

THIS CAN **HAPPEN.**
AWARDS 2019

A large crowd of people in formal attire (suits and dresses) are gathered at an awards ceremony. In the background, a sign for 'Coutts' is visible. The scene is set in a modern, well-lit indoor space with a curved ceiling and warm lighting.

The 2019 Winners

21 NOVEMBER 2019 | COUTTS, LONDON

CELEBRATING EXCELLENCE
IN WORKPLACE MENTAL HEALTH

www.thiscanhappenawards.com



At DLG we talk about it. No, we really talk about it.

There are many aspects to our daily lives that make a huge difference to how we're feeling, our ability to perform at work and the enjoyment we get from our lives outside of work.

Too often people are afraid to talk about their mental health experiences because they fear the response and stigma they may receive. But at Direct Line Group, we're committed to creating an environment where people can truly be themselves and be open with others.

That's why we have **135 trained Mental Health First Aiders**, across all of our sites, so there's always someone for a colleague to talk to.

Find out more about life at Direct Line Group
www.directlinegroup.co.uk

"I'm incredibly proud of our commitment to mental health here at DLG, and even more proud of the fantastic – and often challenging – work that our mental health first aiders do supporting people every day."

Penny James, CEO



Always by your side

Proud sponsors of

THIS CAN HAPPEN.

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Welcome from our hosts

Congratulations to all the finalists & winners

We're honoured to be hosting the inaugural This Can Happen Awards. This is a subject we hold very close to our hearts at Coutts, and one which needs a continual spotlight given the increasing pressures that exist in the workplace and in society today.



Partnering so closely with our entrepreneur clients, we hear time and again the importance of workplace mental health – ensuring a more inclusive and supportive environment for employees and businesses to thrive. The standard of entries was amazing, and we know what a difference the initiatives and individual finalists are making to so many.

MILES KEAN

Executive Director, Entrepreneurs Division
Coutts

A message from our Jury Chair

TONI GRAVES

Global Head of Reward,
Benefits & Wellbeing
Allen & Overy LLP



On Thursday 17 October, Allen & Overy hosted the judging of the inaugural This Can Happen Awards. From the huge number of entries reviewed, I am pleased to say that the standard was extremely high, showing that there is some superb work being done in workplace mental health. The discussions around who the winners should be were detailed and thorough, with many judges being swayed by the ensuing debates.

There were some key themes that shone through from the work we discussed. Firstly, it is evident that many workplaces are now doing some excellent work in mental health provision that others will be able to learn from. Secondly, there are some very talented future and current leaders providing inspirational leadership. It was also noted that there were many entries from SMEs, so it is not just large companies actively addressing workplace mental health. Finally, it is

evident that measuring the impact of mental health programmes is not an easy task.

The judges had to make some hard decisions, demonstrating the integrity of these awards. Though there were worthy shortlisted entries in the Most Innovative Idea to Improve Mental Health category, the judges concluded that there was no clear winner in terms of innovation, and decided not to award a winner in this category.

The aim of This Can Happen Awards is to celebrate excellence in workplace mental health and to share the learnings of the case studies entered.

I believe that in its first year This Can Happen Awards has achieved its objectives. I would like to thank my fellow judges for their hard work, depth of thinking and for helping create an enjoyable day's judging. Congratulations to all the winners!

Make time for your mental health



Mentally Healthy Universities

A mental health and workplace wellbeing
programme for students and staff

The Mentally Healthy Universities programme will reach over 6,000 students and staff at 10 Universities in its first two years, providing support and specialist training to equip these communities with the knowledge, skills and confidence to support their own mental health and that of others.

To find out more, visit: mind.org.uk/universities

Programme of events

→ WELCOME

Miles Kean, Executive Director, Entrepreneurs Division, Coutts

→ AWARDS PRESENTATION HOSTED BY:

Matt Johnson, TV presenter, film & documentary maker,
ambassador for MIND and RSPCA

- Most Inspiring Employee of the Year
- This Can Happen Future Leader Award
- Most Inspiring Leader of the Year
- Best New Workplace Approach to Mental Health
- Mental Health Campaign of the Year
- Best Targeted Mental Health Initiative
- Employee Network of the Year
- HR / Wellbeing Team of the Year
- Best Mental Health in the Workplace Strategy: **SME**
- Best Mental Health in the Workplace Strategy: **Large Company**
- Grand Prix
- Founder's Choice Award: Outstanding Service to Mental Health

Meet our Judges



THIS CAN HAPPEN AWARDS 2019

On Thursday 17 October, 17 senior leaders met in central London to assess the entries for the inaugural This Can Happen Awards 2019. The judges brought with them a diverse range of expertise, but all are championing excellence in workplace mental health.

Led by Toni Graves, Global Head of Reward, Benefits & Wellbeing at Allen & Overy LLP, it was the ideal group to identify the most impressive work.



1. SUSAN GEE

Group Occupational Health
& Wellbeing Manager
Yorkshire Water

2. JASON GOWLETT

Director, HR Operations
Direct Line Group

3. HENRIETTA FRATER

HSE & Wellbeing Manager
The Crown Estate

4. MILES KEAN

Executive Director,
Entrepreneurs Division
Coutts

5. MONIKA MISRA

Head of Employee Health
& Wellbeing Europe
GlaxoSmithKline

6. TONI GRAVES

Jury Chair
Global Head of Reward
& Wellbeing
Allen & Overy LLP

7. NOEL MCDERMOTT

Broadcaster / Licensed
Psychotherapist / Founder of
**Psychotherapy &
Consultancy, Sober Help and
Mental Health Works**

8. BARBARA HARVEY

Vice Jury Chair
Managing Director,
Accenture Research
Accenture

9. JAMES TUGENDHAT

Managing Director,
International
**Bright Horizons Family
Solutions**

10. MANISHA MEHROTRA

Head of Diversity & Inclusion,
EMEA
Bloomberg LP

11. NICI MATLOW

Director, HR
Swizzels Matlow

12. BARBARA PRYCE

Wellbeing &
Inclusion Consultant
British Airways

13. DAWN MOORE

HR Director
**Morgan Sindall Construction
& Infrastructure**

14. SHEFALI GERA

EMEA Head of Wellness
Goldman Sachs

15. KATIE LEGG

Director, Strategy &
Partnerships
Mental Health UK

16. DR SHRITI PATTANI

Chair
NHS Health At Work Network,
Clinical Director - Consultant
Occupational Health Physician

17. MELANIE NYLEN

Wellbeing Manager, EMEA
Google

CHÉ DONALD

(not pictured)
National Vice Chair
**Police Federation of England
and Wales**

Most Inspiring Employee of the Year

Winner

James Martin, Enterprise Rent-A-Car

This category recognises an employee who has inspired their workplace by breaking down the stigma around mental health, and growing awareness of how positive mental health can help colleagues develop

European Bid Manager James Martin is based at Enterprise Rent-A-Car's European HQ and has worked for the company since 1996. As one of its first UK employees, James helped Enterprise become one of the leading mobility providers in the UK. He is an influential member of the management team, combining work duties with significant contributions to the company's philanthropy efforts.

Having led the company to sign Time to Change's Employer Pledge, he chairs the company's National Mental Health Committee, is a trained Mental Health First Aider, and founded the employee support network Thrive. He also an active member of the Wellness Committee at the European HQ, acting as chair of the Mental Health strand. Collaboration and innovation have been essential factors for James in delivering strategies. He has formed a diverse and representative committee to work around problems, wholly understanding the necessity of a strong network to ensure a campaign remains sustainable.

James leads through personal experience. He has openly discussed living with depression and anxiety for 25 years, his suicide plan, and his recovery after a breakdown. His story has inspired so many people and played a crucial role in helping



James Martin leads through personal experience

to eradicate stigma and recruit champions and allies.

Using his strong business judgement, excellent leadership skills and ability to communicate with all levels, James has made an incredible contribution to the business in setting up and driving Enterprise's mental health strategy. This has had an instant impact for today's employees and laid strong foundations

Highly Commended

Presented by:



for the future. His personal experience of mental illness and willingness to share his story to inspire and educate others have been invaluable in building understanding and enacting change in the business.

James' selfless bravery in telling his story and his determination in setting up Enterprise's Mental Health Strategy have already benefited so many employees, and they will continue to do so for many years to come.

Achievements

Enterprise cites James as being an incredible force for change in banishing mental health stigma. James campaigned throughout the UK and Ireland, putting together the principles of the Time to Change Pledge and ensuring every regional director signed their own copy.

As well as its employee support network Thrive and National Mental Health Committee, Enterprise now also offers line manager training, a wellness passport, 'lunch and learn' events with guest speakers, events on mental health days including breakfast delivered to employee hub areas, and discussions around mental health awareness.

James's work is often at ground level. For one month last year, he ran 6km each day, asking people to join him and talk about mental health as they ran. He has also personally delivered breakfast to employees, co-hosted lunch events and made campaigns fun and informative. ■

Judges' comments

■ This is a wonderful example of what one person can set in motion when they are passionate about achieving change. James has done some incredible work and got the message out about mental health not only in the UK but also into Europe. This level of engagement is what is required to bring about lasting change and make workplaces positive for mental health now and in the future

■ James has shared his own story to inspire others to open up. He has shown how important the organisation considers Mental Health Wellbeing by influencing the Senior Management to sign the Time To Change Employer Pledge in front of the workforce. James has set up a new framework and is currently driving it forward throughout Europe

→ Rhianwen Condon
**Oldbury Viaduct Major
Renewal Scheme**

Shortlisted

→ Christine Meakin
Barclays

→ Mari Thorman
HSBC

This Can Happen Future Leader Award

Winner

Nick Jemetta, Sainsbury's

A category recognising a young future leader who has already made an impact on mental health in their workplace, and is paving the way for a better workplace for the future

Digital Product Lead Nicholas Jemetta has three passions in life: his family, mental health and wellbeing, and technology. As a doting father of two young children, Nicholas has found a way to balance his priorities at home with the two roles he performs for Sainsbury's, first as a Senior Digital Product Manager in the digital team, and secondly as Chair of the Mental Health and Wellbeing network in Sainsbury's Argos. As Chair of the project, Nicholas and a group of colleagues work with the Wellbeing and Diversity & Inclusion teams to create long-lasting changes in the business, encouraging dialogue to reduce the stigma surrounding mental health and wellbeing.

Using his own personal experience as motivation to make a difference to the world, it was Nicholas's proactivity, tenacity and determination that led to the creation of the network in Sainsbury's Argos. Until it was formed in late 2018, although there had been local activity, there was no central, focused group of like-minded individuals who could galvanise the business and support the broader wellbeing strategy.

Engaging and inspiring, Nicholas's story is one of hope and overcoming adversity. He has supported colleagues who are also considering sharing their experiences,



Nick Jemetta shares his message on multiple channels



preparing them for how they might feel before, during and after. His passion for encouraging them to take responsibility for their own wellbeing is evident in the amount of time he dedicates to sharing his

Highly Commended

Presented by:



own story, and raising awareness through social media channels.

Nicholas's efforts on reducing the stigma and starting the conversation go well beyond his commitments in the workplace. He's now blogging and vlogging about his experiences on personal social media channels, gaining significant traction and a growing engaged following. He's recently been accepted as a member of a social enterprise, bringing together some of the UK's leading campaigners and speakers on a range of issues, including mental health.

Achievements

In addition to creating and chairing the network, Nicholas lobbies and campaigns for change, recognising that change in an organisation of the scale of Sainsbury's can take time. As an Associate member of the Speaker's Collective, he is soon to talk about his work at universities, schools and businesses. Sainsbury's first mental health & wellbeing Yammer community is now the company's second largest diversity & inclusion community, counting more than 1,050 colleagues in Sainsbury's Argos as members, with over 3,000 messages posted and 9,000 likes.

Nicholas has led on several in-person events and is collaborating on a mental health podcast with a gender balance network. He hopes to secure more opportunities in the future with schools, universities and businesses so that he can get the chance to share his message with as many people as possible. ■

Judges' comments

Wow Nicholas! How inspiring to see so much passion behind ending the stigma! Your creation of the Mental Health and Wellbeing network in Sainsbury's Argos will no doubt deliver so much impact. Many congratulations for making such a difference both internally and externally!

Great reach across company – real delivery

Nick has it all for me: change agent, peer experience, inspiring leader, living proof change is possible

→ Shalah Akhtar
PwC

Shortlisted

→ Claude Asgill
Sir Robert McAlpine

→ Anastasia Vinnikova
Bank of England

Most Inspiring Leader of the Year

Winner

Jane Austin, Wave

This category recognises a worker who has truly led from the front to banish stigma around mental health, and who has actively campaigned to ensure colleagues are appropriately supported by their employer

Wave's Director of HR Jane Austin has spent her career in HR and internal communication roles across various industries, including automotive, education and utilities. Jane is a qualified Insights and Myers-Briggs practitioner and uses both in her role to help employees gain more insight in the way they view the world and the impact they have on others.

Jane was part of the team that set up original retail company NWGB before it entered a joint venture to become Wave. She has led on TUPE, purchased an HR system, written T&Cs, developed HR policies and created a People Strategy with a focus on wellbeing and mental health.

Jane secured leadership team buy-in before launching the wellbeing programme with a series of sessions on breaking down the stigma of mental health. In a start-up company and on a minimal budget, she believed Wave could secure more affordable and tailored mental health interventions, and engaged brokers to help her obtain a full OH service at no additional cost to a group income policy she was purchasing as a safety net for employees.

Jane successfully worked out how to release call centre staff for the sessions while maintaining phone coverage, and how to reassure people they wouldn't be



Jane Austin ensures Wave leads in wellbeing



The Leadership Team's presentation of employee survey stressed the value of a healthy working environment

Shortlisted

Presented by:



judged if they attended. In doing so she ensured that every single employee had the opportunity to attend.

Driven by personal beliefs, knowledge and career experiences, Jane has created a healthy place to work, an organisation where employees feel able to talk about mental health issues and gain swift access to support services. She has been successful in securing leading HR services on a limited budget, such as the acquisition of a health referral service where employees benefit from a mental health assessment by a qualified psychiatric nurse within 48 hours of voicing concerns.

Achievements

Wave now leads the way in the wellbeing space. The HR team use the occupational health element to refer employees with mental health issues to an early intervention scheme, sending a qualified psychiatric nurse to an employee's home or work address, followed by counselling. There is now a cashback and treatment plan for all employees, and an employee assistance line.

The HR team has supported staff with extreme cases such as stalking, harassment and abuse, and Jane has ensured her team knows when to listen and when to refer to professional agencies. Jane is a speaker at summits and conferences and is also working with a psychologist, with a view to helping line managers deal with employees facing severe mental health issues. ■

Judges' comments

Extremely impressive how Jane has thought creatively and innovatively on how best to implement a mental wellbeing culture within her organisation given limited budget. It's clear she has demonstrated thought leadership and impact across her workplace

Really impressive person and set of achievements. Obviously inspiring all of those around her. I feel like I want to meet her and find out more, which is exactly what I am looking for

Phenomenal impact with minimal resource! This is precisely what will motivate more companies to follow suit. I am hugely impressed with how you gained leader buy-in to ultimately develop solutions for quicker easier access for the people who need it most. Very well done!

→ Barbara Harvey
Accenture

→ Karen Baxter
Lewis Silkin LLP

→ Nancy Lengthorn
MediaCom

Best New Workplace Approach to Mental Health

Winner

Thrive, Moneysupermarket Group

An award given to a workplace that has recognised the importance of addressing mental health in the workplace, and taken steps within the last 12 months to improve the mental health of employees

Prior to the launch of Moneysupermarket Group's Mental Health Employee Resource Group, Thrive, there was little communication, policy or training on mental health. Evidence indicated many employees had low understanding of mental health at work.

With the introduction of a company-wide Diversity and Inclusion Lead, more focus was given to inclusive colleague experience. Following Mental Health Awareness Week in 2018, several colleagues volunteered to help, and Thrive was formed, aiming to remove mental health stigma and promote an inclusive environment for mental health across Moneysupermarket Group.

Thrive's main strategic goal in the first six months was to raise awareness of resources available for staff, and understanding of mental health within the wider Group. Thrive ran a survey that indicated employees did not feel they could talk to their managers about their mental health, and if they did, managers themselves did not feel able to navigate the conversation properly.

This led to the 2019 strategic goal to provide manager-specific training on spotting the signs of mental health issues and having supportive conversations.



A message from Thrive to staff, offering free training for World Suicide Prevention Day

Thrive also set about training managers in tailored mental health skills. Mental Health First Aiders are signposted via local posters and the intranet; they receive monthly wellbeing support and their conversations with employees are anonymously logged and categorised to signpost any support needed.

Highly Commended

Presented by:



Psychotherapy and Consultancy Ltd
Sober Help Ltd
Mental Health Works Ltd
NEVER UNDERESTIMATE THE POWER OF WHERE YOU ARE

Wellbeing rooms in offices provide puzzles, plants, yoga mats and literature to signpost mental health support. There are mental health calendar dates, when speakers discuss personal experiences and share tips for improving mental health.

Webinars are held on change management and resilience following feedback from first aiders, and along with the talks, they can be attended via Skype or on-demand for those who don't wish to attend in person.

Achievements

Since Thrive was formed, 26% of employees have received some form of formal mental health training. Over half have attended mental health talks, and staff are now scheduled to train in Mental Health First Aid; conversations with first aiders are logged and categorised to signpost any additional support needed from Thrive. Several internal colleagues volunteered to speak about their mental health experience, of whom 60% were male, and 20% were senior leaders.

Culturally, there has been a clear uplift in awareness and engagement in mental health conversations, with male engagement significantly increased. Employees have reported feeling more included in the workplace and in Moneysupermarket Group's most recent employee engagement survey, 79% of colleagues said they can be their authentic self at work, with numerous comments naming Thrive as the contributing factor to an inclusive culture. ■

Judges' comments

Great initiative and good to see intersectional issues being brought in

This is a good example of getting employees involved and owning the mental health/wellbeing agenda. I also like the fact that they did a survey to identify what employees wanted in terms of support

Some great initiatives here – covering all the key areas – good communication and good to see evolution of plans

This is a fantastic start and there are some excellent initiatives offered, they have got a lot done in a short period of time. I would like to see some mention of senior leaders. I like the fact that they are checking the welfare of the Mental Health First Aiders

→ SCS Railways
SCS Railways

Shortlisted

→ Bloomberg LP
Bloomberg LP

→ The Mind Matters
Capco UK

→ Thrive
**Enterprise Rent-A-Car
UK Ltd**

→ Oldbury Viaduct Mental
Health and Wellbeing
**Oldbury Viaduct Major
Renewal Scheme**

Mental Health Campaign of the Year

Winner

The Reignite Project, by Calmer

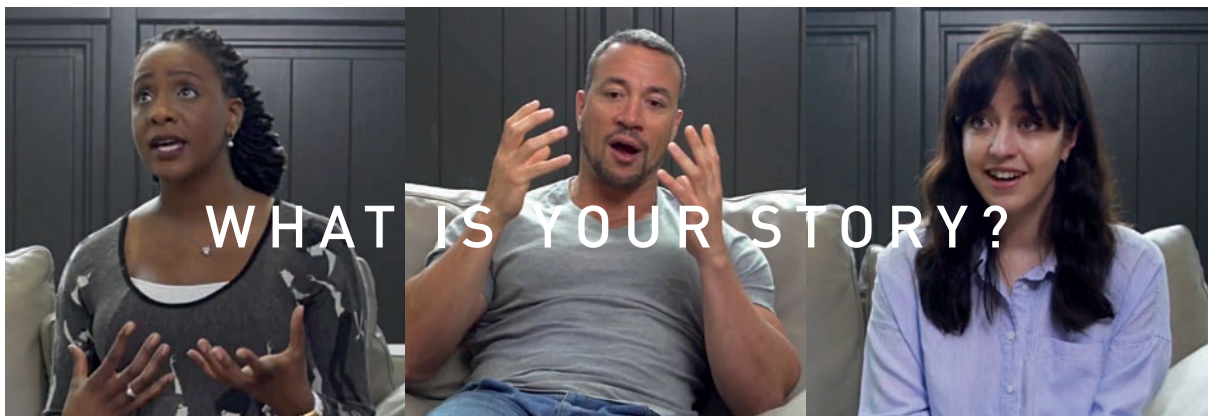
This category looks for the best internal or external mental health communications campaign, focusing on the importance of never taking mental health for granted, and the need for positive conversations

The wellness market is expanding at a rapid rate and people are searching for solutions to take better care of themselves. Calmer's free online course is part of a five-year mental health campaign aimed at identifying and preventing burnout and mental trauma in the workplace – the company's goal is to reach 600,000 entrepreneurs and business teams by 2023.

The Reignite Project aims to enable workers, particularly those who are working as individuals, with a better understanding of burnout, why it happens and how to beat it. Calmer cites the meaningful potential of its Reignite project and how it will positively impact the lives of countless business professionals.

The Reignite Project was soft-launched on World Mental Health Day 2018 and has since earned multiple awards recognitions and media coverage. The free 10-week e-course is designed to teach entrepreneurs and business teams how to prevent burnout, reboot a passion for work and life, and balance the two. Sign-up to the campaign is free because the goal is to positively impact the lives of as many working professionals as possible; it is Calmer's mission to empower a large number of busy professionals to take control of their own wellbeing.

To join, participants simply enter their details and are sent a free Reignite Ambassador pack with tips on how to use



The Reignite Film: three business owners talk honestly about their experiences of burnout and how the Reignite Project helped them to find a wellbeing balance

Shortlisted

Presented by:



the project and empower others to do the same. Learning strategies include the science behind burnout, plus how to build a support network, get out of your comfort zone, accept and learn from your failures, value your work, and more. The project outlines ways in which participants can help spread the word about the campaign across their own networks.

Calmer believes everyone deserves support in their working life. With more people working remotely these days, on-hand support is more crucial than ever.

Achievements

Calmer's Reignite Project has worked with reputable brands such as Psychologies Magazine, Startups Magazine and most recently a collaboration with BAFTA to support its members and staff, creating a short film interviewing three business owners who each share their experience of burnout, the symptoms, the impact on their wellbeing, and how they recovered. During the film screening at a launch event during Mental Health Awareness Week 2019, speakers in the film were interviewed, talking honestly about their experiences of burnout and how the Reignite Project helped them find a wellbeing balance.

Thanks to media support and coverage, the campaign has seen a significant increase in sign-ups, becoming the second-most visited page on the Calmer website. The most visited is a blog post entitled 'The 5 Stages of Burnout', raising the need for similar content and support. ■

Judges' comments

■ An innovative programme which recognises that there isn't a one size fits all - different to the other entries. Excellent

■ Broad impact on a sector that can be isolated

■ Spotted a current issue i.e. burnout and set criteria for success. Appears a focused and accessible resource for a group of professionals that are under-served. Concept of a free online resource encourages widespread sign-ups. Appears to be meeting a specific need. Implementation is structured i.e. having a soft launch to test and then building on this for the finished product

- Partnership: MediaCom and The Book of Man
MediaCom
- The Elephant in the Room
JTI UK
- This Is Me and its impact across the UK
Barclays
- It's a Wonderful Line
Virgin Trains

Most Innovative Idea to Improve Mental Health

This category aims to celebrate the most innovative ideas for solving a mental health challenge. The judges will be looking for (a) the use of a simple and well-thought-through creative solution to solve a mental health challenge or (b) the roll-out of a technology solution such as an app to solve a mental health challenge. There should be measurable outputs demonstrated, based on the challenge tackled

This category attracted a number of high-calibre entries from a wide range of business sectors. The best of these were shortlisted by the judges as possible winners.

When it got to the final round of judging there was a long and thoughtful discussion about whether the shortlisted entries met the high standards the judges were expecting.

Debate centred around whether these shortlisted entries could truly be viewed as innovations or smart solutions. The judges also assessed the contenders and asked themselves whether they answered the category's brief in its totality.

In the end the judges concluded that, despite having enjoyed reading and discussing the worthy entries that made the shortlist, for 2019 they would hold off from awarding a winner in this category. ■

Shortlisted

→ The Mental Wellness
Card Game

Book of Beasties Ltd

→ Chatty Cafe
Sir Robert McAlpine

→ Mainstreaming
Emotional Fitness for UK
Students

Fika

→ yulife
yulife

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MENTAL HEALTH



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Best Targeted Mental Health Initiative

Winner

bmJV M62 Men and Mental Health Initiative, BAM Nuttall Morgan Sindall Joint Venture

This category recognises a special incentive brought about for a specific group of employees working in a specific industry, or a specialist initiative to solve a particular challenge

The UK construction industry is well known for its poor mental health statistics thanks to a combination of physically demanding roles, time spent away from home, and a reluctance amongst the predominantly male workforce to discuss mental health issues.

The BAM Nuttall and Morgan Sindall Infrastructure joint venture (bmJV) was set up to implement a Mental Health and Wellbeing (MH&W) strategy on the M62 j10-12 Smart Motorway Programme, running an initial assessment with an anonymous culture survey and data analysis. The results from this showed that project staff wanted accessible resources, as well as better connection with the senior management.

The bmJV M62 Men and Mental Health Initiative stands on three pillars – knowledge, culture and support – promoting awareness of available support, offering monthly Mental Health Toolbox Talks, and training Mental Health First Aiders on site and in the office. bmJV acknowledged the positive impact of supportive leadership, using visible reminders in the form of a quarterly health and wellbeing bulletin, encouraging independent self-care, and fostering peer support by encouraging a cohesive team spirit.



Suicide Prevention Day was marked by encouraging staff to take a biscuit and a tea bag for a five minute chat

The bmJV project promised a range of tactics to encourage mental health awareness: it invited ideas for improvement on positive intervention, and it planned on-site wellbeing rooms, mindfulness activities, positive affirmation wall notices and QR codes linked to the Construction Industry Helpline app (supported by the Lighthouse Club charity).

The project committed to the distribution of healthy recipes and equipment-free workouts designed by a personal trainer, as well as relevant talks from selected

Highly Commended

Presented by:



speakers such as State of Mind's Danny Sculthorpe, an ex-rugby player working in construction.

Significant dates, such as World Suicide Prevention Day, were marked by encouraging staff to take five-minute tea breaks, with National Inclusion Week celebrated by publishing personal stories from employees. The company promises to maintain awareness of project culture among senior management with a weekly wellbeing score, recorded in a Health & Safety meeting.

Achievements

The implementation of the MH&W strategy has resulted in many stories shared with the workforce, sessions delivered by relatable individuals promoting open communication; a monitored wellbeing score has enabled senior management to reconnect with teams, developing a culture where wellbeing is openly discussed. The strategy's success in building an inclusive culture has been recognised in several testimonials.

The impact of all this has resulted in a significant action that saved a life in winter 2019, when a member of the public was seen trying to jump over railings at the Junction 11 M62 overbridge. The team tried to talk him down, then a foreman physically pulled him back; the team then sat with the man until emergency services arrived. The rescuer has been recognised by bmJV's Safety Is Success award and with a wider company award. ■

Judges' comments

● Loved your approach and the way you promoted this topic. Many activities and impactful speakers. Well done

● A culture survey is a great way to flush out information and get to the heart of what employees really want, rather than it being determined for them. Physical and mental health are intrinsically linked, so raising awareness of ways to take care of physical health is always a good idea. The use of relatable high-profile speakers is a good engagement tool and the creation of QR codes is innovative

● Company-wide engagement great: wellbeing scores, recognition awards and accountability

→ A&O Trainee Mental Health & Wellbeing
Allen & Overy LLP

Shortlisted

→ The Mind Matters
Programme Capco UK

→ Keeping Business Travellers happy, healthy and engaged: At Home and Away
sponsored by
International SOS Foundation,
Affinity Health at Work

Employee Network of the Year

Winner Accenture

This category looks to identify a workplace that has established a successful peer network of champions and advocates: a team of workers who commit to supporting colleagues in addition to their day job

When Accenture reached out to its network to ask for mental health advocates, they received a healthy response. Using the appetite and stories of employees, the UKI Mental Health Programme Team was conceived with a mission to respond to and prevent mental health issues experienced by employees. Accenture already had a successful LGBT allies' network and set about constructing a similar model for mental health. It soon became clear the topic resonated strongly with employees.

Today, Accenture has more than 2,000 Mental Health Allies trained to be ambassadors for the programme, to open up conversation around mental health and act as trusted 'go-to' colleagues for those seeking support. The Mental Health Strategy focuses on the three pillars of Prevention, Intervention and Care at Work, aiming to make it safe for everyone to talk, ensure people know where to get help, and make staff mental health-aware: 20% are expected to have been trained as Mental Health Allies by 2020 in a programme that includes UK people at all levels.

There will be online resources for line managers, including advice on return to work and workplace and workloads adjustments, as well as access to various support networks and closed calls for those affected by mental ill-health.



UK Mental Health Allies are a trained group of ambassadors and advocates offering trusted "go-to" resources for people seeking support or information for themselves or a colleague on mental health

Accenture's strategy combines leadership training with support resources and its Mental Health Allies, who help spread the message through their own stories and voices. The Mental Health Allies training

Highly Commended

Presented by:

Goldman Sachs

programme has trained more than 2,000 employees to open up conversations on mental health and better understand the Accenture ecosystem of support.

Various campaigns have enabled employees to share stories via Media Exchange; staff now feel confident to discuss personal topics across a wide range of subjects. During Mental Health Awareness Week, the network hosted multiple sessions at client sites and offices on mental health awareness and organising webinars.

Achievements

Since its inception five years ago, the Mental Health Programme Team's practices have been rolled out across various countries, with more than 3,500 employees trained (2,000 in the UK). This global reach has seen incredible leadership buy-in and inspired mental health research, which found that 9 in 10 people in the UK experience mental health conditions at work.

This year Accenture has held 25 briefing sessions for employees and clients, covering mental health issues in the workplace. The open conversations are having a positive impact on staff, and training sessions create environments where staff can share personal stories, from senior leaders to junior employees. All staff now have access to an Employee Assistance Programme line, and the Thrive programme on prevention is to be piloted in three countries from September. ■

Judges' comments

Great to hear thought was given to scaling the approach in order to ensure a larger number of people could be trained. This really is gold standard for how an organisation can best support their people – resources allowing. Particularly impressive is the tech-enabled support and focus on precursors

Great to see the company building on an already successful (allies) network. I was particularly inspired to see that the team developed a bespoke program to meet the needs of their employees after trying an off-the-shelf version. I like how the training is going into deeper topics like sleep. Great to see the internal recognition it has attained

→ Breathe – Mental Health Network
Norton Rose Fulbright

Shortlisted

→ Mental Health Community
EY

→ The Thrive Network
Slaughter and May

HR/Wellbeing Team of the Year

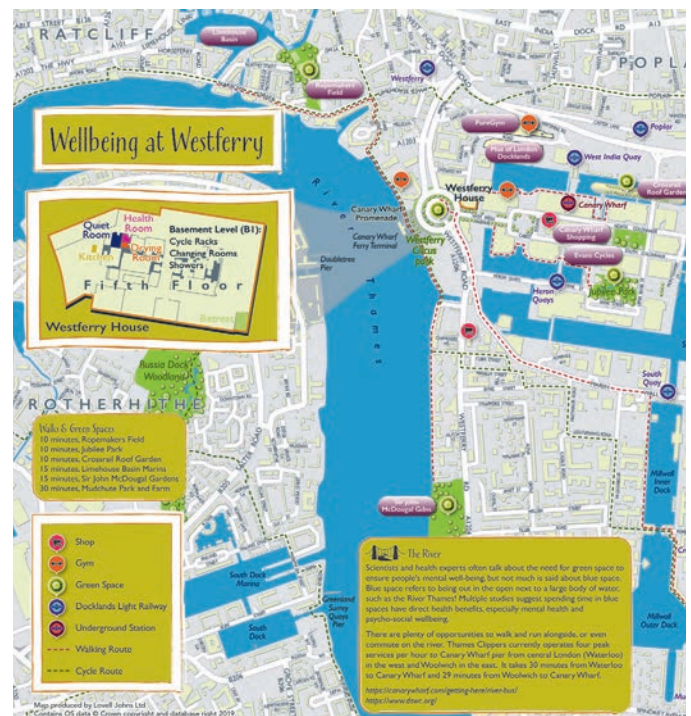
Winner

CAA Wellbeing Team – UK Civil Aviation Authority

This category recognises a team in the workplace that has had a positive impact across their staff. Large or small, the team should demonstrate that they have been crucial in driving mental health initiatives

The UK Civil Aviation Authority (CAA) Wellbeing Team set up a Senior Management Programme (SMP) to look into the reasons behind unexplained sick days in the workplace, gathering data and reviewing best practice in order to develop a longer-term strategy for the company. The programme formed its team from a selection of senior managers. This consisted of seven from different divisions across the CAA, including corporate divisions such as HR and Strategy as well as core business divisions such as Medical, Aviation Security and Flight Operations, ensuring that the broader business was represented in both the scoping and development of the approach.

Key insights quickly established across the workplace included a reluctance to talk about mental health, as well as a lack of basic knowledge about existing company resources and support mechanisms in the workplace. The team quickly established that mental health and wellbeing could not remain a finite project, and made considered recommendations to the CAA Executive Committee that a permanent Wellbeing Board be established, and a Wellbeing Manager role created and recruited to. These recommendations were agreed and the SMP project evolved into a permanent CAA function. The Wellbeing Board is chaired by the International



Interactive Wellbeing Map: Westferry Office

Wellbeing Maps were created for two of the main offices.

Through way-finding and hyperlinks to more info, they empower, educate and enable to staff to look after their mental health and general wellbeing

Group Director and membership includes the Director of People, Director of Communications, the newly appointed Wellbeing Manager, and several passionate and knowledgeable representatives from across the organisation.

Shortlisted

Presented by:


accenture

In recognition of the symbiotic nature of mental health, physical health, working environment and organisation culture, the board's approach to mental health is delivered through an overarching CAA Wellbeing Strategy based on two key foundations: a comprehensive 'Wellbeing Report' analysing data and insight, and a review of best practice in terms of improving mental health in the workplace. The Wellbeing Report reviewed data and insight in four key areas: physical health, mental health, overall wellbeing and business outcomes.

Achievements

Since its inception, the CAA Wellbeing Team has created a wellbeing infrastructure, formed a Wellbeing Board and recruited a Wellbeing Manager, implementing the CAA's first Wellbeing Strategy. To date the strategy has delivered such benefits as the introduction of an online self-assessment tool, wellbeing classes, physical health checks, free gym or gym membership depending on location, workstation assessments, wellbeing maps to encourage lunch breaks, and lunchtime speakers on mental health subjects.

The board has trained 50 Mental Health First Aiders, delivered campaigns such as World Mental Health Day and Carers Week, brought in automatic Employee Assistance Programme signposting when a mental health-related absence is recorded and delivered 450 health checks to CAA colleagues, helping them to detect health problems early and get advice. ■

Judges' comments

So many great aspects to what you have put together here – you cover each area with a range of support and resources. Great to see the managers being trained, a mix of in-person and digital offerings and less formal methods with 'lunch and learn'

In-depth analysis and review of best practice is crucial and has been thoroughly conducted here

I can't fault this. A well-rounded approach that demonstrates a real understanding of health at work and what influences it. Use of management data to undertake a health needs assessment and initiatives developed to support the wants and needs of employees. Early intervention is vital and is often an opportunity missed by employers, it not only supports the employee but it supports business sustainability and the effects of it are felt in the wider community. It also supports the public health agenda

→ Your Mental Health Journey Matters

Addison Lee Group

→ Mental Health 2020

Pinsent Masons

→ Thrive

Moneysupermarket Group

→ Diversity & Inclusion Group

Withers & Rogers LLP

Best Mental Health in the Workplace Strategy:

S M E

Winner

Wave

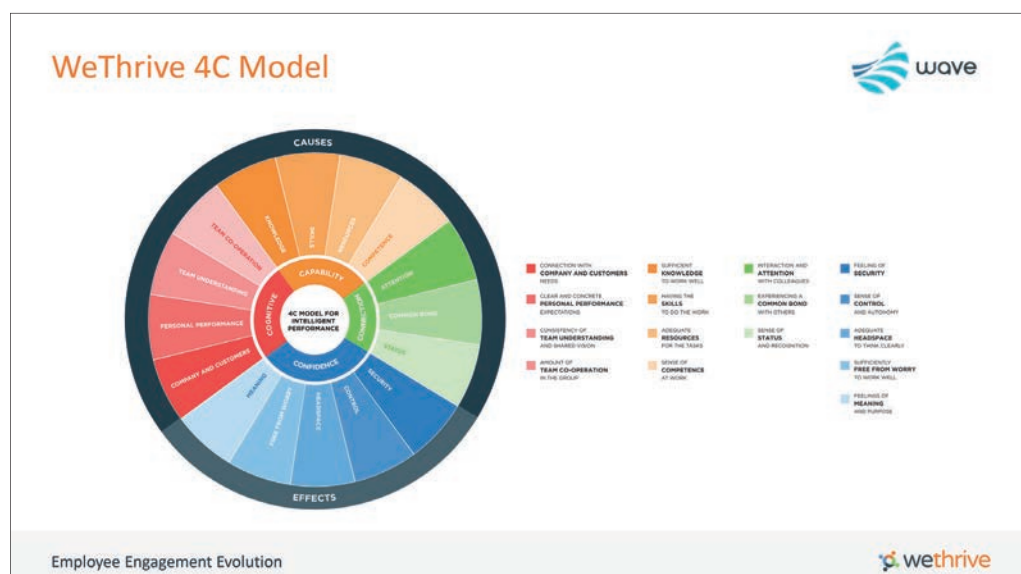
This award recognises a workplace with fewer than 750 employees that has implemented an exceptional mental health strategy, demonstrating how a small organisation can use outside resources to foster wellbeing

National water retailer Wave was the result of a merger between Anglian Water Business and NWG Business, two companies which had very different working cultures. The Board was concerned that employee turnover – and absence – would increase during the integration, so a strategy was set up to target attendance levels of 97% attendance and less than 10% turnover. The strategy aimed to create a culture where employees felt they could share worries and be supported by the company.

self-help resources, and resilience training to help prepare people for the upcoming integration. On a limited budget, Wave introduced employee benefits including a group income policy paying up to 50% of a salary for up to two years in case of long-term absence, and private healthcare for employees. Employees were enabled to bring dogs into work, have birthdays off, buy holidays and claim two weeks' paid bereavement leave. One-to-one meetings were initiated so all employees could stay in touch with line managers.

The project included workshops aimed at breaking down the stigma of mental health,

The strategy presented updates to the Board on a monthly basis, combining



Shortlisted

Presented by:



the elements that Wave wanted to offer alongside feedback from employees. Currently, wellbeing is on the agenda at the monthly employee business briefing and Q&A sessions and this has enabled employees to generate more suggestions and add new elements, such as running clubs and slimming sessions, menopause awareness briefings and talks by a MIND counsellor on breaking down mental health stigma. Wellbeing and mental health toolkits were introduced as an online resource and an early intervention scheme offered to anyone struggling with mental health.

Achievements

The early intervention scheme has given employees access to a mental health assessment by a qualified psychiatric nurse within 48 hours of a problem arising. Some employees have had extensive counselling, with one funded to have specialist therapy that normally had a 15-month NHS waiting list. Employees have been able to stay in work, or return to work against all odds, and attendance levels have remained between 96-97.5%.

Mental health & wellbeing toolkits are commonly in use, as is the employee benefits portal, Perkbox. The success of the 'Breaking the Stigma' sessions is apparent, with more people using the kitchen areas at work as a place to eat and chat. One senior male sales manager sought counselling after the sessions, and went on to put on his own 'lunch & learn' sessions. ■

Judges' comments

Nice focus on creating a balanced culture and strategy which looks not only at process and procedure but changing culture. Some good results achieved in a very short space of time

For an SME they've really pushed the boat out to incorporate many benefits that you would typically see only in bigger organisations; the survey and engagement of the board is outstanding and I loved the personal gestures like birthday holidays, dogs at work etc

Strategy has a clear purpose, goal and works within constraints. Links purpose with deliverables and outputs. Has some large-scale plans but also smaller, more personal touches such as bringing your dog to work

→ It's ok, not to be ok
AIG Life Limited

→ Thrive
Moneysupermarket Group

Best Mental Health in the Workplace Strategy:

LARGE COMPANY

Winner

Thames Water, Time to Talk

This award recognises a workplace with over 750 employees that has implemented an exceptional mental health strategy, demonstrating an inclusive, preventive and supportive approach to wellbeing

Prior to its Time to Talk initiative, mental wellbeing was not considered a high priority in the Thames Water wider health & safety programme. The Thriving at Work review highlighted the impact of poor mental health support in the workplace and set a challenge for improvement. The new strategy highlights the importance of cause and prevention, looking at the onset of mental health problems in and out of the workplace, and showing the benefits of positive wellbeing and how to maintain it.

Time to Talk uses the SPOT principles: Spotting the signs, Providing opportunities to talk, Offering a listening ear, Talking to professional support services early. The company is working to embed the principles across all staff. An engagement group has been set up to encourage discussion about mental health at work.

Key objectives were to foster a greater understanding of mental health amongst all employees, to place those with qualifications in mental health in all areas of the workplace, to equip managers with a resource pack to embed and enable the SPOT principles, and to closely monitor cases of mental health in the workplace. The strategy developed two training courses, including virtual reality (VR) scenes that allow the viewer to share the

How we'll know if we've been successful.

- Our employees will actively engage in discussions about mental health.
- Our employees will engage with our health promotion activities to improve their own mental health and wellbeing.
- Our managers will display positive behaviours that boost mental health and promote a healthy work environment.
- Our managers will have the skills and the confidence to actively manage mental health problems in the workplace by referring to support services and accommodating local adjustments.
- We will reduce our sickness absence rate for presentation mental health cases.
- We will see a rise in Occupational Health referrals for presentation mental health cases.

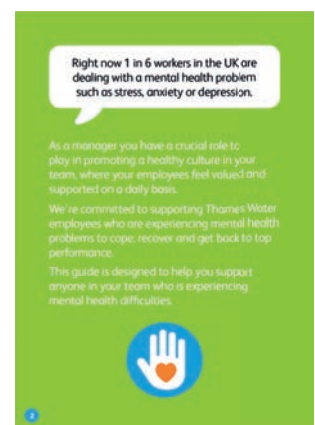
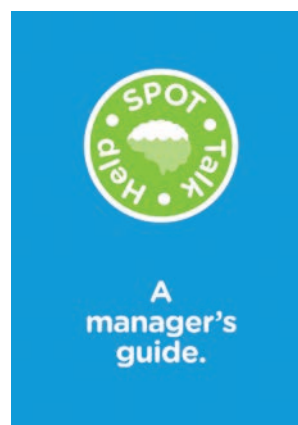
Employee Assistance Programme.

To support our strategy our employees can access our Employee Assistance Programme (EAP). This independent service provides confidential advice and support. It can help people prepare and cope with life's events and challenges. They are great to speak to when people feel they can't know where to turn or who to go to for the right information. They can advise you on things like:

- Consumer rights and legal information:** Benefits, housing problems, tax credits, disability, neighbour disputes.
- Cost management and budgeting:** Creditors, financial health check.
- Financial support:** Poor work-life balance, stress, crisis, anxiety, loss, self-confidence, workplace pressure.
- Family relationships:** Communication, marriage, civil partnerships.
- Health and wellbeing:** Problems sleeping, fitness, weight management, alcohol, nutrition.
- Work and career issues:** Change, team dynamics, work overload, conflict.
- Housing:** Buying and selling, tenancy, neighbour disputes.

Life can be a rollercoaster and many of the issues above are an inevitable part of life, but it often helps to manage them proactively if an issue prompt occurs to the right information and support. The team are experts at helping to identify, plan and manage life events, helping you to stay in control, happy, healthy and fully focused on life and work. It is easy to ask for help and this confidential and independent service is available 24 hours a day, 365 days a year. The Workplace Wellness expert advisors are there to help - whenever you need them you can access the service either on-line or over the phone. The services are available for all employees, you can self refer or ask a manager, first aider or OH to refer. The service EAP service has a large library of over 1000 fact sheets, self help programmes, podcasts and links on many subjects. The service can be accessed on-line or over the phone 24 hours a day, 365 days a year.

0800 1115 387
myepap.com
ucanname@thameswater.co.uk



experience of someone suffering from severe depression, so they can spot warning signs.

A series of Executive Illness Reviews involves senior managers in reviewing the outcomes

Shortlisted

Presented by:



of investigations in staff who have had time off due to work-related illness, and an online manager's pack pulls together supportive documents and information, enabling managers to have effective conversations around mental health. Senior managers are instrumental in setting the tone across the organisation, and delivery of the Time to Talk strategy is a fundamental part in continuing the promotion of positive mental health and wellbeing throughout the company.

Achievements

Since the launch of the Time to Talk strategy, Thames Water has seen a 20% reduction in work-related illness; confirmed cases are subject to full Executive Reviews by senior management. Engaging with executive team members is helping remove the stigma around work-related illness. A mental health group launched on Yammer is accessible by all employees and now has more than 400 members posting about their personal experiences with stories and tips on how they manage their mental health.

Thames Water has recorded an increase in Occupational Health (OH) referrals for those recognising their symptoms and seeking support. Across the business there are frequent emails and phone calls to OH from managers, with Mental Health First Aiders also requesting support – they now handle around 30 mental health contacts every month, five times the number of physical first aid contacts. ■

Judges' comments

Really like their approach to ensure it was relevant to their employees. Great use of training and data. Their approach is targeted and relevant to their employees. Good use of data both at the 20% drop in work-related illness and in the increased usage of the Employee Assistance Programme

A strong entry which has shown good innovation with the use of things like virtual reality to get strong messages across to all levels of colleagues. Perhaps could have given more tangible outcomes but clearly a strategy with real longevity

The strategy was set with clear objectives in mind. The use of illness reviews is very interesting, mirroring the investigation that would follow if someone had a physical accident at work

→ Accenture
Accenture

→ Aon
Aon

→ Great Mental Health
Matters
Companies House

→ Group Mental Health
Strategy
Lloyds Banking Group

→ Mental Health
at MediaCom
MediaCom

→ Mental Health and
Wellbeing Strategy
Northern Trust

→ Schroders Investment
Management
**Schroders Investment
Management**

This Can Happen Grand Prix Winner 2019



Wave, the Mental Health SME

Judges' comments

■ This organisation is a shining example of what a great place to work looks like. It takes real courage right at the start of your business journey to commit to your employees in a meaningful way when there are so many other distractions. A well-deserved winner. One to watch, and other companies should take note

■ Good balance of personal stories and company-wide data on impact. The company has clearly invested in the strategy and evaluated it where it can

Founder's Choice Award:

OUTSTANDING SERVICE TO MENTAL HEALTH

Josh Krichefski, CEO EMEA, MediaCom



I truly believe that we – as a business community – have a responsibility to do more.

It's incredibly humbling to be chosen for The Founders Award, and to be in the company of so many organisations and individuals who are pushing for change in how we approach mental health in the workplace.

Mental health is entirely normal. We all have it and at times, we will all experience issues with it. Mental health issues are not a sign of weakness, it is one half of what makes us human.

I truly believe that we – as a business community – have a responsibility to do more. There is arguably nothing more important than looking after the mental health of your people. It benefits the

individuals you support; it strengthens the company's culture, and it improves performance.

The conversation around mental health has improved, in the media and many other industries. We must keep pushing because the speed of change is not enough. As business leaders, it's our responsibility to correct the societal and cultural misconceptions around mental health and we need to be consistent, clear and dedicated in our approach to that.

Our people devote a huge portion of their lives to our organisations. We owe it to them to step up and commit ourselves to improve things. ■

Decision time...



Opinions expressed by the judges are their own and do not necessarily reflect the views of This Can Happen. Any views put forward are not intended to malign any organisation, group or individual.

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TO ALL THE WINNERS AND
NOMINEES!**



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