



E&J Gallo Winery

## Vitality CASE STUDY

### ENGAGING A DIVERSE WORKFORCE

E. & J. Gallo Winery is one of the largest wineries in the US, with over 7,000 blue- and white-collar employees.

As an essential workforce during the COVID-19 pandemic, hourly staff remained on site to maintain production while corporate staff transitioned to working remotely. Pivoting to a hybrid model presented a new challenge in keeping the entire workforce engaged, connected, and supported, whether at home or on site.

"20% of our population at any given time was not here for two years. It created a lot of challenges," said Carmella Smyth, Senior Benefits Manager at Gallo.

**“ We were challenged to go outside what we used to do to reach people. We had to open our minds to communicate to our employees.”**

Gallo utilized their on-site clinic to help reach employees and bring care to where they were, whether in person or remotely. Essential workers relied heavily on the on-site clinic for information regarding COVID-19 testing and vaccinations. Through a partnership with their clinic vendor, Gallo could encourage employees to seek primary care and behavioral health support through virtual interactions.

"Behavioral health was at the intersection of dealing with the pandemic, returning to work, and balancing family life," stated Smyth. "The on-site clinic tripled their volume in calls per week of people calling in for virtual care and COVID support. It also became critical to building support and connection and helping people feel comfortable returning to work."

