



Absence Management Case Study



"HAVING HONEYDEW HAS BEEN GAME-CHANGING FOR US!"

Mondelez International is a global food and drink manufacturer, with leading brands in the UK such as Cadbury, Toblerone, OREO and Philadelphia.

Mondelez International extends over nine UK sites, including six factories and three R&D centres, and employs over 4000 people.

In July 2024, the company introduced the Day-1 Absence Reporting service across its UK sites.

Before: No clear data on absence

"We didn't have easy access to absence data, we didn't know what were the key causes of our absence"

Before implementing the Day-1 absence reporting service, HR and managers did not have easy access to absence data. There was a lack of visibility to enable a proactive and preventive approach to managing employee absence.

Employees across the different sites followed different procedures. The absence data was recorded in different systems, making it difficult for managers to navigate the absence management journey. There was limited visibility or accountability on management actions.

"We wanted a standardised approach for absence reporting across the business."

From complex to simple and effective

Working in partnership with Health Partners, Honeydew delivers Mondelez International an integrated service to reduce absence and promote employee wellbeing.

A dedicated 24/7 absence line

Mondelez International employees benefit from a single point of contact for all types of absence and early intervention when it is needed.

Instant access to live data

Managers have access to Engage absence management software, which provides real-time absence data, visibility of trends, cost of absence analysis, and the ability to track management task completion rates and policy compliance.

"Engage gives us powerful data around our key absence causes, allowing us to be proactive"

Bespoke settings to support the business

Mondelez International opted to use a bespoke absence dictionary and custom trigger settings tailored to the business. The company is better able to standardise and reinforce their internal infectious disease control (IDC) protocols.

"It's brilliant, it's so easy to use ... super intuitive, [I'm] very, very happy with it."

Visibility, accuracy and action

Since launching the Honeydew Day-1 Absence reporting service, in less than 1 year Mondelez International has achieved:

- A reduction in absence levels
- Reliable absence data
- Proactive referrals and earlier interventions
- Increased manager involvement and accountability
- Better payroll reporting and tracking sick pay allowances
- Effective action on policy triggers
- Data-driven wellbeing strategy

"It is really easy to do a referral because you've got all that absence data at your fingertips."

Honeydew account managers listen to feedback from Mondelez International and Health Partners and continuously update the solution to best support the integrated service offering.

