



Global-Watch.com[™]
NETWORK

2018 ANNUAL REPORT AND OUTLOOK FOR 2019

TABLE of CONTENTS

2 Message from Global-Watch's
founder and scientific director

Overview of 2018
3 Content, tools and resources
7 Community of practice
11 Outlook for 2019



Global-Watch.comTM
NETWORK

**ANNUAL REPORT
2018**

**MESSAGE FROM GLOBAL-WATCH'S
FOUNDER AND SCIENTIFIC
DIRECTOR**

Time flies! The new year is already here, and it has now been just over a year since we launched Global-Watch. First in Paris, during the Global-Watch Meeting events in November 2017, and then in Quebec, at the Les Affaires conference on workplace mental health in January 2018.

This first year was a year of developments focused on our affiliates' needs.

We established a team of associates and top academics to prepare the monitoring reports and scientific interpretations of research projects done around the world. More than 20 experts were involved in working on the 20 topics we explored to provide the best knowledge and concrete actions that companies can take.

We are proud of the progress we have made, the rich discussions among affiliates from both sides of the Atlantic and from Africa, the toolkits developed, the expert advice, and the setting up of weekly market monitoring.

Your comments have allowed us to improve the content we offer and to enhance the community of practice all year long. Thank you!

The year 2019 is shaping up to be just as exciting, with the development of new toolkits on topics such as return to work and indicators, as well as a number of content docketts and other scientific interpretations.

We are also adding several opportunities for discussion and sharing of content and experience in 2019, with the Meetings, the Matinales, videoconferences, and webinars.

We have upcoming interesting events planned for this year. Check out the Events section below for more information!

Thank you for your trust in us and for helping to enrich the Global-Watch network through your presence and your experience, for the benefit of all.

We wish you a peaceful 2019, with better workplace health and well-being for you, your colleagues, and your employees!



Marie-Claude Pelletier MBA, ASC
President and Founder,
Global-Watch and Levia Group



Prof. France St-Hilaire Ph. D.
Director of Global-Watch scientific monitoring
Director of Équipe sur les organisations en santé (ÉOS)
Human Resources Management Department School of
Management Sherbrooke University



Global-Watch.com[™]
NETWORK

**ANNUAL REPORT
2018**

**RESULTS 2018
CONTENT, TOOLS AND
RESOURCES**

Global-Watch’s content development and distribution platform...

- ✔ Identifies and develops scientific content and tools for employers.
- ✔ Carries out regular scientific monitoring, together with its university partner l'Équipe pour des Organisations en Santé (ÉOS).
- ✔ Ensures weekly market monitoring by tapping into thousands of international sources.

Accessibles interpretations of scientific research projects

IN 2018, GLOBAL-WATCH PRODUCED MORE THAN:

25
Scientific interpretations

14
Themed toolkits, tools, analyses and event coverage

40
International market monitoring reports

In collaboration with our university partner ÉOS and under the supervision of Professor France St-Hilaire, director of scientific monitoring for Global-Watch, 25 scientific interpretations of research projects identifying promising practices were produced this year.

Themes addressed:

Work-life balance	What if being fulfilled fathers meant that men could be satisfied employees?
Stress management	Even a 10-minute break outdoors can reduce stress
Well-being	The Kaizen approach can improve your employees' well-being
Return to work	Key practices for a successful and sustainable return to work
Physical and psychological health	When work makes people sick, and sick people come to work
Meaning at work	When meaningful work and job satisfaction lead to good mental health
Physical and psychological health	Comparative analysis of workplace mental health guides and standards: understanding the pros and cons
Harassment/bullying	Bystanders intervention: taking action to stop workplace sexual harassment

Continued on next page

Themes addressed:

Organizational change	Participatory change to reduce insecurity
Return to work	Sustainable return to work for individuals with common mental disorders: Building on available resources
Aging	Older workers: adding value
Meaning at work	Job crafting et leisure crafting, des moteurs de création de sens et d'engagement au travail
Work-life balance	Adapting programs to employees based on cultural differences: the example of work-family balance
Work-life balance	When technology and personal life are not necessarily compatible!
Physical and psychological health	Recognizing and preventing fatigue at work...before something happens!
Millennials	Financial health of millennials: A cry for help!
Harassment/bullying	Workplace bullying: Understanding it and reducing it
Well-being	Pointless and unreasonable: tasks that spoil work
Telework	The challenges of telework
Physical and psychological health	What if we also looked after managers' mental health?

TOOLKITS FOR TAKING ACTION

In keeping with the *Global-Watch Framework for Intervention*® (<http://global-watch.com/en/tools-and-resources>) which describes the strategy and procedures to follow for an integrated organizational approach, Global-Watch produces all-inclusive files and toolkits for taking action.

Global-Watch's approach doesn't aim to reinvent what others have already done, or established and measured, but rather to be able to mutually benefit from these and, most importantly, to supplement existing tools so that employers have access to a comprehensive approach.

The toolkits developed in 2018 addressed the following topics:

- ✔ Psychological harassment
- ✔ Dealing with the issue of on-the-job alertness and sleep-related problems
- ✔ Use of drugs and cannabis in the workplace
- ✔ Review of workplace health and well-being standards



Psychological harassment toolkit

The result of research and a consultation process on good management and prevention practices worldwide related to psychological harassment in the workplace, the toolkit provides tools to use for implementing an action plan and tools for intervening within a company, while at the same time suggesting possible actions to take to prevent psychological harassment and become a caring company.

These tools are intended to:

- ✔ support organizations in the implementation of a structured process, with the help of a procedure and basic models that can be completed and adjusted based on your reality;
- ✔ convince management and managers and equip them to make changes;
- ✔ support workers/employees and convince them of the merit and seriousness of your initiative while at the same time inviting them to take action themselves.

Contents of the harassment toolkit:

- Initial information document
- Tip sheet for rollout
- Quiz: Where is your organization when it comes to managing workplace bullying?
- Canadian and French legal frameworks governing bullying
- Presentation to management: getting started
- Bullying awareness workshop
- Framework and Models of Internal Policies on Psychological Harassment
- Email to employees: getting started
- A brief guide for employees
- Advice from our experts on working with unions
- Expert advice: Catherine Mattice, United States.
- How can you create an anti-bullies workplace environment? (VIDEO)
- Test case: Revenu Québec (Canada) and managing uncivil behaviour
- A Complementary Tool: *Drawing on the Canadian Standard*. Elizabeth Horvath, CANADA (PDF)
- A Complementary Tool: *Restorative Practice – Another Way of Managing Complaints*. Kirsty Ferguson, NEW ZEALAND (PDF)
- A Complementary Tool: *Tackling bullying and harassment*. Charlotte Rayner, UNITED KINGDOM (VIDEO)
- A Complementary Tool: *Legal Framework and Jurisprudence*. Loic Lerouge, FRANCE (VIDEO, in French only)

TOOLS FOR TAKING ACTION AND REPORT OF RELEVANT EVENTS AND ANALYSES

Different reports, analyses and tools were developed by Global-Watch to help people become familiar with and understand various effective workplace health and well-being initiatives and practices.

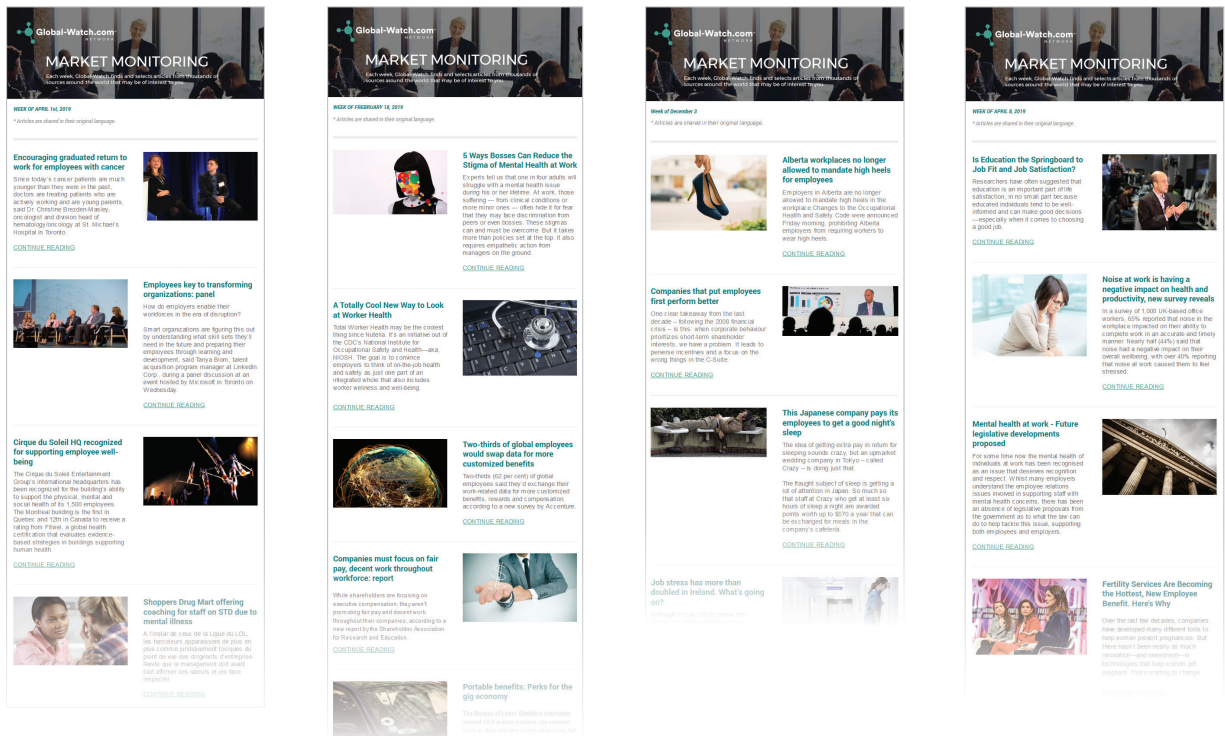
In 2018 Global-Watch developed the following tools and covered the following events:

- A reminder of the 20 points that should be taken into consideration when collecting data from employees
- Psychological health in the workplace – questions and answers with experts
- Incorporating workplace health and well-being one step at a time: using DiClemente and Prochaska's stages of change theory
- Professor Kevin Kelloway: the impact of leadership on a culture of workplace health and well-being
- Returning to work after an absence from psychological health reasons: 3 initiatives from around the world that are worth looking at
- Analysis of the health care plans offered to Canadian employees
- Publication of the ISO 45001 standard
- Exemplary practice: how to deal with cancer in the workplace

WEEKLY GLOBAL MARKET MONITORING OF NEWS RELATED TO WORKPLACE HEALTH AND WELL-BEING

You don't have to do the searching because Global-Watch finds and consolidates for organizations the most relevant tools, studies and events from thousands of sources around the world, shared in the language they were originally published in.

In 2018, we sent out 40 market monitoring reports to Global-Watch affiliates, covering health and well-being trends and news.



The image displays a grid of 16 screenshots of the 'Market Monitoring' newsletter, organized into four columns and four rows. Each screenshot shows a different issue of the newsletter, with a header that reads 'MARKET MONITORING' and a sub-header 'Each week, Global-Watch finds and consolidates for you 10-1200 words of news around the world that may be of interest to you.' The articles featured include:

- Issue of April 16, 2018:**
 - Encouraging graduated return to work for employees with cancer
 - Employees key to transforming organizations: panel
 - Cirque du Soleil HQ recognized for supporting employee well-being
 - Shoppers Drug Mart offering coaching for staff on STD due to mental illness
- Issue of February 16, 2018:**
 - 5 Ways Bosses Can Reduce the Stigma of Mental Health at Work
 - A Totally Cool New Way to Look at Worker Health
 - Two-thirds of global employees would swap data for more customized benefits
 - Companies must focus on fair pay, decent work throughout workforce: report
 - Portable benefits: Perks for the gig economy
- Issue of January 7, 2018:**
 - Alberta workplaces no longer allowed to mandate high heels for employees
 - Companies that put employees first perform better
 - This Japanese company pays its employees to get a good night's sleep
 - Job stress has more than doubled in Ireland: What's getting on?
- Issue of April 6, 2018:**
 - Is Education the Springboard to Job Fit and Job Satisfaction?
 - Noise at work is having a negative impact on health and productivity, new survey reveals
 - Mental health at work - Future legislative developments proposed
 - Fertility Services Are Becoming the Bottom, New Employee Benefit: Here's Why



A face-to-face and virtual meeting place, Global-Watch...

- ✔ Facilitates the sharing of employers' practical experiences.
- ✔ Leads a community of practice made up of employers from large companies (500 employees or more) and scientific experts.
- ✔ Organizes "think-tank/do-tank" types of meetings for affiliate employers with its Global-Watch Meetings, Morning Conferences and videoconferences.
- ✔ Offers webinar-type training sessions.

IN 2018, GLOBAL-WATCH ORGANIZED MANY OPPORTUNITIES FOR MEETING, DISCUSSING AND SHARING

5
Meetings, Morning Conferences and videoconferences in Montreal and Paris

2
International presences

Dozens
of occasions for sharing practices and case studies

Global-Watch Meetings, Morning Conferences and videoconferences

Global-Watch meetings allowed affiliates to discuss and share, listen to presentations by experts and company testimonials and take part in workshops.

November 2017, Paris, Office of the General Delegation of Quebec.

Affiliates' meeting and European launch of the Global-Watch Network

Main theme:
Managers' health



January 2018, Montreal, Les Affaires Conference

Canadian launch of Global-Watch on *Les Affaires*' psychological health in the workplace day.



November 2018, Paris, General Delegation of Quebec in Paris

The 2nd edition of the biannual Global-Watch Meetings

Main themes: Harassment in the workplace and workplace health and well-being indicators



December 2018, Montreal,

Global-Watch celebrates its 1-year anniversary during the Global-Watch Morning Conference

Main themes: Harassment in the workplace and workplace health and well-being indicators, presented to affiliates who had not been able to be present during the November 2018 Global-Watch Meetings in Paris.



International presence

July 2018, Global-Watch's summer mission to Côte d'Ivoire

Marie-Claude Pelletier and Prof. France St-Hilaire, director of scientific monitoring and professor and director of the Équipe sur les organisations en santé (ÉOS) at the Université de Sherbrooke presented work on health and well-being at work and discussed issues and solutions regarding health and well-being at work.



September 2018

Global-Watch was the co-presenter at the Semaine Internationale Francophone pour la santé et la qualité de vie au travail in Bordeaux, France. During this week, Global-Watch presented three videos of relevant initiatives around the world related to returning to work after an absence for psychological health reasons.

Employers share experiences and case studies

2018 saw an abundance of exchanges among affiliates, sharing of experiences and presentations by employers. Here are a few examples of presentations and sharing of case studies.

- Orange, CGI and Desjardins shared their approaches and lessons learned in implementing international strategies in workplace health and well-being
- Bell shared its strategy for measuring workplace health and well-being and gave a talk about promising new approaches for implementing well-being programs
- Desjardins gave a talk entitled La santé et la qualité de vie au coeur de l'expérience employé (health and well-being at the heart of the employee experience)
- Orvade and Société Générale shared case studies on their approach to workplace health and well-being
- The AFNOR gave a talk on the current state of workplace health and well-being in France and presented various tools to facilitate implementing an initiative
- The David Suzuki Foundation and Pratt & Whitney Canada shared their approach, which focuses on employee well-being



Talks and presentations by experts

In addition to the sharing of experiences and presentations by employers, the Global-Watch Meetings are also an opportunity to hear experts speak. In 2018 affiliates had a chance to listen to talks given by the following experts:



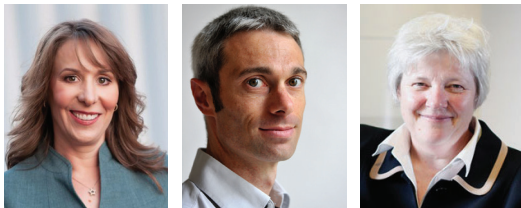
Talk on managers' health

Professor France St-Hilaire, director of scientific monitoring and professor and director of the Équipe sur les organisations en santé (ÉOS) at the Université de Sherbrooke



Talk on the impact of leadership on a culture of workplace health and well-being

Professor Kevin Kelloway, St-Mary's University, Canada
Research Chair in Occupational Health Psychology



Presentations on workplace harassment

- Catherine Mattice, an expert on harassment from the United States
- Loïc Lerouge, a research fellow at the CNRS, a member of the Centre for Comparative Labour and Social Security Law at the Université de Bordeaux and the organizer of the 11th International Conference on Workplace Bullying and Harassment – Bullying 2018 in Bordeaux
- Prof. Charlotte Rayner, emeritus professor at the University of Portsmouth in the United Kingdom



2019 will see the development of new content, such as measurement indicators and return to work, in addition to scientific monitoring and the development of tools.

The development of the community of practice will also be an opportunity for meetings and discussions, whether among employers, in person, in the form of videoconferences or through webinars, an innovation facilitating training in the year to come.

The Global-Watch website is also constantly undergoing improvement. Browsing and the user experience will be improved to facilitate searching for content on the site.

Editorial calendar - projected

More than 27 scientific interpretations on themes chosen by affiliates and the scientific team, as well as themed issues and tools addressing:

- illness management and return to work
- return-to-work management
- workplace harassment
- aging
- the impact of artificial intelligence on work
- work-life balance
- workplace health and well-being measurement indicators

As well as 46 weekly monitoring reports from thousands of sources throughout the world

Activity calendar - projected

Global-Watch meetings, Morning Conferences and videoconferences

- JANUARY (Montreal): Morning Conference on the topic of workplace harassment: the cases of La Poste (French postal service) and Bell Canada.
- MARCH: Videoconference on the topic of hyperconnection
- MAY (Paris): Biannual meetings on the topic of hyperconnection and how to anticipate the impact of artificial intelligence on humans in the workplace
- JUNE (Montreal): Morning Conference on the topic of hyperconnection and how to anticipate the impact of artificial intelligence
- SEPTEMBER: Videoconference on the topic of return to work after an absence for psychological health reasons
- OCTOBER (Montreal and Quebec City): Biannual meetings in person on the topic of measurement strategy in workplace health and well-being and on the use of indicators in an international context
- NOVEMBER (Paris): Morning conference, theme to be confirmed

Webinars

- FEBRUARY: Webinar on the topic of leadership, managerial practices and managers' health by Professor France St-Hilaire
- APRIL: Webinar on the topic of workplace psychological health with international expert Peter Kelly from the U.K.

Other types of meetings to take place

- JANUARY: Noontime Lunch & Learn talk on the topic of leadership, managerial practices and managers' health, by Peter Kelly



Global-Watch finds, and provides employers with, tools, **best practices and knowledge about workplace health and well-being** that are derived from experts, researchers and leaders in their respective fields around the world.

Global-Watch makes it possible to **transition from science to action**, by facilitating interaction among employers and the integration of practices.

Our affiliates save time and resources while benefiting from best workplace health and well-being practices.

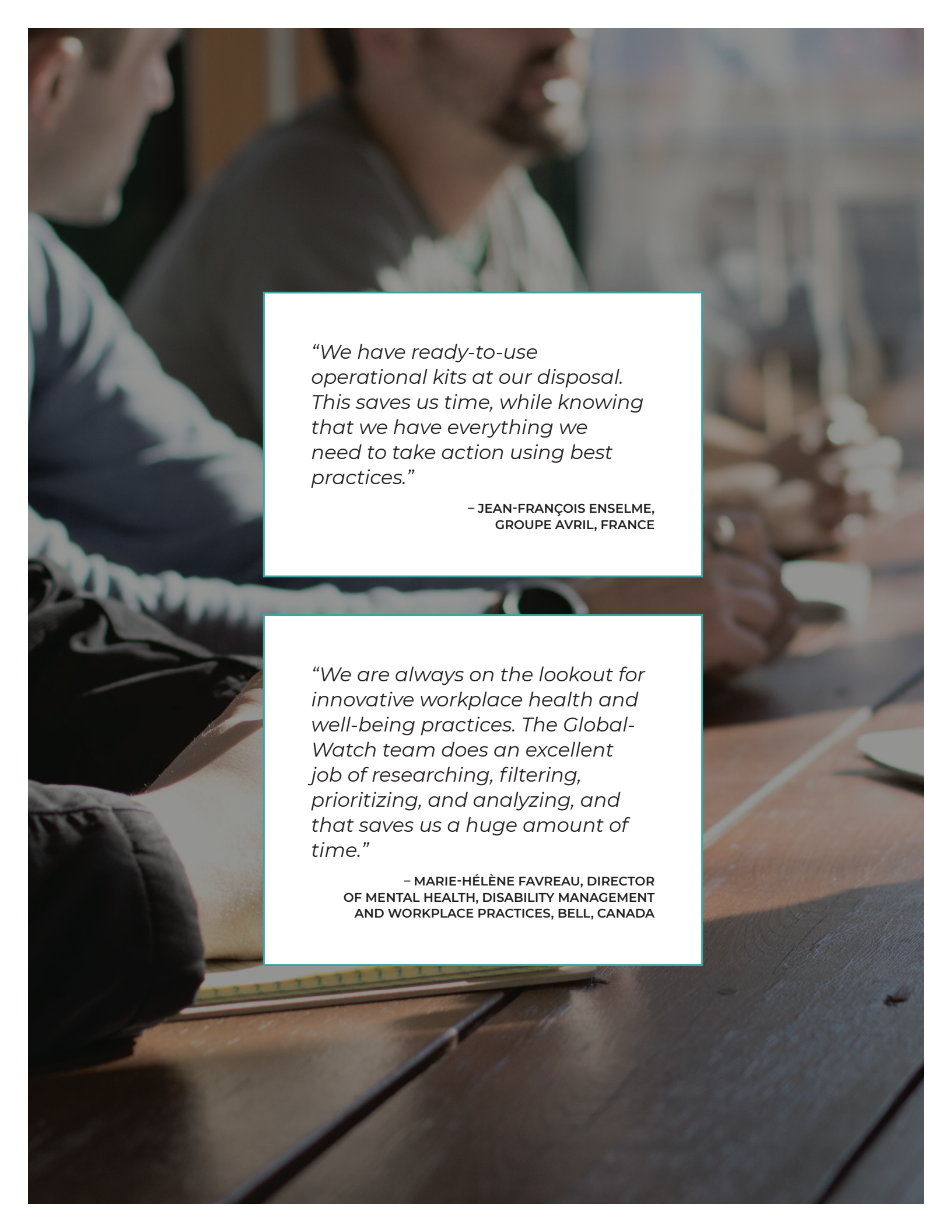
A community of practice consisting of experts, researchers and employers, Global-Watch has as affiliates companies with more than 500 employees who have already initiated workplace health and well-being actions and who can benefit from the experience of others and help enrich the group's collective knowledge.

**The uniqueness of Global-Watch:
sharing knowledge for the benefit of employers.**

Psychosocial risks, stress, chronic disease, managers' health, retaining and engaging staff: these are just a few of the issues our companies are dealing with that require the implementation of strategies in order to reduce negative impacts and promote the social and economic performance of the companies.

Faced with the magnitude of these growing challenges, Global-Watch is confident that we would all benefit by learning from one another and save time. We believe in the importance of:

- ✔ international collaboration with researchers from university settings and communities of practice around the world.
- ✔ not reinventing what others have already done, or established and measured, so that we can mutually benefit from one another's work.
- ✔ structured procedures and strategies inspired by best practices.
- ✔ the networking of employers from different cultural, geographic, economic and regulatory backgrounds in order to understand and follow the progress of the field of workplace health and well-being.



“We have ready-to-use operational kits at our disposal. This saves us time, while knowing that we have everything we need to take action using best practices.”

– JEAN-FRANÇOIS ENSELME,
GROUPE AVRIL, FRANCE

“We are always on the lookout for innovative workplace health and well-being practices. The Global-Watch team does an excellent job of researching, filtering, prioritizing, and analyzing, and that saves us a huge amount of time.”

– MARIE-HÉLÈNE FAVREAU, DIRECTOR
OF MENTAL HEALTH, DISABILITY MANAGEMENT
AND WORKPLACE PRACTICES, BELL, CANADA



Global-Watch.comTM
NETWORK

THANK YOU, AFFILIATES AND PARTNERS!



To contact us directly: info@global-watch.com