

Best Employee Network/Resource Group

AWARDS

THIS CAN HAPPEN GLOBAL.

In association with

A&O SHEARMAN

Winner// SKY HOME SERVICE

This award recognises networks that effectively support employee mental wellbeing and create community.

This peer-led approach transformed wellbeing conversations across a predominantly male and field-based workforce – creating a trusted network where colleagues can speak openly, access support and intervene earlier.

Home Service operates with 90% male colleagues, where wellbeing conversations were historically difficult to start and there was no clear place to turn. In 2016, the Advocate Team was created with just 14 volunteers. Today, more than 150 trained Advocates provide confidential, peer-to-peer support across the business.

The aim was simple: make wellbeing support visible, relatable and accessible, while creating a culture where colleagues feel able to ask for help before concerns escalate.



Since launch, Advocates have held more than 2,000 one-to-one wellbeing conversations.

From Informal Support to a Trusted Network

Advocates provide a safe, non-judgemental space to listen, offer practical signposting and connect colleagues with professional and internal support. Training covers areas including cancer, neurodiversity, grief and financial wellbeing, while the ManBassador programme has strengthened conversations around men's health.

Monthly Supporting Personal Awareness (SPA) days bring Advocates directly to engineers on site, helping reduce isolation



A selection of initiatives led by Sky Home Service Advocates to support wellbeing and connection across its field-based workforce

through informal conversations and regular connection. More than 300 colleagues have also been trained in suicide prevention and intervention, strengthening the organisation's ability to respond to risk.

Results & Impact

Since launch, Advocates have held more than 2,000 one-to-one wellbeing conversations, demonstrating a high level of trust in the service within a predominantly male workforce.

The programme has contributed to the lowest levels of overall and

mental-health-related absence across SKY CSG, alongside increased engagement with wellbeing activities and initiatives.

Importantly, conversations around suicidal thoughts have increased. Rather than indicating greater risk, this reflects a cultural shift in which colleagues feel safer disclosing concerns and accessing support that may previously have remained hidden. ■

Judges' comments

- + Great to see such sensitive issues are now making an impact on staff in the workplace.
- + Highly impactful and evidence-based submission that demonstrates meaningful behavioural and cultural change.

Highly commended

→ Experian

Shortlisted

→ IHG Hotels & Resorts

→ Lockton

→ SwissRe