

# Best Mental Health in the Workplace

## Strategy: Multinational Implementation

### Winner

#### Fostering a culture of psychological safety, Experian Global



This award recognises workplaces that have successfully implemented a strategy to strengthen mental health in their workplaces in two or more countries

Previously, Experian's approach to mental health and wellbeing in general has been inconsistent and levels of support have varied across the regions in which it operates. Quarterly pulse surveys, running since 2018, showed that globally 60% of its people agreed with the statement: "I am feeling physically and mentally well."

This was a driving factor for the company to create a global mental health strategy and align it with the global diversity, equity and inclusion framework to create a consistent company-wide mental health support offering. Experian's global strategy covers mental, physical, family and financial wellbeing. Senior management believe it is imperative that all employees have the same level of support, training, and a proactive senior leadership both globally and regionally.

The company fosters a psychologically safe culture through proactive and inclusive support, training and networks. Its global mental health strategy informs our regional strategies, recognising cultural nuances. The strategy is built around the following pillars/targets:

**Prevent** – to raise awareness, reduce stigma, and foster a preventative culture. This includes implementing the Global Wellbeing Policy, the Mind Wellbeing Index submission and employee survey.

The Wellbeing Principles toolkit offers examples of how to build a high-trust culture, centred on psychological safety. New joiners are given "Impostor syndrome" training to help them feel like they fit in. A life events/benefits map helps colleagues tailor wellbeing support to different life stages.

**Equip** – to equip managers with the tools and resources needed to proactively support their teams. This strand encompasses the psychological safety training and toolkit, and global mental health training for all. Wellbeing pledges are added to email signatures to help keep them front of mind, and managers are trained on conducting performance reviews for neurodiverse employees. There is a pathway in place for managing return to work following mental health absence to help managers make the process as smooth as possible.

**Support** – to have a consistent and empathetic core support offering for all employees. This involves growing the global Mental Health First Aiders programme – training 1% of the company's global workforce (220 people) – and a global mental health app. The company maintains an annual Global Mental Health First Aider programme and database and uses the Mind Wellbeing Index to inform its global strategy. Staff have free access to GPs 24 hours a day

Mental Health Awareness campaign

Your Mind Matters at Experian



online or over the telephone (regional equivalents are in place). Staff are supported with an employee assistance programme (EAP) that offers fast, free and confidential support, professional advice and information across all the areas of physical, emotional and financial health and wellbeing (regional equivalents in place). They also benefit from private medical insurance such as BUPA.

## Achievements

The company set itself targets for 65% of its people globally to report that they feel mentally well, able to be themselves at work and are receiving the right level of support from their manager.

These targets have been exceeded across all regions, with 91% of staff globally saying Experian is a great place to work. 85% say they receive the right level of support from their manager, while 80% think Experian is providing the right level of support around wellbeing.

Experian has also been awarded several global accolades acknowledging that the organisation is achieving company-wide cultural change. Experian is committed to continuous improvement. Senior management are delighted by the survey results, which show how its strategy and execution has resulted in a significant rise in employee wellbeing. ■

## Judges' comments

- + Holistic approach with clear goal.
- + This is a comprehensive and well-measured programme with some innovative pieces.
- + I like the clear people survey targets – with good benchmark figures.
- + I like the execution of your plan and how it ties back to your strategy. I think around the physical and financial aspects I would like to see you look into you pay /time off policies. I applaud the domestic violence leave and duvet days, but I wonder if you have considered paid leave for things like consultant appointments.

## Shortlisted

- Global Mental Health Ally Network  
ACCENTURE UK
- HSBC GROUP
- MRL CONSULTING GROUP