

Absenteeism Case Study - Call Centre

During winter 2015, a trial was completed for a major international insurance company in Auckland, New Zealand. The trial was conducted in a 100-seat call center and included a monthly Antimicrobial Treatment of all working areas (workstations, equipment and common areas) and supply of the GermFree24 Hand Protectant in wall dispensers for staff use.

The trial was measured by comparing absenteeism rates against data from the past 3 years (2012, 2013 and 2014). The trial was extremely successful. Absenteeism was shown to drop by as much as 50% during the winter period, and over 30% against the 3-year combined average.

	May	June	July	August	Totals
2012	7.9%	6.11%	5.33%	8.05%	6.85%
2013	2.82%	4.97%	9.77%	2.79%	5.09%
2014	7.88%	7.66%	12.13%	6.49%	8.54%
Average % (2012, 2013, 2014)	6.2%	6.25%	9.01%	5.78%	6.81%
2015 Zoono Trial	3.69%	4.13%	5.23%	5.27%	4.58%
Reduction 2015 vs. 2014	-53.17%	-46.08%	-56.88%	-18.80%	-32.75%
Reduction 2015 vs. 3 Year Average %	-40.48%	-33.92%	-41.95%	-8.82%	-31.29%