



## Organizational Human Factors Benchmark

IHL is an organizational diagnostic and strategy consulting company that uses world-leading diagnostic tools to identify health related risks within the enterprise. We assess then craft custom interventions to improve outcomes at the individual, organizational, and financial levels.

IHL is the exclusive US licensee of a unique survey tool, the Organizational Human Factors Benchmark (OHFB). The feedback reports from the OHFB enable you to answer key questions such as how we can:

- Support workplace transformation while enhancing workforce resilience?
- Manage staff engagement, talent retention & high performance while ensuring staff wellbeing?
- Measure DEI and other equity issues so we can plan for impactful change?
- Use scientifically-derived information to identify organizational changes with the best ROI?

Given the current level of uncertainty and concern in so many areas:

- Covid-19 impacts, including remote vs. on-site working
- Equity and inclusion issues
- Digital fatigue
- Human and environmental sustainability
- Employee turnover

the OHFB offers an unparalleled view NOW into the impact of these issues on your organization and ways to address them.

**Unlike other survey approaches, the OHFB's reports clearly show the predicted *financial* return on investment as you address the identified issues.**

### Fully Customizable

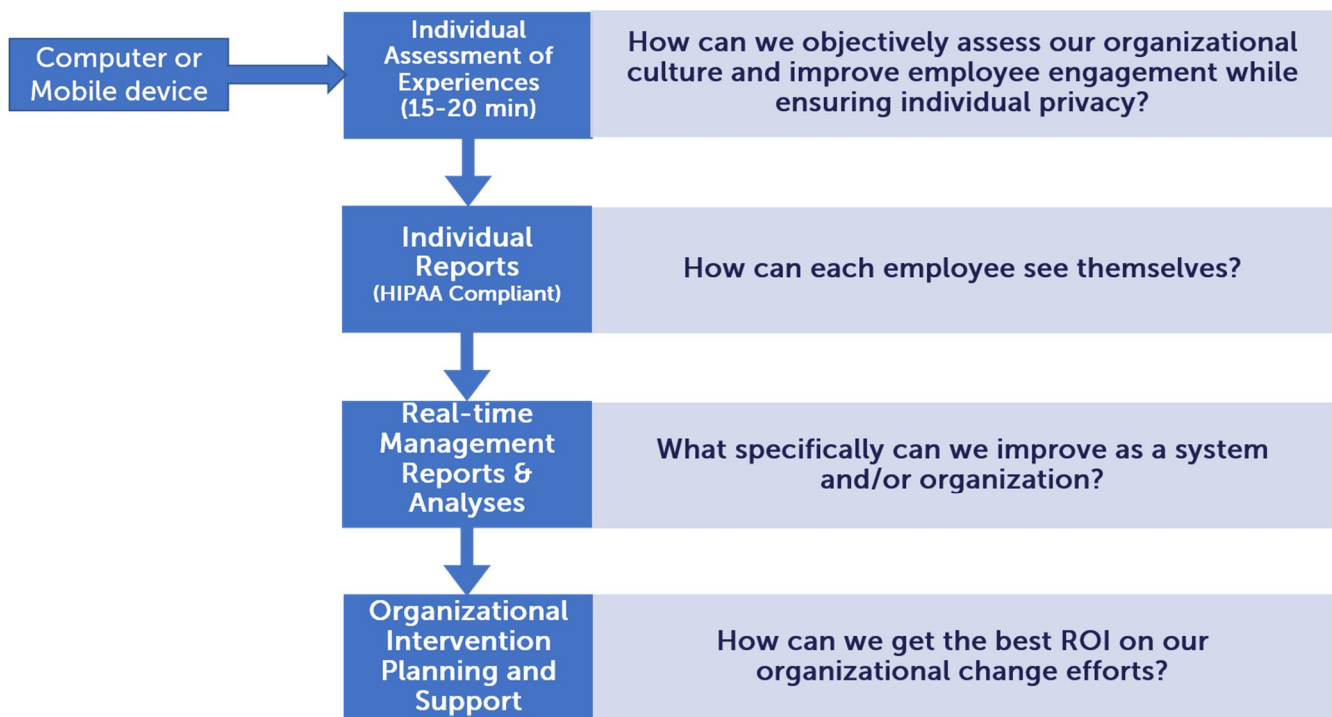
There are no restrictions on the number or geographic location of respondents and the data feedback reporting is set up to reflect your company structure. All feedback reports can be analyzed by age, racial and/or gender identity, position in the organization and salary level.

### Proven Framework

The OHFB has been used for more than a decade in Europe, Africa and the Middle East, resulting in a comparative database of over 1.2 million responses to the survey instrument.

It is built upon a well-respected model for evaluating burnout, disengagement and health impairment in organizations, the Job Demand-Resources (JD-R) model. This theoretical model—supported by the large comparative database—enables the generation of a wide range of interpreted feedback reports that provide both an *internal* comparison of departments and teams against the company-wide results and an *external* comparison against a set of worldwide norms.

## Structured Operational Flow



1. The individual assessment gathers input from respondents on:
  - Biographical information including gender identity, race/ethnicity, and age (all of which can be used to provide organizational and department/functional analyses)
  - Work-related well-being, experiences at work, and attitudes toward the organization
  - Personal health, life view and lifestyle.
2. Each respondent receives a real-time summary highlighting any factors indicating high risk of stress or burnout. They then have the choice to agree to have a report viewed by an organizational health professional who will provide the respondent with appropriate counselling and potentially a referral for further assistance.
3. IHL prepares a set of management reports showing:
  - Organizational factors (like workplace engagement, workload, pace of work, work culture, diversity and inclusion, etc.) that can be changed to improve health and productivity
    - How and where to apportion effort for organizational change based upon critical path and causal factors of areas requiring change in priority order of urgency
  - Priority costed team, functional, divisional and enterprise solutions
    - Information required to make counseling referrals and health interventions for individuals identified as being at high-risk for physical or psychosocial damage.
4. While the OHFB provides sophisticated individual and organizational feedback, converting that to practical interventions requires careful planning and implementation management. We will work with your management team to develop an implementation plan and contribute as appropriate to the implementation.

