World’s number 1 supplier of Tyre Pressure Monitoring Systems

In 2015
• Over 2000 employees in 9 countries across 3 continents
• 58 million sensors shipped
• Manufactured our 300 millionth sensor
• $425 million revenue
• Active legislation in USA and Europe, pending in other regions
What is tyre pressure monitoring?
Schrader locations


Paris, France  Pontarlier, France  Changzhou, China  Kunsan, China  Shanghai, China  Seoul, Korea  Tokyo, Japan
Manufacturing locations

Tennessee, U.S.A.  
Antrim, Northern Ireland  
Carrickfergus, Northern Ireland  
Swindon, England  
Changzhou, China
• October 2014
Schrader Electronics acquired by Sensata Technologies

• 1,000,000,000+
Devices shipped each year, all highly engineered and application specific

• 16,000+
Unique products

• Sales over $2.2b
Listed on the NYSE

• Over 17,000
Employees worldwide

• 16
Countries where we have business and manufacturing sites
Stress – A very old phenomenon

Definition:

HSE defines stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". Pressure is part and parcel of all work and helps to keep us motivated. But excessive pressure can lead to stress which undermines performance, is costly to employers and can make people ill.
The extent of the problem

• About ½ million people in the UK experience work-related stress at a level they believe is making them ill

• Up to 5 million people in the UK feel ‘very’ or ‘extremely’ stressed by their work

• Work related stress costs society about £3.7 billion every year

• And approx. £370 million to employers

• Approx. 280,000 employee suffer from depression or anxiety caused by stress at work

• And a further 254,000 people in Britain believe they have developed a physical illness caused by work related stress

• 13 million working days are lost every year as a result of work related stress

• What about the immeasurable figures???
Good health = Good business
Why have a stress audit?

1 in 5 workers have called in sick due to stress but 90% did not feel able to tell their boss the real reason (Mind 2013)

*Sourced from amh works toolkit*
PILOT STUDY -

CONDUCTING A STRESS AUDIT

The World Depends on Sensors and Controls
Pilot study

- A team of middle managers working through ILM management training teamed up with Action Mental Health Works and Business in the Community.
- They were tasked to develop a process to identify stress within the company so that they as managers could take action upon.
- Working with AMH, HR & ESH Teams and existing company strategy
- ILM 10 – trained on mental health for their understanding before undertaking such a challenging task
- Initially looked into the HSE stress audit and used their model identifying 6 main stressors
Manager Triggers:
- Absenteeism
- Overtime
- Company/Department/Team change
- Product launched

Manager identifies stress points to issue survey

Distribute the survey

Ask 35 HSEN1 questions

Pareto the results in 6 stress categories

NO
Re-run after minimum 1 year

Action?

YES

Shortlist stress category needing action

Results review with team

Action plan with timing with support from company HR & HSE where needed

(After ‘x’ months)
Reissue shortlisted questions within team
Stressors in the work place

- **Demands:**
  - Growth due to legislation
- **Control:**
  - Acquisition of Schrader by Sensata
- **Role:**
  - Growing Teams & integration into Sensata
- **Change:**
  - Geographical challenges
- **Support:**
  - Growing teams, high demands
- **Relationships:**
  - Sensata teams & new employees
Effects of stress at work

- Increased Absenteeism
- Presenteeism
- Staff attrition
- Overtime
- Work life balance
- Morale
- Motivation
- Relationship
Stress within the team

- Team members showing signs of being depressed or low
- Feeling angry or irritable; mood swings
- Complaining
- Tired team members: disturbed sleeping patterns
- Team members withdrawing from others
- Unable to concentrate: low productivity
- Absenteeism: frequent colds; aches; pains; allergies
- Sweating / breathlessness
- Changes in weight

In the long term, stress can lead to more serious physical effects.
How Does Stress Affect Performance

- Optimal Performance
- Increased Attention/Interest
- Boredom/Depression
- Strong Anxiety
- Complete Meltdown
- Standard 35 HSE (NI) stress questions
INDICATOR TOOL FOR WORK RELATED STRESS
(Please tick only ONE Box for each answer)

1. I am clear what is expected of me at work
   - Never □
   - Seldom □
   - Sometimes □
   - Often □
   - Always □

2. I can decide when to take a break
   - Never □
   - Seldom □
   - Sometimes □
   - Often □
   - Always □

3. Different groups at work demand things from me that are hard to combine
   - Never □
   - Seldom □
   - Sometimes □
   - Often □
   - Always □

4. I know how to go about getting my job done
   - Never □
   - Seldom □
   - Sometimes □
   - Often □
   - Always □

5. I am subject to personal harassment in the form of unkind words or behaviour
   - Never □
   - Seldom □
   - Sometimes □
   - Often □
   - Always □

6. I have unachievable deadlines
   - Never □
   - Seldom □
   - Sometimes □
   - Often □
   - Always □
## Data gathering

### Stress Audit Questionnaire

<table>
<thead>
<tr>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Different groups at work demand things from me that are hard to combine</td>
</tr>
<tr>
<td><img src="table.png" alt="Table" /></td>
</tr>
<tr>
<td>4. I know how to go about getting my job done</td>
</tr>
<tr>
<td><img src="table.png" alt="Table" /></td>
</tr>
<tr>
<td>5. My health is suffering because of my work</td>
</tr>
<tr>
<td><img src="table.png" alt="Table" /></td>
</tr>
<tr>
<td>6. I am subject to personal harassment in the form of unkind words or behaviour</td>
</tr>
<tr>
<td><img src="table.png" alt="Table" /></td>
</tr>
<tr>
<td>7. I am given supportive feedback on the work I do</td>
</tr>
<tr>
<td><img src="table.png" alt="Table" /></td>
</tr>
</tbody>
</table>
- Standard 35 HSE (NI) stress questions
- Overall Pareto of results from our study
After a small initial audit, the 35 questions were reviewed
5 questions repetitive so substituted for new questions making a new wellbeing category added
Involve company HR & ESH for advise and AMH
A second pulse study was then conducted with each of the 10 managers teams using the new survey and confidential online assistance from survey monkey
Team results were analysed and support and feedback with the teams conducted
The survey and the tools adopted by the team were very positively recognised by internal ESH & HR and external professionals
…..So the ESH Team took it for themselves!
JANUARY 25, 2016

CONDUCTING A STRESS AUDIT
COMPANY WIDE

The World Depends on Sensors and Controls
What we did next –

- Amended the pilot study survey to reflect the additional departments to be included
- Emailed the survey to all Antrim and Carrickfergus staff 700 in total
- Allocated 3 weeks to complete the survey
- 64% of persons completed the survey
Total Survey Returns
- 35 stress questions plus 2 (job level, department)
- Analysed individual team paretos
- Analysed all individual teams
- Compared with the holistic pareto
Results

Q3: Different groups at work demand things from me that are hard to combine.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>(no label)</td>
<td>0.00%</td>
<td>53.33%</td>
<td>20.00%</td>
<td>26.67%</td>
<td>0.00%</td>
<td>15</td>
<td>2.73</td>
</tr>
</tbody>
</table>

Q4: I know how to go about getting my job done

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>(no label)</td>
<td>26.67%</td>
<td>73.33%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>15</td>
<td>1.73</td>
</tr>
</tbody>
</table>

Q5: My health is suffering because of my work

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>(no label)</td>
<td>0.00%</td>
<td>26.67%</td>
<td>40.00%</td>
<td>13.33%</td>
<td>20.00%</td>
<td>15</td>
<td>3.27</td>
</tr>
</tbody>
</table>

Q6: I am subject to personal harassment in the form of unkind words or behaviour

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>(no label)</td>
<td>0.00%</td>
<td>0.00%</td>
<td>26.67%</td>
<td>40.00%</td>
<td>33.33%</td>
<td>15</td>
<td>4.07</td>
</tr>
</tbody>
</table>

Q7: I am given supportive feedback on the work I do

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>(no label)</td>
<td>20.00%</td>
<td>60.00%</td>
<td>13.33%</td>
<td>6.67%</td>
<td>0.00%</td>
<td>15</td>
<td>2.07</td>
</tr>
</tbody>
</table>
Analysis of results

- Referenced the results and collated these into a presentation for each manager
- Client meetings being held with departmental managers to discuss the outcome with any issues highlighted
- Presented findings to the HR team highlighting Red areas of concern
- Presenting findings to the Senior team highlighting key points
- Formulating company action plans for policy areas/training etc.
- Each department manager will be supported for areas of improvement within their control (example include: team communication, understanding job)
Response to audit findings

Update will be included in Q1/16 Newsletter issued to all employees detailing what we provide:

- Online stress training programme via eLearning
- Classroom training internally developed on stress management for managers
- The HR and ESH team are available for confidential support
- Emotional intelligence training
- Mindful Managers training
- Other coaching/ counselling and cognitive behavioural coaching
- Care Call employee assistance programme/counselling
- HR engagement was provided for any areas of concern issues raised
- Stress awareness training combined with shift workers lifestyle training
Going Forward

• The stress audit will be carried every year as minimum
• Non email version to be developed an issued
• Managers provided with training on stress management
• Training to include supporting team members through non work related stress issues.
• Managers made aware to liaise with ESH/HR if any issues arise throughout the year.
JANUARY 25, 2016

QUESTIONS

The World Depends on Sensors and Controls