



Sharing our Dan'Cares experience: Learnings and Achievements

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A Global Business Network for Social Protection Floors

ILO

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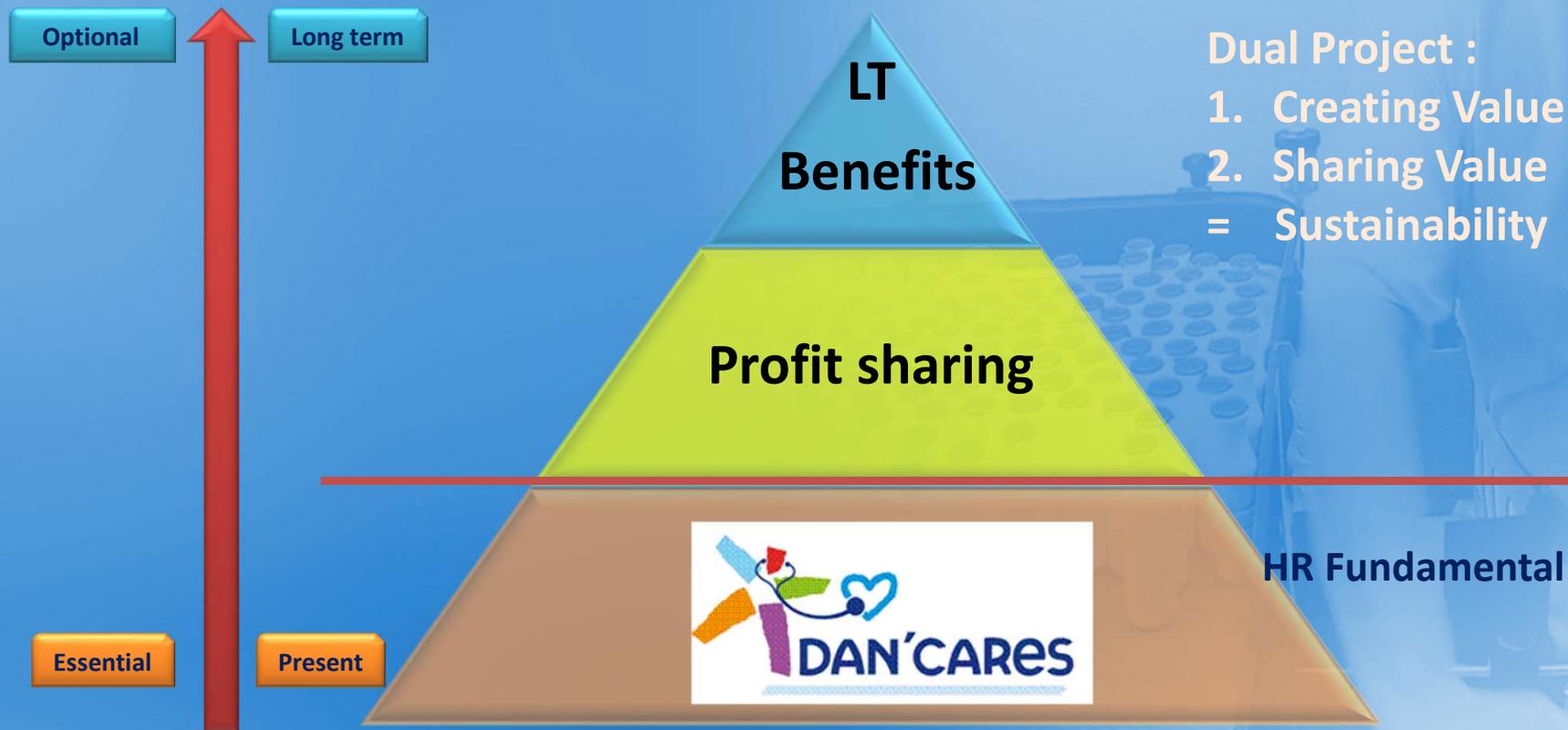
Why Dan'Cares ?

- « Delivering health through nutrition to as many people as possible » is at the heart of Danone's mission
- Danone Cares about its customers and its Danoners
- Providing good quality health coverage for core risks to ALL Danoners is an HR fundamental



Why Dan'Cares ?

▼ To share the value with All Danoners starting with the essential



What is Dan'Cares ambition ?

- ▼ Provide a healthcare coverage on **3 CORE RISKS** : hospitalization, maternity, outpatient
- ▼ Assessed on **3 CRITERIA** : quality, accessibility, out of pocket expense



**For ALL
Danoners**

Main steps

From a Project to the Programme

Step 1

Design of ambition & audit in Top 15 countries (85% of employees)

Step 2

Project launch: creation of Acceleration Fund, global coordination of Action Plans

Step 3

Audit in 26 new countries & Action Plans in 5 new countries
Measuring progress and ROI: KPI's
Internal & External Communication Plans

Major Action Plans developed in 13 countries



Achievements

- The source of tangible social and economic impacts

Improve Engagement

Reduce absenteeism

Improve Motivation

Reduce turnover



Accelerate Cross CBU mobility



Boost Employer Branding and Attractiveness

A visible impact for our people

Items	Total Favorable		Total Unfavorable
			?
24. The programs or actions implemented by my company to promote employees' health (beyond safety) are beneficial for me and/or my family.	81	9	9
25. I have the information I need about my benefits (health coverage, pensions scheme, death & disability insurance...).	82	5	12
26. From what I hear, our benefits are as good as or better than the benefits in other similar companies.	66	16	18

Differences in Total Favorable From

A	B
+1 ⁺³	n/a
+5*	+6*
+2 ⁺⁵	+3*

A. DANONE OVERALL 2011 (N=69,004)
 B. TOWERS WAT SON GLOBAL FAST MOVING CONSUMER GOODS NORM (N=161,159)

Verbatim Danone People Survey on Benefits: “DANONE makes a real difference”

“Nothing can compare to other company as Danone taking care & giving good benefits to their employee.”

“We offer a wide variety of benefits and opportunities to suit individuals - some big, some small - but they all help to make us feel like people and not just a number in a big organisation.”

“Danone takes care of employees' health and wellness with regard to excellent employee benefits... It is very important for our families.”

DAN' CARES IN SUMMARY

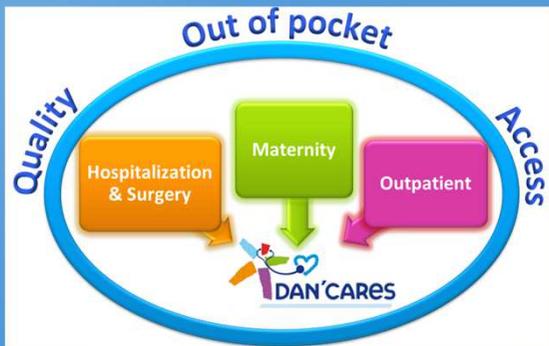


Toward All Danoners

with a health coverage meeting Dan'Cares ambition

Dual project Social & Economic

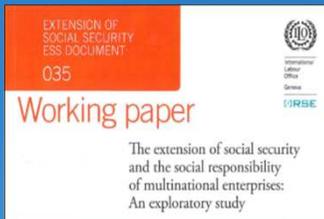
People Survey on Benefits: DANONE makes a real difference



...wide variety of benefits and opportunities to suit individuals – some big, some small – ..they all help to make us feel like people and not just a number in a big organisation.

Danone takes care of employees' health and wellness with regard to excellent employee benefits... It is very important for our families.

External Contribution & Recognition



Differences in Total Favorable From		
A	B	C
+1 ⁺	n/a	n/a
+5 ⁺	+6 ⁺	+1 ⁺
+2 ⁺	+3 ⁺	-5 ⁻

(x) Indicates like-for-like comparison

Items	Total Favorable		Total Unfavorable
	Favorable	Unfavorable	Unfavorable
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