

# Illness Has Costs, Health Creates Business Value



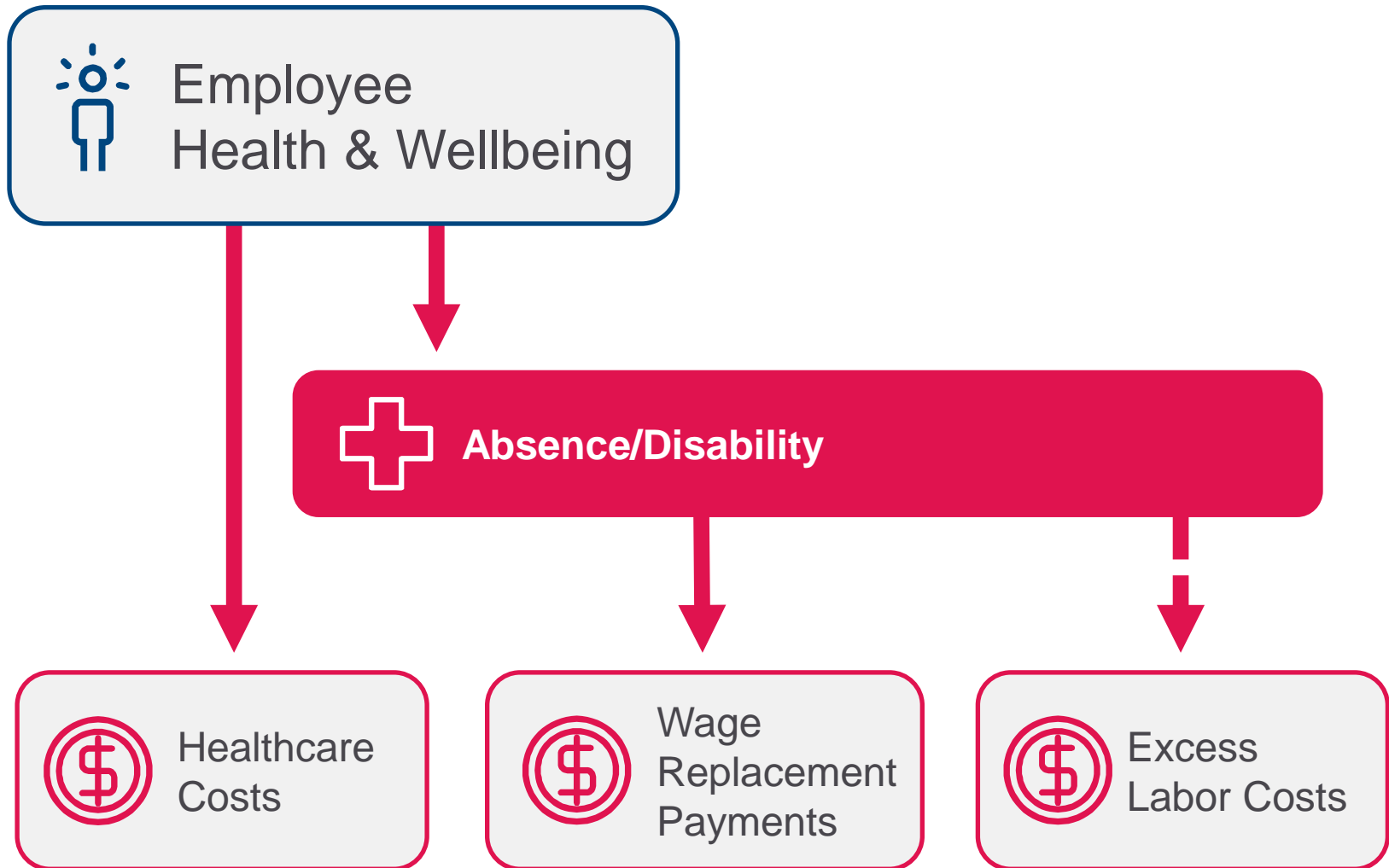
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# Health and Bottom-Line Costs



# Getting From Health to the Top-Line

Feeling well, ready to work

On the job, performing well

Company delivers its products & services

Company meets its business objectives



Healthy, high-performing workforce



Business Output



Business Performance

# Illness Damages the Top-Line

Feeling ill,  
not ready  
to work

On the job,  
under-  
performing

Company's  
products &  
services  
suffer

Company  
misses  
business  
objectives



Workforce struggling  
with poor health



Business  
Output



Business  
Performance




# How Do Your Company's Leaders Measure...

- Employees' health and wellbeing?
- How well people are performing?
  - *Human Capital Management*
- Product and service delivery?
  - *Business Output*
- Whether the business is meeting its overall objectives?
  - *Business Performance*



# Some Measures That Get Business Leaders' Attention

Link employee health and wellbeing to ...

 Human Capital Management	 Business Output	 Business Performance
<ul style="list-style-type: none"><li>- Employee satisfaction/engagement</li><li>- Employee turnover</li><li>- HR costs per employee</li><li>- Supervisor evaluations</li></ul>	<ul style="list-style-type: none"><li>- Store/unit sales</li><li>- Billable hours</li><li>- Customer satisfaction</li><li>- Inventory turnover</li><li>- Service errors</li><li>- Product defects</li><li>- Process/product throughput</li></ul>	<ul style="list-style-type: none"><li>- Revenues</li><li>- Profitability</li><li>- Shareholder value</li></ul>

**Analytics that  
guide strategies  
and deliver  
results**



**Nestlé USA**



# Panel Q&A



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