

Best Grief Support Initiative

AWARDS

THIS CAN HAPPEN GLOBAL.

In association with

A&O SHEARMAN

THE INTERNAL SUPPORT AWARDS

Winner // MUFG

This award recognises programmes offering outstanding support and raise awareness for employees experiencing grief.

This holistic approach transformed bereavement support at MUFG – combining expert emotional and practical guidance with internal capability to ensure employees and their families can access compassionate support when they need it most.

Bereavement is one of the most difficult experiences an employee can face, yet workplace support often focuses primarily on emotional wellbeing. MUFG identified a gap: employees were still left to navigate complex practical and legal issues alone.

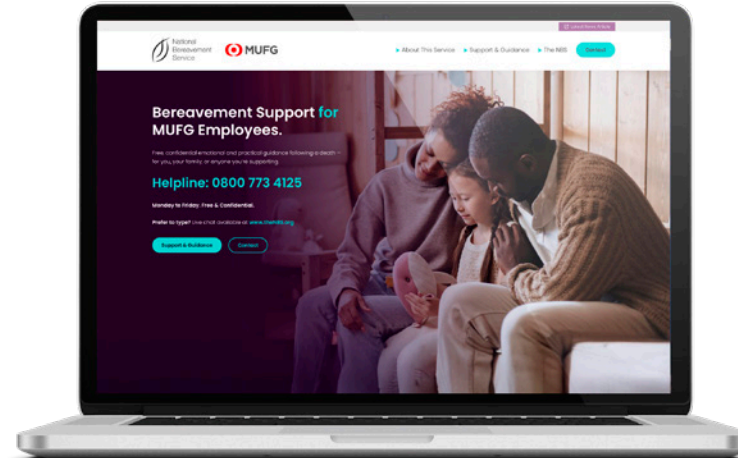
The organisation partnered with the National Bereavement Service to create an integrated model that supports employees and their families through both the emotional and practical realities of grief.



The initiative has closed a significant gap in traditional workplace bereavement support by bringing emotional, practical and organisational support together in one connected model.

From Emotional Support to Holistic Care

The National Bereavement Service provides a confidential helpline offering emotional support alongside expert guidance on issues such as probate and access to discounted professional services. Integrated into MUFG's wider wellbeing ecosystem, it provides a more connected and frictionless support journey.



MUFG's dedicated bereavement website connects employees with emotional support and practical guidance

A dedicated bereavement intranet hub brings all relevant support into one accessible location, including the helpline, Mental Health First Aider network and information on bereavement leave and internal policies.

MUFG also strengthened organisational capability through targeted training for HR and Mental Health First Aiders, alongside expert-led sessions on suicide prevention and postvention. This ensures colleagues supporting others have the confidence to respond to complex and sensitive situations.

Results & Impact

The initiative has closed a significant gap in traditional workplace bereavement support by bringing emotional, practical and organisational support together in one connected model.

The central hub has improved visibility and made it easier for employees to understand and access available support, while the specialist helpline reduces the burden of navigating complex decisions at an already difficult time.

Training has also strengthened confidence among HR and Mental Health First Aiders, helping create more consistent and compassionate responses across the organisation. ■

Judges' comments

+ Strong understanding of the practical and emotional challenges associated with bereavement.

+ I love how this support offer is embedded into the wider wellbeing programme of activity.

Shortlisted

→ A&O Shearman

→ MUFG