

# Best Sustainable/Ongoing Mental Wellbeing Strategy

## Winner// EXPERIAN – GLOBAL APPROACH TO MENTAL HEALTH

This award recognises an organisation that has continued its commitment to mental wellbeing in the workplace and has built on its strategy year on year

Experian is a global organisation and historically the levels of support it offered its staff varied between regions. The company decided to create a global mental health and wellbeing strategy to offer consistent support to all employees.

Experian published its Global Approach to Mental Health and Wellbeing Policy externally, showcasing the company's commitment to good mental health at work, aligned to ISO 45003:2021 (Psychological Health in the Workplace) standard and World Health Organization guidelines.

The company's commitment is set by the CEO, supported by Experian's global mental health sponsor, the CFO, and delivered by the Global Chief DEI Officer. Experian provides its staff

with access to a range of services throughout an individual's career:

- Global Wellbeing Hub with regional support signposting and crisis pathway
- Regional Wellbeing Hubs and EAPs
- Global community of Mental Health First Aiders (MHFA)
- Global MHFA training programme
- Searchable global MHFA database
- Working Well Toolkits – Experian's Wellness Action Plans. Employee/ manager guides for high-trust, psychologically safe culture preventing burnout
- Wellbeing policies e.g. flexible working, family friendly, menopause
- 'Your Mind Matters' Week – annual global mental health initiative
- Regular employee skill builds on wellbeing topics e.g. mental health, mindfulness, resilience, nutrition,



Experian offers its staff resources to help manage a range of stressors

- menopause, financial health
- Wellbeing days
- Work stress risk assessment
- Private medical insurance
- Manager training on specific topics e.g. menopause
- Imposter syndrome training for new joiners and early careers
- Mindfulness programmes
- Life events benefits map – support in "moments that matter"
- Employee global financial hardship fund
- Assisting employees and wider communities in financial health journeys through products

### Achievements

Since the launch of the global strategy in 2021, Experian has seen a 4% increase in Great Place To Work (GPTW) Global Wellbeing Index scores, from 2021 (76%) to 2023 (80%).

In 2023, Experian's GPTW score for "this is a psychologically and emotionally healthy place to work" was 78%, an increase of two percentage points on 2022 and up six percentage points on 2021.

Experian now has 2% of its global workforce trained as MHFAs, doubling its 2021 target. In the financial year 2023 - 2024 the company expanded the Global Mental Health First Aider programme in Latin America to include Spanish- and Portuguese-speaking colleagues, helping them to continue to exceed this target. ■

## Judges' comments

- + I am so impressed with the sheer amount and range of data that has been collected in order to demonstrate sustained impact."
- + Fantastic impact in such a short amount of time.

### SHORTLISTED

- EssenceMediacom UK
- Freshfields Bruckhaus Deringer
- HSBC
- Medtronic UK & ROI
- Omexom UK & ROI
- Wave