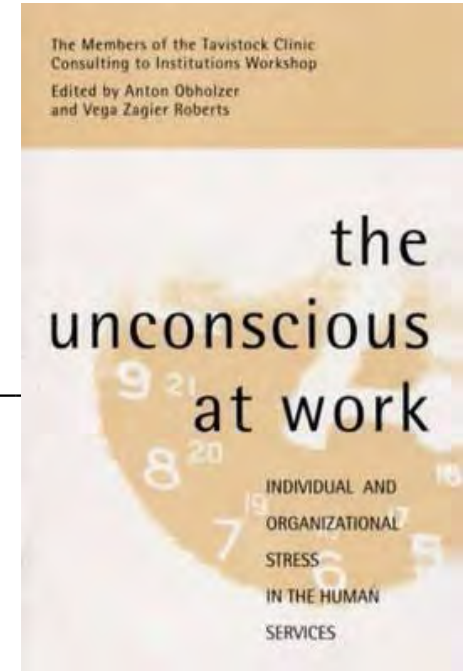
Theoretical model

Conscious level above surface

(Education – Equipment – Vehicles
– Stations – Regulations)

Unconscious level - below surface

(Presumptions - Imaginations – Identification – Doubts
Emotions - Sense of guilt)



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Manager must be able to

- Understand the EMS-environment
- Observe that at staff member needs help
- Listen
- Take action

=

- all emergency employees in Falck must have access to support in order to prevent and/or alleviate work related stress and traumas caused by day to day activities and/or involvement in critical incidents.

- “arrogant leaders”

3. Our DNA

(Film)

FALCK'S DNA

Deoxyribonucleic acid (DNA or dna) is a nucleic acid which contains the genetic instructions which are used in the development and containment of all known living organisms and some vira.





1884: The fire at Kristiansborg Parliament building

“I shall never forget the desolate sight presented by this dreadful fire, nor the deep sorrow afflicting high and low; it was indeed a national disaster. On this occasion however, I was alerted to the necessity of organisation, calm discipline, trained personell and proper equipment if such a fire is to be fought efficiently and if anything is so be salvaged under such conditions. The lesson I learned here has stayed with me in my work and has been fruitful.”

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1906: Assistance: Damage control after fire

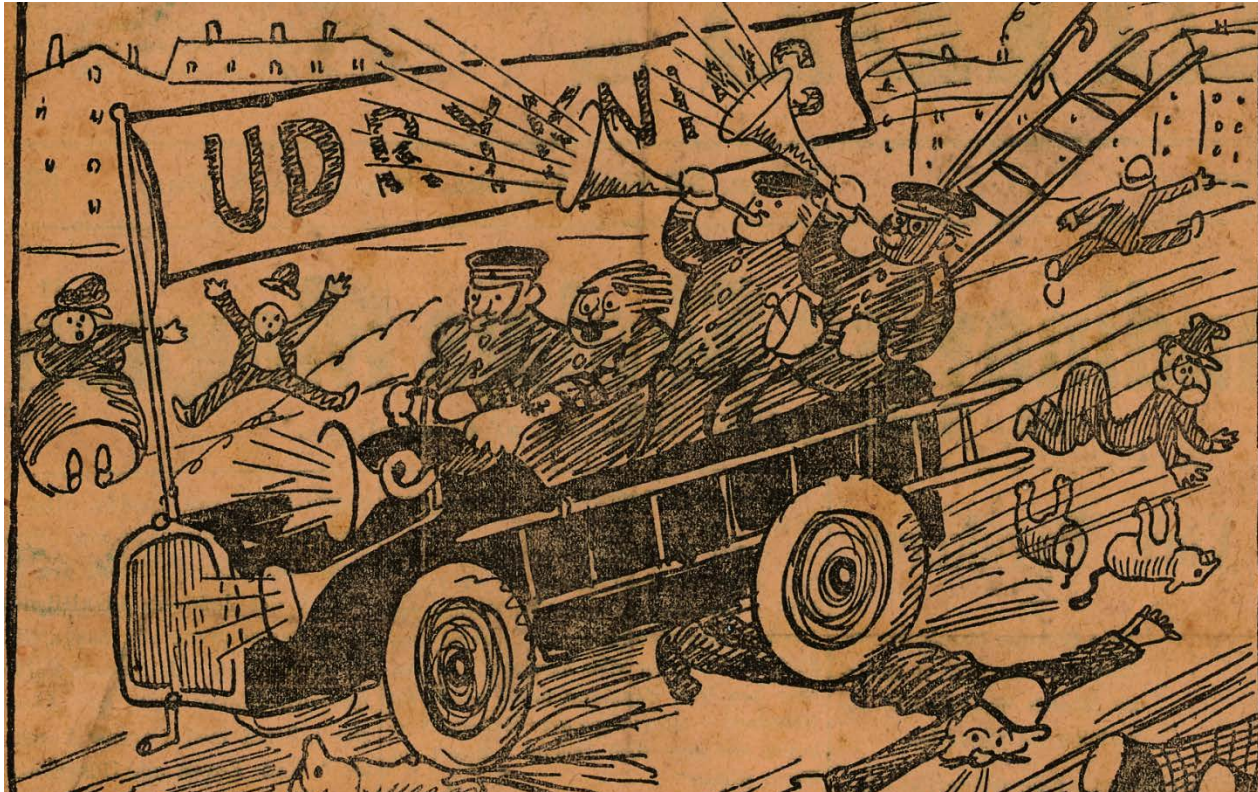
"We will never refuse to provide help when needed, regardless of whether or not we are paid"

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1907: Emergency: Ambulance Services

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1911: Newspapers are making fun of Sophus Falck – there was little respect for his efforts at this time



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1906: Emergency
as defining
business

We perceive ourselves as: being a part of society: Always to provide help, regardless of whether or not we are paid, when humans or animals are in need.

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FALCK'S DNA

1906: Emergency
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business



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The struggle for
recognition

The way Falck's Salvage Corps is organised, it can be compared to any other country's National Salvage Corps. It (Falck) feels obliged, as any other organisation, and is developed and improved by the private initiative. (Rudolph Falck, 1931).



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1906: Emergency as defining business

The struggle for recognition

Quality

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Quality

Passion



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Falck

Thank you for your attention

