

Mental Wellbeing at M&S – 2014 update

At M&S we are committed to supporting all our employees' mental wellbeing and to promoting an environment where we can talk openly about mental health as well as knowing where to get support and advice.

In April 2014 we signed up to the Time to Change campaign led by Mind and Rethink Mental Illness to join the public movement to end mental health stigma and in May we provided training across all employees within our UK stores and offices to raise awareness of dementia. We were overwhelmed by the response and we wanted to build on the momentum this gave us and promote awareness of other mental health issues across the organisation.

On October 6 – 12 we ran a mental wellbeing awareness week campaign to all employees. The aim was to raise awareness to our teams of how M&S supports mental wellbeing and how to seek advice and support.

During the week we ran a poster and social media campaign promoting a range of messages in support of mental wellbeing including promotion of our employee assistance programme 'Live Well Work Well' that gives all M&S employees 24 hour confidential support as well as a dedicated line manager's service.

We saw really high levels of engagement across the week and across the business with many examples of where colleagues found the confidence to speak out about their personal experiences and share ideas and agree actions on what more we can do to support each other to be the best we can be at work and at home.

We utilised internal data from our Occupational Health Service, Employee Assistance Programme, absence statistics and employee engagement survey to develop the campaign and online tools for employees, managers and for HR via our wellbeing website. We also held a mental wellbeing breakfast discussion with representatives across the business to gather further insight.

The campaign ran alongside 'National Customer Service week' and from this we also saw some fantastic examples of where store colleagues made a connection and turned their learning on mental wellbeing in to action to support our customers' needs through service.

This comprehensive approach of this initiative has helped to further our understanding of the needs of our employees and we look forward to continuing to develop on this are of our wellbeing programme and achieving sustainable change in promoting transparency, proactive prevention and timely support around mental wellbeing across M&S.