

Group Occupational Health & Wellbeing

The Royal Mail Mental Health five-year Strategy – ‘Because Healthy Minds Matter’

Context

Mental health (MH) problems are widespread, at times disabling, yet often hidden. One in four adults experiences at least one diagnosable MH condition in any given year. People in all walks of life can be affected and at any point in their lives. Mental health problems represent the largest single cause of disability in the UK. The cost to the economy is estimated at £105 billion a year.

Within Royal Mail Group (RMG) the top three mental health conditions were Stress, Depression and Anxiety.

There is a strong relationship between employee wellbeing and engagement, performance and attendance.

The data is compelling in terms of the commercial requirement to maximise our employee attendance and our corporate social responsibility to give long term focus in this area. Fundamentally, at the heart of this strategy, is the aim to improve the wellbeing of today’s employees and deliver a stronger workforce for the future.

RMG is one of the UK’s largest employers and we are committed to effective support strategies and tools that can make a positive difference to our employees who are directly or indirectly affected by mental health issues. Reflecting that commitment, Moya Green our Chief Executive Officer (CEO) has signed the ‘Time to Change’ pledge, publicly committing our intentions and has recommitted to this annually for the last two years. Moya also supports the ‘Heads Together Campaign’ and our charity partners for the next three years (2017 to 2020) have been confirmed as Action for Children (the primary partner), Mind and Mental Health UK.

RMG is committed to supporting MH with a five-year strategy led by the Occupational Health (OH) and Wellbeing Team in United Kingdom Parcels, International and Letters and sponsored by Dr Shaun Davis, Global Director of Safety, Health, Wellbeing and Sustainability. The strategy is benchmarked against external models, for example Business in the Community (BITC) and our charity partners, to improve the lives of those affected by MH conditions.

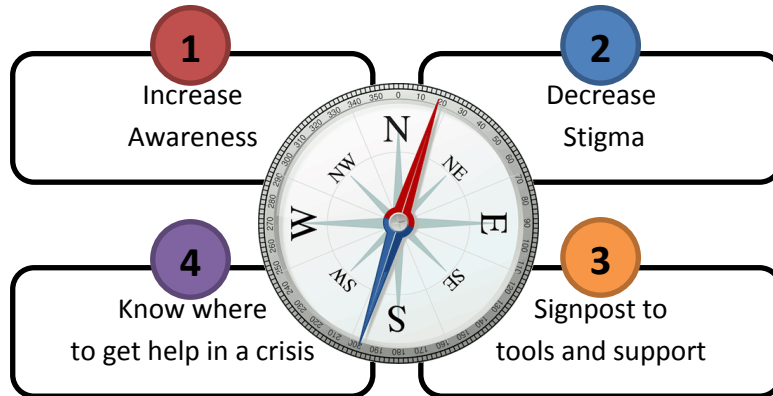
Preventative action and early intervention are the most effective ways to support MH. Many people remain in work whilst experiencing MH conditions, studies suggest this has a positive effect in most cases and so awareness and support are vital.

Working with Corporate Social Responsibility (CSR) our focus will combine both Group programmes and local activity to include leading on and piloting activity and programmes to support healthy minds.

Our Strategic Aims:

Plan for success - Clearly set out our five-year strategy and plan which will:

1. **Raise Awareness** - Develop and build awareness amongst our workforce at all levels.
2. **Reduce Stigma** – Work towards a culture where mental health can be discussed.
3. **Tools** - Signpost to tools and support.
4. **What to do in a crisis** – Ensure we are all clear on where to get support in a crisis, for ourselves and others.



Success enablers:

- OH & CSR Integrated Plan, progress updates to the strategy sponsor Dr Shaun Davis.
- Leadership Influence, 'walk the talk', leadership influence will be the cultural 'game changer'.
- Managers are equipped to support with appropriate signposting and behaviours.
- CSR Charity partnerships - Action for Children, MIND, Mental Health UK, Time to Change and Heads Together.
- Reviewing our people policies to further improve our approach and response to MH conditions.

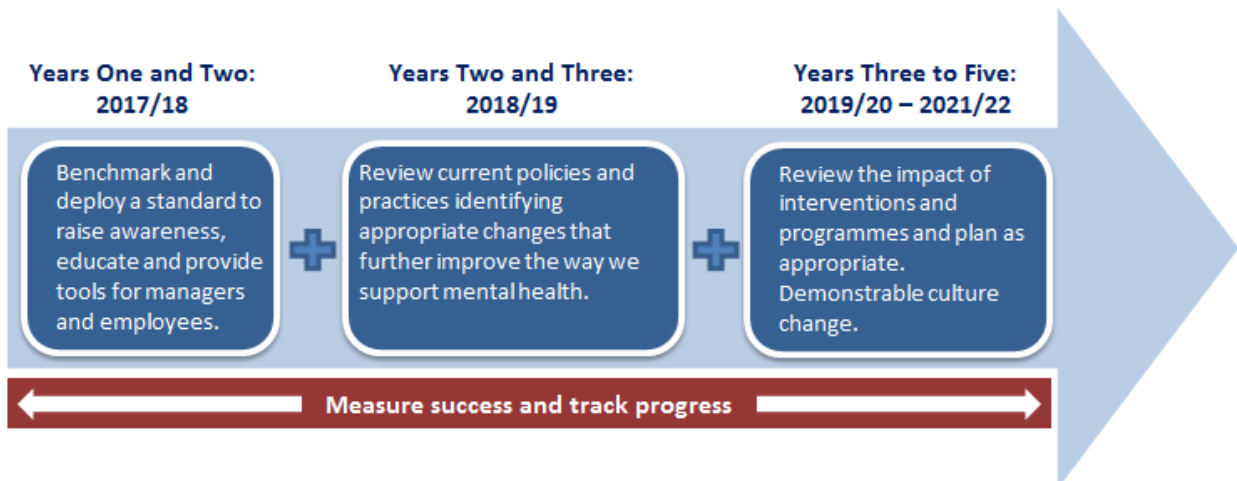
Initial prevention and education planned activity includes:

- Mandatory 20 minute e-learning module for all managers.
- Communications campaign launching in October with WTLL, RMTv and Courier.
- Mental Health Video 'Everyday People' commissioned by CSR.
- Mental Ambassador Programme Pilot.
- Analysis of high impact units, root causes followed by support plan.
- Going further - review our people policies for opportunities to make changes that support our mental health aims including Welcome Back Meetings specific to MH conditions.
- Partnering charities and associations to give support to the external education and awareness agenda.

Re-active support including:

- Manager referred counselling and advice.
- Employee direct access to counselling 24/7 through First Class Support.
- Promotion of wider health and wellbeing activity (Feeling First Class) promoting the links between healthy body and healthy mind.
- Ensure managers are equipped through education and tools to give both in-work and return to work support.
- Know what to do in a crisis.

Five-year strategic focus:



Success Measures:

- Improve attendance through the annual reduction of long term sickness absence due to mental health; 20% by 2020. *Note: reducing stigma could lead to an increase in the disclosure of a mental health condition which may currently be being reported as a physical condition by the employee.*
- Mental Health Ambassador Programme Pilot go-live.
- Mental Health First Aid Awareness course is extended to include e.g. First Aiders and continues to offer 60 places for managers each month.
- Mental Health e-learning launched in October 2017 to all managers with completion by March 2018.

October activity - World Mental Health Day 10th October 2017

- Dedicated WTL/RMtv week beginning Monday, 9th October 2017 (subject to approval).
- Manager E-learning module launch.
- Courier content or insert.
- Everyday People Video (CSR) internal and external promotion.
- Z card – how to access support.
- Highlight of the forthcoming MH Ambassador Programme Pilot (subject to approval).
- Text Donate Fundraiser for our charity partner Action For Children.
- Mental health postmark.