

Supporting wellbeing & mental health

As part of our commitment to be a world-class Employer of Choice, we know that for colleagues to perform at their best they must have overall wellbeing – both physical and mental. We support and help our colleagues to maintain wellbeing through a number of initiatives and specific awareness campaigns during the year.

An enhanced colleague wellbeing strategy will launch in 2021 with the aims of:

- Creating a wellbeing plan to support colleagues’ wellbeing more holistically, rather than intervening when there is an issue
- Creating clarity on what the role of the Company, manager and colleague is, in maintaining or improving wellbeing
- Holistic, wide-ranging support for colleague wellbeing across the wellbeing spectrum; and
- Providing resources and a wellbeing plan template for colleagues to help them focus on improving their overall wellbeing

Our overall focus areas are Move (physical wellbeing), Munch (healthy eating), Money (financial planning and budgeting) and Mind (mental health).

Information is available to colleagues from our online Wellbeing Centre. As an example, under the Mind section, content is available under themes such as Reduce Stress & Anxiety, Better Sleep and Mindfulness. Under the Move section we include videos that range from full body workouts to yoga, barre and stretching. Colleagues can also apply to the Cycle to Work scheme, and save up to 42% on a new bicycle.

24 / 7 helpline

Available to colleagues is a confidential 24 / 7 helpline to offer expert guidance on everyday matters, through to more serious problems, including health and wellbeing. Whether feeling upset, worried or stressed, this is a free, confidential and impartial service offering guidance, information or support and counselling.

Mental health first aiders

We have appointed our first mental health first aiders.

U+ training content

At the height of the crisis, our content development team produced two videos on how to manage your mental health and physical wellbeing during the pandemic. These were translated into multiple languages.

Hybrid and flexible working

In 2020, we moved 8,500 colleagues to home working and have since introduced a hybrid working model where it is operationally possible. Feedback from colleagues has been very positive, for example, reducing time spent commuting. The Company also allows flexible working where possible operationally e.g. Hygiene service colleagues may adopt work schedules taking account of school holidays, as appropriate to them.

