

The Winners' Book

WEDNESDAY 5 JUNE 2024

our partners:

THIS CAN
GLOBAL AWARDS



in association with
A&O SHEARMAN



CELEBRATING EXCELLENCE IN WORKPLACE MENTAL WELLBEING

A message from our Jury Chair



This year's awards have seen a record number of entries, and the quality of the entries has again surpassed expectations. Entries were received from both large multinational companies and individuals who work hard to support others. We were also pleased new categories such as Best Sustainable Mental Wellbeing Strategy proved very popular. This category showed how companies that have had a wellbeing strategy in place for a few years, have learnt how to build, adapt and change, as they have learnt new lessons and met new challenges.

All the shortlisted entries demonstrated the effectiveness of their work with concrete results that proved the value of their endeavours. Many also pointed to the need to build the business case internally for supporting mental wellbeing so everyone benefits; the employees, their families and the business too.

This year's Grand Prix Winner, Mental

Health UK, is the first charity to win the Grand Prix. It is also the first service provider (rather than company or individual) to walk away with the top prize. It proves the charity sector can compete with large commercial providers to deliver outstanding work.

Many congratulations again to Mental Health UK, all the winners, highly commended entries and all those who made the shortlist.

Finally, I want to thank my fellow judges for their hard work, especially those from the charity partner Beyond, who brought a young working person's perspective to the judging. We were delighted there were clear winners and worthy commendations, and we hope that all the shortlisted entries celebrate their deserved success.

Toni Graves

Global Head of Reward, Benefits & Wellbeing, A&O Shearman



Meet our Judges

Our judges were recruited from all over the globe to reflect diverse knowledge and expertise. They undertook over 600 hours of judging and convened at A&O Shearman's London office to consider the shortlist. Led by Toni Graves, Global Head of Reward, Benefits & Wellbeing at A&O Shearman, this was the ideal group of experts to find the most impressive work.



Toni Graves

Global Head of Reward,
Benefits & Wellbeing,
A&O Shearman



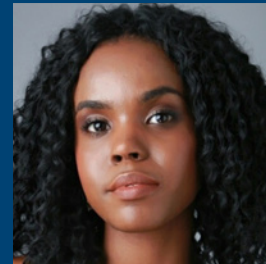
KRISTINA ADEY-DAVIES
Head of Wellbeing &
Inclusion - Global
**Freshfields Bruckhaus
Deringer**



ANDREW BATES
VP Global Benefits &
Employee Health &
Wellbeing
GSK



ROB CHEESEMAN
Head of Health
Balfour Beatty



CLAUDIA COLE
Mental Health and
Wellness Writer
Freelance



ALISON CORNER
People Director
Enginuity



CHLOE CORR
Benefits & Wellbeing
Manager
NatWest Group



SONAL DHULASHIA
Director of People
Experience
Mazars



MARIA GLASSCOCK
People Director
Selfridges



VIKKY GOODWIN
Information Manager
& Lead MHC
VolkerRail



MARC HOMMEL
Founder
Solution Inclusion



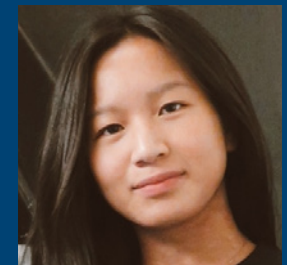
ARIF JIWANY
Global Head of Employee
Health & Wellbeing
Haleon



NICOLA JONES
Programme Manager
& Wellness Network
Co-Lead
dunnhumby



JEREMY KING
CEO
Festival of Media



MONICA LEUNG
Operations Manager
Beyond

Meet our Judges



LOUISE LYONS-APPIAH
Consultant & Public
Speaker
LLA



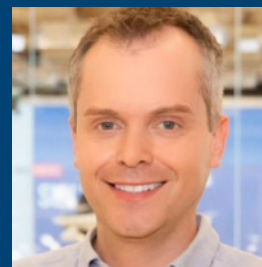
HELEN MATTHEWS
Chief People Officer
UK & EMEA
Weber Shandwick



STEVE MOSLEY
Information &
Communication Manager
Omexom



ALLEN POWLEY
SVP Reward
GSK



CRAIG REDIHOUGH
Group Belonging &
Wellbeing Manager
Sky



JANE ROQUES-SHAW
Global Director of
Employee Experience
dentsu



ADRIAN SHAH-CUNDY
Corporate
Responsibility Director
VolkerWessels UK



AMY SMALL
EVP Creative & Brand,
Mental Health &
Wellbeing Lead
Media Cause



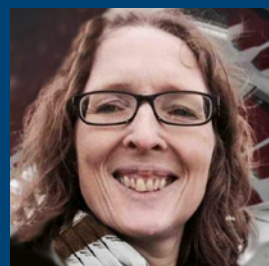
EMILY WARREN
Director
Global Wellbeing Lead
Avanade



GABBY WICKES
Global DEI & Wellbeing
Leader
Experian



LISA WITNEY
Head of Global Diversity
& Inclusion
Deutsche Bank



HELEN WRAY
Global Mental Health
& Energy Lead
Mars



Winner// MENTAL WELLBEING AT BALFOUR BEATTY

This award recognises workplaces that have implemented an exceptional strategy to strengthen mental wellbeing in the workplace

Balfour Beatty is committed to improving mental health within construction, an industry synonymous with challenges to mental health and wellbeing. In 2014, the company became a founding member of the Health in Construction Leadership Group (HCLG). In 2017, HCLG rolled out the Mates in Mind programme to break the silence and stigma surrounding mental health. Since 2020, Balfour Beatty's focus has shifted from raising awareness and reactive support to proactive support, which saw delivery of the 2020 Health & Wellbeing Strategy. The company identified various physical, financial, social, spiritual, and environmental influences, aiming to understand what these mean for Balfour Beatty's people and business.

Balfour Beatty's Health & Wellbeing Strategy is supported by its Health & Wellbeing Maturity Matrix (HMM), a comprehensive, holistic approach to health maturity in construction. Project teams benchmark their maturity in 10 key areas and create

project plans to work through the HMM and improve mental health and wellbeing.

Managing the risks

"Health by design" guides the company's health management approach, referring to the reduction or elimination of occupational health risks through good design. Balfour Beatty's Health Management Procedure and Health Risk Assessment tool helps sites manage psychosocial, physical, chemical and biological health risks. In addition, a Managing Health Risks in Construction (MHRiC) e-learner provides health risk management training. As part of Balfour Beatty's commitment to lead the industry to take a proactive approach to managing health and wellbeing, the company shared its H&W Strategy, HMM and MHRiC training with other Tier 1 contractors.

Mental health challenges can affect anyone at any time, so Balfour Beatty's proactive focus is dovetailed with people-focused support.



The company's "Health by design" approach aims to tackle occupational health risks

This consists of an Employee Assistance Programme and bespoke mental health training for those in construction, which has reached over 12,000 colleagues in the organisation. Looking forwards, a team of over 500 Mental Health First Aiders will evolve into a peer support network.

Achievements

Balfour Beatty's company's annual employee survey contains wellbeing-focused questions. In 2023, overall engagement reached 78% and 97% respondents felt cared for at Balfour Beatty, while 91% felt able to discuss their health and wellbeing at work.

The impact of the HMM was positive. At the beginning of 2021, all projects and business units were tasked to self-assess and develop a plan to achieve Level 4 (advanced/leader) in each category by December 2023.

Judges' comments

- + Great implementation with an interesting approach (holistic) to improve mental health and wellbeing.
- + Clear strategy embedded in safety as the language of this industry.

SHORTLISTED

- Deloitte Global
- Deutsche Bank

Best New Workplace Approach to Mental Wellbeing

Winner// ENVIRONMENTAL RESOURCES MANAGEMENT LIMITED (ERM)

This award is given to a workplace that has recognised the importance of mental wellbeing, and within the past 18 months has taken steps to change the culture via a holistic and focused approach

In consultancy, the constant drive to surpass client expectations, tight deadlines, high-pressure situations, fluctuating workloads and travel requirements can raise stress levels. This underscores the need for Environmental Resources Management (ERM) to make sure its staff enjoy good mental health. ERM's Security to Thrive programme aims to address a growing demand for a more holistic approach to mental wellbeing.

The programme introduces employees to three key principles. Firstly, it delves into the physiological aspects of stress responses, educating individuals about their nervous system and providing practical tools to manage and modulate emotional reactions effectively. These tools become strategies for daily routines.

Next, the programme draws on neuroscience to explore the emotional and motivational circuitry of the brain and deepen participants' comprehension of how to foster

empathy and social connections. As participants become more attuned to the intricacies of their own and others' emotional experiences, they are better positioned to contribute to a an empathetic work environment.

Investigating the intersections

Security to Thrive adopts an intersectional approach to mental health, acknowledging the complex interplay of various social determinants, and seeks to explore how these intersections can create unique challenges and advantages for different individuals or groups. The programme incorporates personal reflection time, interactive activities, discussions, and real-world scenarios to ensure theoretical knowledge can be applied in practical scenarios.

Within ERM, the commitment to mental health extends through the entire employee career path. ERM has recently integrated elements of Security to Thrive into all its core people programmes, including the



Security to Thrive introduces fresh perspectives on cultivating a thriving workplace

new partner induction, graduate entry programme, Mental Health Champion programme and line manager training.

Achievements

Security to Thrive' is fostering positive changes at both individual and organisational level. Participants report heightened self-awareness, improved emotional regulation, and enhanced stress management skills. Senior leaders report that the programme's emphasis on acknowledging and addressing the external influences that affect individuals' mental health has influenced their people-related discussions, fostering a more constructive approach to resolving conflicts, providing feedback, and comprehending the emotional landscapes of their colleagues.

To gauge the effectiveness of 'Security to Thrive', ERM has implemented a robust tracking system. Integrating short satisfaction surveys into the company's people programmes has provided quantitative metrics. The amalgamation of qualitative and quantitative data reflects significant engagement and top-quartile scores among participants, affirming the effectiveness of Security to Thrive in enhancing the mental health of individuals across ERM's organisational landscape. ■

Judges' comments

- ✦ The process behind the initiative was most impressive. There was also some clear reflection about how to deliver it.
- ✦ Brilliant holistic initiative.

HIGHLY COMMENDED

→ UK Addiction Treatment Group

SHORTLISTED

→ Haleon PLC
→ ERM
→ Air IT
→ Sanofi

Best Sustainable/Ongoing Mental Wellbeing Strategy

Winner// OMEXOM UK & ROI

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

Omexom builds electrical infrastructures for electricity utility companies and renewable energy developers throughout the UK and Ireland. In 2019 the company launched a strategy aimed at promoting an open, supportive culture that promotes employee wellbeing.

With an 88% male workforce, the team recognised getting employees to talk openly about mental wellbeing would be a barrier to achieving culture change. The geographically dispersed nature of the workforce also posed a challenge to involving all employees in the campaign. The team took an all-encompassing approach focused on four strands of wellbeing: mental, physical, personal and professional.

The initiative was communicated to all employees at a stand-down day. On "Fish & Chip Fridays" each month, the company provides lunch for all employees on the condition that they stop working and come together to have lunch as a team.

Since 2019 Omexom has built upon this with regular senior management

involvement. The team have included wellbeing updates in all business briefings, introduced wellbeing champions, created an annual employee wellbeing forum and enhanced initiatives based on employee feedback and involvement.

To promote employees' physical wellbeing, in 2020 the company introduced a health benefit for all employees. This is unusual in the sector. Since 2022, all employees have been entitled to an annual in-depth health check.

Training as standard

A line manager training course launched as part the mental wellbeing strand received overwhelmingly positive feedback, and has now been made standard for all Omexom employees. The company relaunched its employee assistance service and 24/7 confidential counselling line, and wellbeing areas on sites were designated to give employees a safe space for breaks and conversations.

The strategy's personal wellbeing strand focused on work-life balance.



Omexom set out to involve all its geographically dispersed workforce in the strategy

Employees could access an annual £100 towards extracurricular learning or exercise. Flexible working was promoted. Employees have access to enhanced family-friendly policies, and a health benefit with gym membership discounts and relaxation therapies.

Finally, the strategy looked at employees' wellbeing through professional development. Omexom invested in a multi-million internal training institute to offer better training and career opportunities, and appraisal processes were reviewed.

Achievements

Omexom's metrics show the strategy has progressed since implementation in 2019, with improvements in all areas, including employee retention, participation and engagement. Omexom's annual wellbeing survey

shows a consistently increasing score, with an overall result of 77% in 2023.

Despite these positive metrics, the most valuable results have been feedback from employees. The training and initiatives implemented have given employees confidence to seek assistance. This is also demonstrated by use of the confidential employee counselling service, which increased twelvefold between 2018 and 2023. ■

Judges' comments

- + Real meaningful actions manifesting in real meaningful improvements in individual and collective mental wellbeing, and improved business results.
- + Great to see mental health stigma being challenged in a very male-dominated environment.

SHORTLISTED

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

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

The “wellness challenge” was successful in achieving its aims, proving to be a good way to integrate offices and spread joy at work, while feeding the competitive spirit that is so often found in the consulting industry. With sponsorship from regional leaders, the challenge gained traction and evolved into what it is today—a global bi-annual four-week event comprising over 15 categories, practised by 600-plus participants worldwide. The objective, though,

Following an Opening Ceremony, colleagues work as a team to earn points by completing activities ranging from running, cycling, and swimming to golfing, yoga, and meditation over the four-week period. Every accepted sport/activity was awarded points, depending on the length and time it was practised, as long as participants could upload evidence (screenshots or photos of tracker devices, apps showing any kind of date/time/ distance of the activity) into a team



The most recent Kearney Olympics held in late 2023 saw 615 participants from 22 countries inspired to get moving and track their fitness activities – a 30% increase from the previous edition. The 2023-II competition saw 47 teams from different nationalities compete in over 10 sports categories (including meditation). Their collective activities

The Kearney Olympics' have had extremely positive reception and engagement from colleagues across the firm. The most telling results, though, are those received via the post-event survey. In the edition held earlier in 2023, 72% of participants agreed ('somewhat' and 'strongly') that the Kearney Olympics had increased their physical activity, 59% said it improved their work-life balance, while 79% saw an increase in their feeling of belonging to Kearney. ■

- ✦ This is amazing! I love how the initiative went from local to global and there was a 30% increase in engagement.
- ✦ Fantastic impact in such a short amount of time.

- Haele
- Haele - St. Louis

Best Targeted Mental Wellbeing Campaign

Winner// LLOYDS & MENTAL HEALTH UK – STRONGER MIND STRONGER BUSINESS

This category celebrates mental wellbeing initiatives that workforces have implemented for a specific group of employees, or to solve a particular workplace challenge

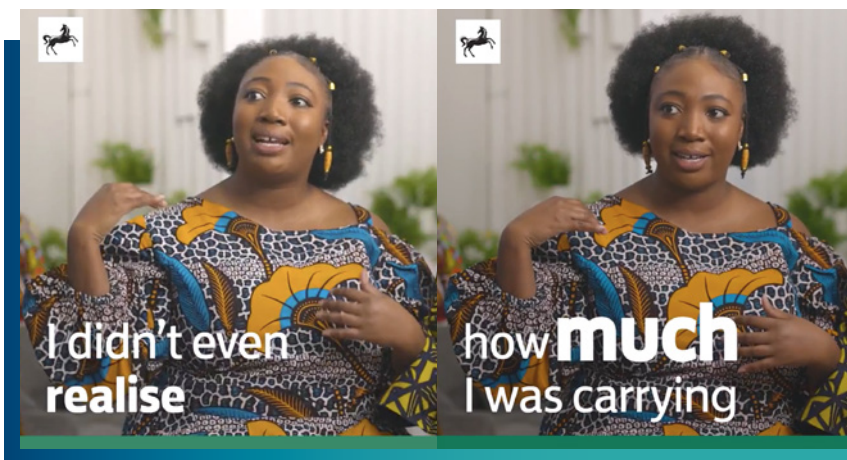
Mental Health UK collaborated with Lloyds Bank to boost the mental resilience of small-business owners during economic downturn. Lloyds Bank had noted that running a business in the UK during the pandemic was extremely challenging. To offer support, Mental Health UK worked with Lloyds Bank to develop an online toolkit for mental health-related material, and an industry-first project to offer therapeutic coaching to UK-based small businesses.

The campaign was named Stronger Mind Stronger Business to highlight that preventative measures can be put in place regarding mental health, and to dispel the idea that the only way to make a business succeed is working harder when already feeling overwhelmed or burnt out. The message to small business owners was that prioritising themselves can benefit their business.

The campaign created an online hub called 'Build Mental Resilience' to host information for business owners. Small business owners were provided with three sessions of expert therapeutic coaching to outline their support needs, and take away actionable solutions to support their business and their mental wellbeing. Finally a multi-channel media campaign was launched by Lloyds Bank to raise the profile of the campaign.

The Stronger Mind Stronger Business team sourced a software platform that enabled them to monitor engagement of booked sessions and provide accurate reporting. They developed a landing page that small business owners could use to view the specialisms of the coaches and access three therapeutic coaching sessions.

The campaign was opened to the audience and the team tracked engagement during the life cycle for reporting purposes.



A video discussing the positive impact of therapeutic coaching

Achievements

The campaign set out to meet the demands of 1,000-plus business owners. 1,140 small business owners booked an initial appointment with a therapeutic coach. Of those, 711 moved through the project and scheduled their third and final session, with 628 business owners attending their final session.

Business owners had the opportunity to fill in an experience survey following their third session of therapeutic coaching. This survey was completed by 252 respondents who had scheduled their third session of therapeutic coaching.

- **98%** of respondents rated their experience as very good (87%) or good.
- **94%** of respondents reported that therapeutic coaching has had a positive impact on their mental health.

- **83%** of respondents reported that therapeutic coaching has had a positive impact on their business.
- **A total of 98%** of respondents were very likely (79%) or likely to recommend therapeutic coaching to other business owners.

The experience survey also highlighted key insights into challenges small business owners face and the impact of engaging in therapeutic coaching.

Upon follow-up with respondents who provided consent for contact, all SME owners reported that they are still applying the tools discussed in their therapeutic coaching sessions. This suggests that engagement in therapeutic coaching has been meaningful with a lasting impact. ■

Judges' comments

- + Great to see Lloyds taking this to a group of people who might not otherwise have access to these types of services.
- + Impactful and meaningful submission. Could see the impact the campaign had.

SHORTLISTED

- Cancer & Work - Acting Together, Sanofi

Winner// HSBC – GLOBAL MINDFULNESS PROGRAMME

This category looks to identify networks that can show how they have been instrumental in supporting colleagues with their mental wellbeing in the workplace and give examples of how they have succeeded

HSBC is one of the world's largest banks, with 226,000 employees, serving around 40 million customers across 64 countries and territories. In this complex, highly regulated environment, the bank realised its people need the tools to serve their customers in a healthy and sustainable way.

HSBC has demonstrated how mindfulness can help its people manage stress, anxiety, depression and even physical pain. It can improve memory, problem-solving, positivity and empathy, and promote compassionate leadership, and psychological safety within teams. By implementing mindful ways of working, the bank aims to help its employees build happy, healthy, successful careers.

The bank's aim is to create a culture and environment that allows its people

to nurture their brains and harness their potential. At the heart of this strategy is the creation of Mindfulness Hubs, led by trained Mindfulness Champions in key locations. These hubs can embed mindful working adapting as necessary to satisfy the needs of HSBC's diverse employee population around the globe.

Part of the fabric

Elements of mindfulness have been embedded into processes and functions across HSBC. Examples include the graduate scheme, HR, the branch network, legal teams, and call centres. The approach is always research- and impact-led.

All employees are given a seven-week Mindfulness Foundations course. They learn about the benefits, the science behind mindfulness, and how to put it into practice. The bank has developed a training programme for Mindfulness



The bank aims to help employees build happy careers through mindful working

Champions where they learn how to facilitate their own sessions and deliver mindfulness training.

Achievements

HSBC's Champion training programme was awarded a quality accolade by the British Association of Mindfulness-based Approaches (BAMBA) – the first time an organisation has achieved this accolade. BAMBA praised the bank's approach to ensuring equality, diversity and inclusion through rigorous training and development of Mindfulness Champions.

HSBC has around 200 trained Champions across 22 countries and territories. In 2023, the Champions delivered more than 1,400 mindfulness sessions, reaching over 25,000 employees. This represented a 26% uplift on the previous year, highlighting the increasing demand for these services.

HSBC is putting 1,100 employees per year through its Mindfulness Foundations course. This consistently delivers a 30% improvement in stress resilience, calculated via externally validated pre- and post-course surveys.

Following a pilot with the bank's call centres agents, 97% of agents said they'd like to have mindfulness as a permanent offering. The bank is now looking at how to use technology to supplement the live sessions.

Mindfulness is becoming part of the company culture as senior leaders continue to jump on board and support the programme, helping employees harness their true potential and provide excellent customer service. ■

Judges' comments

- + Giving employees the skill sets to lift each other up is great.
- + Amazing scale in short space of time.
- + Great effort. Demonstrated a good range of support and resources and showed how it was a success.

HIGHLY COMMENDED

→ Accenture UK

SHORTLISTED

- Arup
- Freshfields Bruckhaus Deringer
- Selfridges

Winner// OMEXOM UK & ROI

This award recognises organisations that have supplied excellent resources to support employee mental wellbeing

Omexom builds electrical infrastructure in locations across the UK and Ireland. The geographically dispersed nature of its predominantly male workforce posed various challenges to the company in its bid to support employees' mental health. One of these was embedding effective communication and induction in a company with its workforce so spread out.

Previously, inductions had been completed independently by site/office teams depending on the new employee's location. This created an inconsistent induction experience, with the information shared being dependent on how much time the person delivering it could set aside to support new employees. Inductions were also very role-focused and did not effectively communicate Omexom's wellbeing support and initiatives.

As part of the new strategy, Omexom's senior management team agreed to invest in new regionally delivered inductions, committing to the financial and resource impact this would have for new employees to travel and attend a group induction. These would be

consistently delivered by Omexom's Training Business Partner and involve a full-day overview of the company and employee wellbeing.

Given ongoing resource constraints across the business, this was met with initial resistance from some line managers, who were reluctant to release their new employees to travel to an induction day. However, following a review of employee feedback and discussion regarding the company's commitment to onboarding and wellbeing, the benefits of a consistent, enhanced induction experience were understood and quickly promoted.

Achievements

A working group of relevant managers was created to develop and review the structure and content of the induction day. This was extended to include the team of wellbeing champions, who reviewed the wellbeing focus to give additional feedback for improvements.

The induction day and supporting onboarding process have been extremely successful in promoting wellbeing. All new employees attend the induction within their first four weeks of joining and receive a full



New employees now get a comprehensive induction day within four weeks

overview of the following:

- Omexom wellbeing strategy – four inter-related strands: physical, mental, personal and professional.
- Wellbeing benefits – team events, health cash plan, annual health checks, £100 annually for learning/exercise
- Wellbeing enhancing policies – flexible working, home working, family friendly policies
- Wellbeing calendar – annual calendar of events to promote and embed wellbeing through employee participation
- Employee assistance and counselling service
- Overview of specific wellbeing areas in sites and offices to ensure a safe space for breaks and conversations
- Employee testimonials of wellbeing culture and support

- Mentor programme to support all new employees
- Following this initial wellbeing induction, Omexom's overall employee onboarding process also includes compulsory mental health awareness training, as well as employee support and development plans.

The Chartered Institute of Personnel and Development (CIPD) reports that 62% of new employees who have a negative induction experience will leave within their first 12 months. The positive impact of Omexom's wellbeing-focused induction process is demonstrated through the company's high 2023 new employee retention rate of 92%, as well as through employee feedback. ■

Judges' comments

- + Humility and authenticity shine through this organisation. They display deep integrity and congruency in implementing real and meaningful action behind their words.
- + Induction processes can really be overlooked in the construction industry, it's great to see a company seeing the process from a wider point of view.

HIGHLY COMMENDED

→ Havas

SHORTLISTED

→ Deutsche Bank

→ NatWest Group

→ The Digital Voice™

Winner// LIVE MORE OFFLINE – DIGITAL CULTURE DIAGNOSTIC™

This category recognises the use of a product or technology to implement mental health and wellbeing support

The rise of hybrid working since the pandemic has transformed workplaces everywhere. This seismic shift has happened while retirement ages are rising and burnout is on the rise. To protect employees' mental health, manage work-time and keep careers sustainable, we need to put some effort into shaping digital ways of working.

Live More Offline's Digital Culture Diagnostic™ provides data-driven insights and recommendations to shape an inclusive and healthy digital culture tailored to each employer's people. This is followed up with algorithmically curated training aimed at changing digital habits.

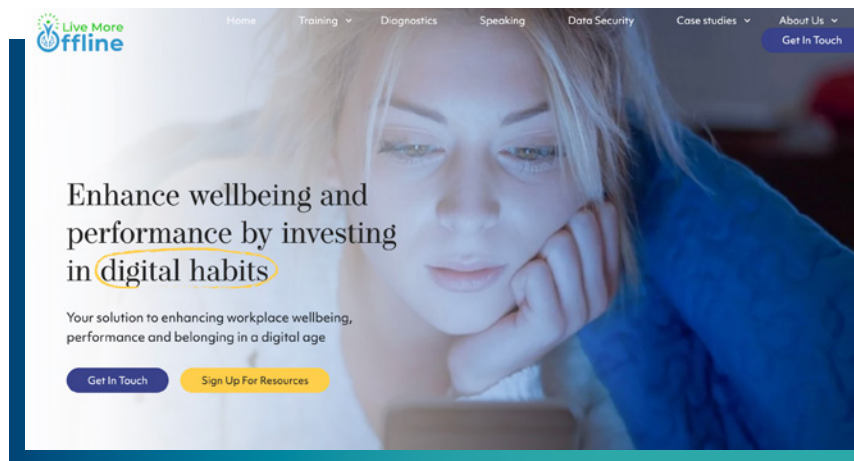
Cracking the code

Northcoders is a social enterprise that offers coding training to help young people from diverse backgrounds access the IT sector. Northcoders aspired to understand their people's experiences of the hybrid environment and eventually move to a shorter and more productive work week.

Northcoders reached out to Live

More Offline to help them learn more about their culture through the Digital Culture Diagnostic™, so they could co-create their people strategy and workplace initiatives with their people. Live More Online started by inviting Northcoders' people to undertake a Digital Experiences Survey on perceptions of their digital working environment. Anonymously correlating perceptions with demographic markers helped Northcoders understand inclusivity trends across their workforce, for example how gender minorities and caregivers experience work-life balance, loneliness, or ability to disconnect. This was followed up with consultancy to help Northcoders explore options.

Another client, the British Society of Rheumatology (BSR), wanted to pilot a shorter working week, but were unsure about impacts on productivity and staff stress. BSR commissioned Live More Offline to run four workshops before the pilot, focusing on digital productivity, deep focus and smarter asynchronous working. The aim was to regain the time lost to email, chat, and meeting practices.



Live More Offline aims to help humans to thrive in a digital world

At the midway point of its six-month pilot of the 4.5-day working week, BSR conducted the Digital Culture Diagnostic™ to understand its people's challenges. Based on the strengths and opportunities identified, Live More Offline developed a bespoke workshop series to improve meeting culture, which garnered strong feedback from employees. BSR is looking to pilot Live More Online's on-demand E-learning modules, which will link to the DCD, providing a wellbeing journey tailored to employee experiences. This is an unprecedented step in driving culture change that recognises everyone is different.

Achievements

For Northcoders, the Digital Culture Diagnostic™ was instrumental in establishing a baseline understanding of the needs of its people. As a result, Northcoders was able to create

policies and an organisational strategy that have enhanced productivity while prioritising inclusivity and wellbeing. The company has also taken great strides towards its ambition of implementing a four-day working week.

At BSR, the organisation surveyed its people three months after their initial workshops with Live More Offline. 100% of people said productivity had improved and 98% said wellbeing had improved. BSR's journey in exploring new ways of working to cultivate a strong working culture has been transformative. In just one year, it has seen employee satisfaction grow to 97%, reduced rates of absenteeism, and improved feedback for work-life balance and workload management. ■

Judges' comments

- + Love this entry and the important conversation around our relationship with technology.
- + Great service! What stood out to me was the fact that in one company where DCD was implemented 100% of people said their productivity improved and 98% said they saw an improvement in wellbeing.

HIGHLY COMMENDED

- Lloyds Banking Group - Talking Suicide
- Shout

SHORTLISTED

- Mental Health Innovations
- The Petros Organisation Ltd
- Benefex
- Mars Pet Nutrition Europe
- ESSTA
- YuLife

Winner// MENTAL HEALTH UK - INTO WORK

This category recognises a vendor that demonstrates outstanding product benefits and client service – this could be an EAP, app, online resource, trainer, strategist or more

Into Work is Mental Health UK's new holistic employment service. Employment Specialists work alongside individuals and organisations to provide employment support for people living with mental health conditions, developing a personalised plan and exploring their aspirations. This unique approach is based on the belief that considering the whole person's needs and circumstances and tackling issues in other areas of life will make them feel more secure, supported, and able to stay in work long-term

Trust and training

Into Work had the opportunity to support a woman who had been trafficked to the UK from South Asia, almost a decade ago. She was still suffering from PTSD and depression.

She had a caring social worker, who was helping her to restart her life including living independently. She was excited about the possibility of a new start and earning a living to support herself, though she found job searching confusing and worried about coping with a new job. The

Salvation Army encouraged her to engage with Into Work to support her on her employment journey.

She quickly established a trusting relationship with her mental health employment specialist, and together they created her support plan. She identified computing as an area of interest and was provided with online courses including coding and cyber security. She had help to create her CV and started to apply for positions. The result of all of this was a part-time job in a warehouse. Before engaging with Into Work, "life was pitch dark," she said. "Now it is different colours like a butterfly."

Finding their niche

Teenage years were defined by living with anxiety and a clinical personality disorder for this man. He experienced fear and danger on an ongoing basis. His mental illness meant he particularly struggled in social situations and being in busy environments full of people and noise. It was hard to prioritise his own mental health.



Into Work offer a safe space for clients to grow by building sustainable relationships through trust, control over their appointments and venues

He lives with his family and found some comfort in playing football on Wednesday nights with a mental health peer-support football club. But mental illness continued to take a toll. He wanted to once again feel a sense of self-worth and accomplishment. Most importantly, he wanted to work. But having tried a number of jobs, he'd found it hard to adjust and his mental health was negatively impacted. He started to wonder whether he'd ever reach his goal.

That was when he found Into Work. After the man was referred to the service, the team immediately saw his amazing potential. Helping him to focus on his strengths, his Into Work employment specialist empowered him to find roles where he could not only cope but thrive.

He came to realise that what he wanted was a job where he could be outdoors, getting his hands dirty as part of a small team. Thanks to Into Work, he is flourishing and now has a part-time position as a gardener at a local community project. He hasn't just found work, he's found pride and purpose once again. What's more, his employers have recognised how much of an asset he is and are in the process of extending his working hours and opportunities. ■

Judges' comments

- + People with mental health issues are often discounted and made to feel valueless. Great to see a service that is targeted towards rebuilding confidence, and providing personalised support. What a shame it needs a charity to do this vital work.
- + Providing truly life changing support as getting people into work is key to them being able to live independent, productive lives.

SHORTLISTED

- ApiaryLife
- Fertility Matters at Work (CIC)
- MIST Workshops Ltd.
- YuLife

Most Inspiring Mental Wellbeing Champion, Ally or First Aider



Winner// NATALIE DEGG – EXPERIAN

This award allows companies to recognise an outstanding Champion, Ally or wellbeing First Aider who has shown dedication in supporting their colleagues

Natalie has worked for Experian for 13 years. During this time, in addition to her full-time role, she completed a Chartered Manager Degree Apprenticeship, achieving a BSc (Hons) in Professional Management and being awarded Chartered Manager status by the Chartered Managers Institute, which prides itself on its approach on people management. She's part of Experian's Mental Health First Aider (MHFA) network, advocating for employee wellbeing and championing the mental health and wellbeing agenda within Experian., as well as being a trained domestic abuse advocate. She's also a member of the People Forum, which focuses on employee-related challenges, ensuring the right level of support for employees throughout their career at Experian.

Natalie is a passionate people person who loves to engage with individuals. She believes that no one should feel alone or unheard and that support should always be available. As an advocate for employees, she champions the mental health and wellbeing agenda within Experian to

ensure this is considered as part of business decision-making.

During Natalie's time as a people leader, she saw first-hand how crucial it was to have the right support and resources in place to ensure that everyone feels safe and empowered to talk about how they feel and to ask for the help they need.

Achievements

Natalie created and maintains a Global Wellness Portal which is used by over 75 employees across the UK, North America and Latin America. The portal promotes positive wellbeing strategies, highlights mental illness, provides coping mechanisms and solutions, and addresses the stigmas

Natalie is a passionate people person who loves to engage with individuals. She believes no one should feel alone or unheard.



Natalie set up a global wellness portal

associated with mental health. An employee recently fed back that after reading one of Natalie's posts she recognised she was experiencing Seasonal Affective Disorder and was able to use guidance Natalie had provided to make lifestyle changes that improved how she was feeling. Natalie has shared the portal with the MHFA community, which has led to other teams across the UK business creating portals and helping to improve the wellbeing of employees throughout Experian.

After the unexpected death of a colleague, Natalie led a project to create guides on communicating loss for the company's Human Resources

function and managers. Natalie also created a guide for all employees which includes advice on self-care while going through the stages of grief. This links into Experian's overall wellbeing offering and signposts where employees can get help.

A real lifeline

At times, the help Natalie has provided has quite literally been lifesaving. Being open, visible, and vocal about her thoughts on mental health and listening nonjudgmentally led someone to reach out to Natalie about an individual

in crisis who wanted to end their life. Natalie jumped into action, finding a safe space for them to talk, reassuring them that she was here to listen and to help, and asking them to tell her how they were feeling. The emergency services had long wait times and advised that the individual make an appointment with their doctor. Natalie knew the individual had a plan in place to end their life that day, so there was no time to wait. She encouraged the person to accompany her to hospital to receive the immediate help they needed, has helped them to find services to support their ongoing mental health and checks in from time to time to see how they are doing. ■

Judges' comments

- Natalie's direct intervention in a crisis situation highlights her courage and commitment to the wellbeing of her colleagues.
- Natalie sounds like the Mental Health Champion we all need in our businesses.

SHORTLISTED

- ➔ Selina Krah, Haleon Schweiz AG
- ➔ James Lindsay, Hertfordshire Mind Network
- ➔ Sarah Payne, Experian

Winner// BEN IDLE – DEUTSCHE BANK

This category recognises C-suite employees, Senior Executives and Directors who have truly led from the top to tackle stigma around mental wellbeing

With 30 years' experience working for financial services around the world behind him, Ben is now the COO for Corporate Banking, Investment Bank Operations and Controls Division at Deutsche Bank. Ben's passion for mental health advocacy is informed by mental health challenges that arose following the breakdown of his marriage, and made him determined everyone should have access to mental health care. A passionate believer in being able to bring your whole self to work, Ben has served on various Corporate Social Responsibility Committees and worked with many external charities.

Ben has numerous responsibilities in his role, which he combines with an outstanding and unwavering commitment to improving employee mental wellbeing. What makes Ben stand out is his personal and engaging approach. In an industry where mental health is still seen as a taboo topic, Ben isn't afraid to share his own journey following the break down of his marriage and subsequent counselling, and struggles faced during the pandemic. By opening up and

providing personal insight he shows that mental health issues can impact anyone at any time, including senior leadership, and that there is no shame in seeking support – particularly for men, for whom there is still stigma around showing such vulnerability. Ben regularly shares such personal insights on mental wellbeing through town halls, blog posts and podcasts.

Achievements

Having volunteered as one of Deutsche Bank's first Mental Health First Aiders (MHFAs) to be trained in 2019, Ben has continued to sponsor the programme and overseen its growth to over 500 MHFAs certified globally, with a passion to embed a culture where employees feel safe, and supported in seeking help when they're struggling. Ben has taken the time to hold dedicated sessions to support MHFAs in performing their role in response to particular times of difficulty – such as the pandemic and the ongoing conflict in the Middle East.

In addition to his MHFA sponsor role, Ben is also one of the bank's network of global divisional ExCo Wellbeing



Ben used his own past mental health challenges as a springboard to drive change

Champions who embed the Global Wellbeing Strategy and act as "the face" for wellbeing in their divisions. As part of this, he participated in the recent "Power of Thoughtfulness" video, explaining how taking the time to connect with others and listen without judgement truly helps colleagues feel valued and heard. He also supported employees sharing their mental health journeys in the "This Is Me" video for World Mental Health Day.

Banging the drum

Ben actively participates in events and campaigns throughout the year, including October's World Mental Health Week, regional mental health campaigns, and events in support of international days of recognition such

as World Menopause Day, International Men's Day and many more. Within his division, Ben also sponsors the CB IB Operations and Controls Wellbeing Community of Practice – driving a safe and supportive culture where colleagues are supported to perform at their best and thrive in their careers.

Ben is a testament to Deutsche Bank's commitment to supporting employee mental wellbeing. As a senior leader, his passion and drive in championing mental wellbeing serves as inspiration to all staff on how they can better prioritise their wellbeing and support those around them. ■

Judges' comments

- + A role model of integrity and congruence between words and action, truly leveraged his personal experiences to positively impact others in an industry in which masking is rife.
- + Walks the walk.
- + Through the testimonies and video clip, I can really feel the genuine and inspirational style of Ben's leadership in this area. I love the simple but powerful messages from the "Power of thoughtfulness" video.

HIGHLY COMMENDED

- Jillian Moore, Avande

SHORTLISTED

- Lyndsey Laverack, Sidley Austin LLP
- Jeremy Connick, Clifford Chance

Head of Wellbeing Award

Winner// BEV TAYLOR – OGILVY HEALTH & OGILVY UK

This category recognises an inspirational Head of Wellbeing. Entries are open to any leader regardless of where they sit or their department within the organisation

Bev goes above and beyond as a generalist HR professional. A people-first leader, Bev understands Ogilvy's people need to be well for the organisation to grow and for its clients to thrive and reach their goals. Her passion and aptitude for wellbeing, ensure Ogilvy's staff can be at their very best.

From the female reproduction cycle, to grief from men's health to suicide, she's not afraid to tackle the stigmatised topics. A Mental Health First Aider and ally, she was instrumental in rolling out First Aid training to the general population of Ogilvy Health.

Bev provides strategic leadership and guidance to support the people agenda at Ogilvy. She leads Thrive, Ogilvy's wellbeing offer, which incorporates benefits, mental and physical wellbeing and uses its platform to promote awareness and reduce stigma. Bev champions mental wellbeing by modelling with openness and candour in all conversations with

Ogilvy employees, her team and senior stakeholders. She demonstrates the positive impact breaking stigma around mental health has on the business, improving growth, client satisfaction, employee retention and engagement.

When challenged by senior stakeholders about Ogilvy's 2023 mental health activations she demonstrated their value, leading to approval of the subjects being tackled.

Achievements

Bev was the instigator and driving force behind Ogilvy's workplace campaigns for Baby Loss Awareness (Oct 2022; 164 engagements), Suicide



Bev champions mental wellbeing by modelling with openness and candour in all conversations.



Bev is not afraid to tackle tough topics

(Sept 2023; 120 engagements) and Grief (Dec 2023; 38 engagements). All campaigns had films covering experiences of our colleagues. She created trusted relationships with participants, leading them to feel safe and confident telling their personal and sensitive stories, and ensuring psychological safety before, during and after filming.

Sensitive handling

Editing was undertaken with care and consideration not only for those on film but also the viewing audience. Bev introduced two films encouraging people to get in touch, empowering employees to access help and line managers to support. She followed up

with participants when the films launched, a vulnerable time.

Bev was instrumental in Ogilvy achieving a TCH Award and Menopause Friendly accreditation in 2022; elevating the company's policy, enhancing support, creating champions telling life stories and setting up a peer group. She was the HR lead for "Throwaway Comments Lifelong Hurt", educating about the lasting mental health impact of workplace microaggressions.

Bev champions her reports to achieve wellbeing, allowing people autonomy to work in a way that's best for them, and building trust with candid conversations.

In 2023 Bev discovered Andy's Man Club. Loving its simplicity she championed a Men's Health workshop aiming to establish an Andy's Man Club at Ogilvy. The initial workshop in November sold out within a day.

Finally, Bev's mantra "be human to everyone" is exemplified by her emphasis on ensuring an excellent employee experience throughout the employee life cycle for everyone. ■

Judges' comments

- + It is clear that she is driven by the desire to tackle the stigma and has gone above and beyond.
- + Bev is clearly a truly inspirational individual fuelled by a personal purpose to make a difference to people.

HIGHLY COMMENDED

→ Ruth Pott, BAM UK and Ireland

SHORTLISTED

→ Nasrin Oskui, Deutsche Bank

→ Helen Foster, Sodexo UK & Ireland

Winner// CHRIS NEWMAN – MOTABILITY OPERATIONS

This category recognises those individuals in organisations who deserve the recognition for their hard work, commitment, and support to mental health and wellbeing

Chris is a Team Coach, supporting Motability Operations (MO) customer service employees to give excellent service to 700,000 disabled customers. He provides support on both a professional and emotional level to hundreds of Advisors. During the Covid-19 lockdown, he recorded a video talking about his mental health and the challenges he'd faced, to help others. He became one of MO's first MH Allies, then a Lead, an active member of disability network enABLE, and recently started the men's mental health network, MENTality.

Chris is a Lead Mental Health Ally. He has been fundamental to creating the culture at MO today, where people feel safe to speak up and share stories about difficult topics.

Chris has driven forward the agenda and provided support to others. He does this both in his role as a Team Coach, giving support to Advisors who in turn support MO's disabled customers in what can often be a very challenging but rewarding role, and in his own time.

Passionate, driven and inspiring, Chris continues to go above and beyond to be there for others, in addition to his day job.

Opening up on camera

Chris's story really began in 2020, when he recorded a video for employees, in which he opened up about the challenges he'd faced in relation to mental health, and the tips that had worked for him. He became one of MO's first Mental Health Allies and was critical to shaping the Allies network the company has today. Since becoming an Ally, Chris has had multiple Ally conversations with employees, providing a listening ear and sign-posting on topics including bereavement, financial issues, and family problems.



Chris was critical to shaping the Mental Health Allies network the company has today.



Chris set up a men's mental health group

In 2021, Chris volunteered to become a Lead Ally and has been pivotal in driving the MH agenda forward and creating a supportive and successful network of Allies. In this role, Chris has presented at team meetings, hosted webinars and podcasts, run drop-in sessions to attract new Allies, supported technical/practical elements of the role, given support to Ally colleagues, attended voluntary training such as suicide first aid, co-designed intranet pages on wellbeing and organising events such as MH Awareness Week.

Getting men to talk

In 2022, following a company wellbeing survey, it became clear that men felt less able to speak up in the workplace

about how they were feeling. Following this, Chris gained the support of the CEO, CCO and a number of other passionate employees and started men's mental health group MENTality. The group now has over 100 members, and involves a men's only Teams channel where people can discuss anything that's on their mind.

Chris has also written various comms, and hosted mental health-related podcasts on topics such as: baby loss, becoming a dad for the first time, body image, men's mental health in general,

single parenting and "coming out". Chris has received feedback from many employees that he has helped them with their own struggles and encouraged them to get help or to open up/check in on others.

It is thanks to Chris's drive, determination and passion, that MO has the open and supportive culture it has today – for everyone, but most importantly for men. Chris is without doubt MO's Hero of the Year! ■

Judges' comments

- + The fact that Chris founded an employee network on top of his day job is absolutely amazing!
- + Chris deserves recognition for his hard work. His story was inspiring and it was clear what drives his commitment.

HIGHLY COMMENDED

- Lisa Walker, Betknowmore UK
- Christine Tolaini, Betknowmore UK

SHORTLISTED

- Natalie Degg, Experian
- Don Rainbow, Richmond and Wandsworth Council

Winner// SHOCKA

This category recognises an inspiring storyteller who – through sharing their experiences – has created positive change within their workplace, industry or community

Speaker, poet, author, rap artist and mental health advocate Shocka's remarkable journey is a testament to his resilience and unwavering determination. Shocka explores this story in ITV's hit documentary *Black Boys Can Cry* and his recently published memoir, *A Section Of My Life*. Using his music to raise awareness and reach those suffering with their own mental health, Shocka shows with grit, resilience and self-reflection you can pull yourself out of even the darkest of places.

After being diagnosed with schizophrenia and being sectioned three times, Shocka discovered the power of healing through self-love and his music. Now he shares his positive energy and message of hope with the next generation.

Shocka tackles the intersections of mental health, race and gender through his work, inspiring thousands of young people through workshops held in schools, and through his public speaking work. Shocka's relatability is what encouraged one sixth-former to seek help. He was suicidal but had never been identified as vulnerable. Thanks to Shocka, the young man is now receiving support.

In 2008 Shocka was part of a successful rap group called Marvell. After they were unceremoniously dropped from their record label, Shocka began to struggle with his mental health, quickly finding himself in hospital.

In 2019, Shocka found the strength to step back into the music industry, this time solo, with one theme on his mind: mental health. Since then he writes about his experiences; shedding light on the reality of being a Black man with schizophrenia, male mental health and, above all, his discovery of the impact of self-love on his mental health.

As a young Black male who grew up in an environment where mental health was not discussed, Shocka has become a huge inspiration to those who are in a similar position and are facing their own struggles. He has inspired and comforted thousands, moving from the fast-paced world of music into the education community.

Achievements

In 2019, Shocka delivered a powerful and captivating TED Talk at TEDxLondon. In 2021 he joined youth mental health charity Beyond as



Shocka takes to the stage to spread the message about mental health

an ambassador, regularly speaking publicly on its behalf. He works closely with its Youth Board to motivate, inspire and engage them in campaigning for better awareness and identifying routes to support.

2023 was a stellar year for Shocka. It was the year that he cemented his place in the education community,

becoming one of the most booked mental health speakers for young people in schools. Also in 2023, Shocka released his memoir, saw his documentary become an ITV hit and got signed to legendary music label Def Jam Records. ■

Judges' comments

- + Shocka speaks from the heart. Simple and important advice for so many people told in an inspiring way.
- + As one of the most booked mental health speakers for young people, it is clear he is one of a kind and an inspiration to many.

HIGHLY COMMENDED

- Sam Smith, Green Ribbon Policing

SHORTLISTED

- Nikki Adebisi, Bounce Black
- Jennifer Elworthy, Jennifer Elworthy Coaching and Consulting
- Yolande Knock, Arup
- Lisa Tarquini, The Menopause Space

Founders' Choice Award – Outstanding Service to Mental Health

Winner// BECKY KEARNS – FERTILITY MATTERS

The winner of this year's Founders' Choice Award knows from experience what an impact fertility issues can have on mental health. Now she uses this experience to support others going through a similar journey

The winner of the Founders' Choice Award 2024 never thought she would get the chance to describe herself as a "mum". She now uses her experiences to educate employers and workplaces on how they can better support people on the journey to build their family.

So we are delighted to honour Becky Kearns this year with the Founders' Choice Award. Becky is a patient advocate and campaigner who, together with her team, strives to inform and educate workplaces, with wellbeing challenges at the core of what she does.

Becky is now a mum to three girls, thanks to egg donation. A diagnosis of Premature Ovarian Insufficiency led to a long fertility journey including many failed IVF cycles and miscarriages plus early menopause, before she and husband made the momentous decision to build a family using an egg donor. She remembers feeling very alone and confused, with no-one who truly understood to talk to about her many fears for the future. She wanted to change this for others.

She is now a patient advocate, fertility blogger and founder of online platforms DefiningMum and Paths To Parenthood. She began simply by sharing her story but it has now become so much more. She is on a mission to raise awareness of the challenges of infertility, as well as of donor conception as an alternative path to parenthood. Her platforms are designed to validate feelings, encourage sharing and offer support and information, while making important connections so people don't have to face fertility issues in isolation.

Within Fertility Matters At Work CiC Becky is using her experience to educate employers and workplaces on how they can better support people on the journey to build their family.

Becky has realised the huge impact that fertility can have on mental wellbeing. Together with her team she has not only started but also progressed conversations on this subject that were not happening a few years ago. It is for this reason that we are proud to present Becky with this special award. ■



Becky built online spaces where people can share

Becky began by simply sharing her story, but it has now become so much more. She is on a mission to raise awareness of the challenges of infertility

Winner// MENTAL HEALTH UK - INTO WORK

This award is given to the most outstanding award entry, chosen by our panel of esteemed judges.



I was moved by this case study such is the impact that this work will have on the individuals that it supports. Truly life changing.



This provider is doing wonderful, life changing work to support people with mental health conditions back into work and therefore gain their independence. A great initiative.



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