Internal newsletter

careium®

September #9

Summer is over, but not if you ask my 5-year-old daughter. You see, I put away her summer sandals recently and this was apparently very wrong of me! According to her, summer isn't over until it's snowing outside. According to me, summer is over when the first leaf falls to the ground...

If you read these intros, you may know that I'm not very fond of cold weather. So, from now on and until it's at least 23 degrees outside again you will only see me sporting warm sweaters, winter boots, and maybe even some fingerless gloves in the office. How about you? Have you accepted that summer is over and are you okay with that?

Enough with the weather, here's what's been going on this month:
Meet **Daniel Antilla** who has a connection to Billie Eilish, **i-care® plus** has been launched, we've had an **external audit** and the UK business development team met for a **strategy day**.

Greetings from a cold Malmö
Moa Odegrim, Social Marketing Coordinator

Interview with a colleague

DANIAL ANTILLA



My name is Daniel Anttila and I've been working at the Malmö Office since May 2022. I am a product and UX designer, meaning I care for everything from the look of a button to the overall experience of a product. I mainly work with digital products but at Careium there is crossover: the new Abby is a good example; it is a physical device with a digital screen.

For many years I worked in the aviation industry, designing onboard systems for passengers, but I had this feeling that I wasn't proud of what I did. During the pandemic, a lot of people close to me started questioning their jobs and how it made them feel. For me, making it less boring for people to fly did not feel very important. Looking for a new job, my main criteria was that it HAD to be something that made the world a bit better, something I could feel proud about doing. Robin, who also works at Research and Development (RnD), told me Careium was looking for a designer... and I'm glad to be here!

Design is often more about removing than adding. At Careium there can be a lot of technical debates in projects, but the main goal is always to make a better product – I really like that! It is a constant challenge to balance between very technical aspects and what feels good and simple to use. Making products involves so many considerations and people and it is very exciting to be involved in the whole process. Everyone has been very open and inviting so far.

If you have ever been in a meeting with me, you might spot a drumkit in the background. I'm not a drummer but music is my main hobby and I try to play everything...with questionable results. A long time ago I made music for videogames. Billy Eilish's song "ilomilo" is based on a game made by the studio I worked at and I'm one of the musicians on the soundtrack! Maybe she will be equally inspired by the custom notification sound I'll make for the i-care® plus app next week...





Introducing

i-care® plus

We have recently launched the i-care® plus app!

It will provide additional peace of mind for family & friends, as well as professionals, to users of the Careium 450. Via the app, family and friends can ensure that their loved one and the equipment they use is working. It gives family and friends the possibility to respond to alarms, get in contact with the senior and get information about the senior's location. In addition, it provides peace of mind to the senior – knowing that there's someone they know who can respond to alarms. **The app will continue to be developed with additional functionality and device compatibility**.

i-care® plus shows that Careium is at the forefront of innovative tech development, offering solutions at the heart of care. We have already received a lot of positive feedback about the app, and we would really like to **thank the software development team in Malmö** for their efforts in developing this great software.

The intentions are that our first customers will start using the app in October. If you want to test the app, don't hesitate to contact Peter Cullin and he will help set you up!

Note! **We want to avoid calling the i-care® plus app a "relative app"** since it's not only meant for relatives. It could be a neighbour, a friend or a professional that supports the senior.

EXTERNAL AUDIT

There was an external audit in August to check how we work with quality, environment and information security. This is done to keep the ISO certificates we have (ISO 9001, 14001 and 27001). The certificates are very important to prove to our customers that we are a reliable business partner and to ensure quality, safety and efficiency in our products, services and systems.

The auditors visited Malmö and Oslo in person and Kalix digitally. We got a very good result with only 4 small non-conformities that we are now correcting. We also got several ideas for improving our way of working.

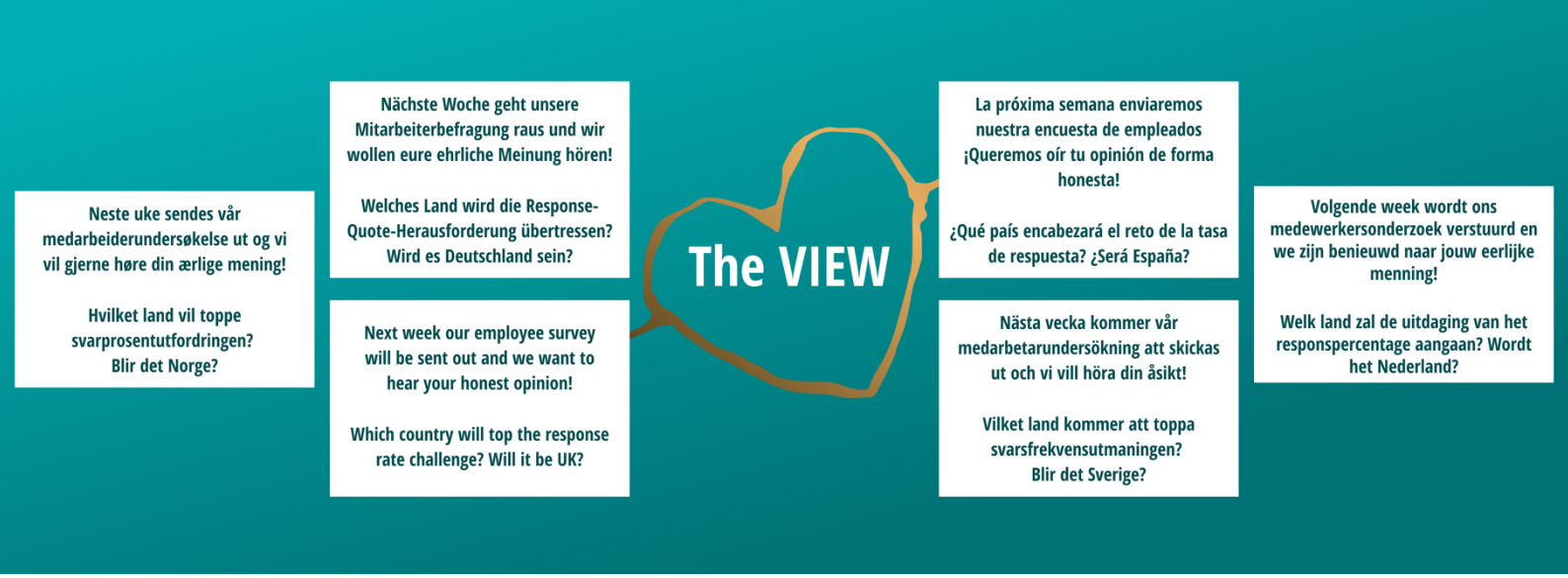
Thank you to those colleagues that were directly involved in the audit and thank you to everyone for your continuing hard work in maintaining these standards on a daily basis.

Next external audit will be in the beginning of February 2023 and will include visits to the offices in Malmö and Blackburn.

NEWS FROM THE UK

The UK Business Development Team met for a **strategy day** at the beginning of the month in Birmingham. The day was a fantastic opportunity to meet face to face and introduce new members of the team, including **Mark Zaczek**, who joins us as Bid Manager. It was also the chance for the team to discuss ways in which the company can ensure a strong Q4 performance and work towards making sure that 2023 activity puts the company in a profitable position.

The UK recently launched its **very first Employee Forum.** This provides really exciting opportunities for staff, via the Employee Reps, to get involved in shaping the future of Careium and what it is like to work here. The forum is a vital channel to hearing people's thoughts, how they feel and most importantly ensuring their suggestions are heard.



It is that time of year again....

Two times a year Careium sends out an employee survey to find out the lay of the land. Obviously, we all talk to each other on a regular basis, but sometime getting the opportunity to anonymously answer questions about the company, the cooperation, your immediate manager allows us to answer 100% freely. The purpose of the employee survey, that we call **the VIEW,** is to gather input from all our employees, go through the results and have feedback sessions together with our team and decide on actions to improve or to maintain. Sometimes the scores in the VIEW doesn't make any sense until you've had you feedback session, so it is important to take the time to understand the core of the opportunity or problem.

All results will also be looked at by group management and all other management teams to ensure progress and accountability.

As **employees build companies and not the other way around** it is crucial that we all work together to make the best working environment for everyone. We all contribute to our work environment.

Keep your eyes open the 4th of October
It will take you just a few minutes to respond



SOCIALCHEFSDAGARNA

Gothenburg

September 28 - 29

Sign up to our newsletter

Announcements

A big welcome to **Zishan Khan** who joined Careium this month in the position of IT Operations Analyst. Zishan lives in Lancashire with his young family and is based in the Blackburn office. Zishan brings with him many years IT experience including previous roles working in the NHS and in a contact centre. As part of the Group IT Operations team, his role involves maintaining and securing our business-critical systems and IT infrastructure according to our governance framework and the ISO27001 standard.



Want to read earlier issues of the internal newsletter? You'll find them on Sharepoint!

Is there anything that you'd like to share in the next newsletter?
Please send an email to

moa.odegrim@careium.com