

# Global logistics company Forto improves team mental health and reduces sick days



## Who is Forto?

INDUSTRY	FOUNDED	PEOPLE	LOCATIONS	CUSTOMERS
Logistics	2016	650+	12	2,500

Forto offers groundbreaking, scalable, digital logistics technology and services that go far beyond point-to-point transportation. The Berlin-based company was co-founded in 2016 by Ferry Heilemann, Erik Muttersbach, Michael Wax, and Dr. Fabian Heilemann. Today, Forto helps suppliers transport their goods around the world via sea, air, rail, and by multimodal transport.

## The Challenge

The pandemic brought vital supply chains under intense pressure and public scrutiny: What happens if food and other goods cannot be transported? Like employees in other so-called frontline industries, those working in global logistics came under intense pressure.

In order to handle the "new normal" in the best possible way, Forto stepped up to take care of the well-being of its 650+ employees right from the start of the pandemic: They surveyed their employees to gain an understanding of current mental health within the company.

As a result, the company found that the level of well-being was below an acceptable internal benchmark. During intensive exchanges with the employees, they reported their concerns about the impact of Covid-19 for themselves and their families.

## How did Forto try to address mental well-being?

Forto took a proactive approach to mental health in their company. This included:

- Creating a safe space for their employees to talk openly about their mental health
- Offering a solution to help address difficult times, especially during the pandemic
- Fostering a company approach to mental health that considers it as important as physical health
- Actively challenging the stigma surrounding mental health

As well as the internal survey, the company invested in common employee benefit and team building activities, such as:

- Yoga classes and posture training
- Virtual team events
- A “care phone” manned by someone from the People and Culture team
- Launching a COVID-19 newsletter along with Q&As
- Work from home playbook and Slack channel

Although these initiatives no doubt helped to some extent, Forto still actively considered investing in more specialist mental health support. The most obvious choice was to hire a freelance psychotherapist but this didn't prove cost-effective or scalable. It would also prove difficult to maintain employees' anonymity during on-site therapy sessions.

They also considered giving their team access to wellness apps such as Calm and Headspace but neither of these products offer 1on1 sessions with psychologists. Before finding nilo.health, Forto wasn't aware of such a solution on the German market.

# The Solution

Forto chose nilo.health to provide all of their employees with scalable, flexible, and personalized mental health support. nilo combines 1on1 video sessions with experienced psychologists with evidence-based training and well-being tools, such as audio meditations and self-guided training exercises.

Having a range of resources delivered in different formats creates multiple entry points to mental health support. Together, the three support options help employees address existing mental health issues as well as cultivate preventative strategies.

## nilo.sessions

Employees work together with qualified, experienced, and vetted psychologists on a 1on1 basis via video. Psychologists are chosen according to the employees' needs and preferences. From private to work-related, preventative to acute, no subject is off the table.

Advantages for employees:

- Accessible and flexible
- Qualified and experienced psychologists
- Personalized, tailored support

## nilo.programs

Employees work proactively on their mental well-being by using interactive and evidence-based exercises. nilo.programs exercises are designed by our team of psychologists and are geared toward addressing the current needs of employees.

Advantages for employees:

- Evidence-based
- Engaging and motivating
- Flexible

## nilo.tools

Our clinically-backed tools promote calm, focus, and provide the tools to help employees live more fully in the present moment. From mindful awareness and reflection exercises to sleep meditations and productivity hacks, nilo.activities help keep employees feeling good, day by day. The concise and solution-oriented exercises allow employees to integrate the tools seamlessly into their everyday lives.

Advantages for employees:

- Self-guided
- Flexible
- Positive habit-forming

# The Outcome

Since rolling out nilo.health in November 2020, Forto employees reported a **25-point increase in mental well-being** when surveyed.

One of the biggest improvements at Forto was reducing sick days. Absences per employee reached an annual high in October 2020, perhaps due to the ongoing impact of the pandemic.

nilo.health was rolled out company-wide the next month (November 2020) and **absences due to sickness dropped consistently each month**, with numbers in March 2021 **the lowest since implementing nilo and the second-lowest year-on-year**.

"Taking care of our employees' mental health has the same importance as taking care of their physical health. We are grateful to have nilo.health as a strong partner to give mental health the platform it needs."

Emily Gawlik  
Head of People & Culture, Forto.

# Mental health and sick leave

Mental health has personal and financial costs.

## Cost of mental illness sick days

USA 2019

**\$80-\$100**

Billion per year

Depression responsible for 400 million sick days per year.

UK 2019

**£70**

Billion per year

Depression responsible for 91 million sick days per year.

## Most common causes of long-term absence

	Mental ill health	Stress
2020	<b>59%</b>	<b>46%</b>
2021	<b>50%</b>	<b>48%</b>

# What Forto thought of nilo

A great effort by the company offering nilo.health. It's good to see the company thinks about the mental health of their employees.

With all the training exercises and 1on1 sessions...I feel really taken care of in an environment in which I can thrive.

*nilo helps me to stay calm at work!*

Average Forto user rating

**4.96/5**

For more information about how to improve and protect mental well-being at work, check out nilo.health.

[Explore nilo.health](#)

