

MENTAL WELLBEING AT M&S – 2020 UPDATE

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

In April 2014, M&S was the first retailer to sign up to the 'Time to Change' campaign led by Mind and Rethink Mental Illness, joining the public movement to end mental health stigma. In 2020 M&S joined the Mental Health at Work Commitment following the Stevenson-Farmer Thriving at Work review and this currently underpins our internal mental wellbeing strategy for all M&S colleagues.

Each year we run mental wellbeing awareness campaigns in line with external campaigns that build momentum and give us a platform to promote awareness of mental health issues across the organisation as well as signpost all the available support for colleagues and their families.

All our colleagues and their families have access to 24/7 confidential, free mental health support via our EAP including free counselling and CBT both face to face and via live chat and video conference where preferred. We have seen some improvements in colleague's mental health as a result of this support including depression and anxiety, two of the more prevalent mental ill health conditions for colleagues in the Retail sector.

Our broad range of mental wellbeing support bespoke to the needs of M&S colleagues is available for all via our Wellbeing Hub including weekly mindfulness sessions with our in-house expert and e-resilience workout.

Our 'supporting your teams mental health' training is available to all our Line Managers and colleague representatives including digitally to help build practical skills and confidence around mental ill health that can be used every day, including being able to spot the signs and symptoms of mental health issues and feeling confident in guiding people towards appropriate support.

In October 2019 we worked with other leading Retailers, powered by the Samaritans to develop the 'Wellbeing In Retail Tool', an online learning platform for all Retail colleagues, wherever they are in the varied roles within Retail to better understand and improve their own mental wellbeing and be in a position to support each other with confidence.

We are also proud to have a fantastic peer to peer support in place via our colleague Diversity and Inclusion networks to help colleagues be themselves and flourish at work, specifically our Wellbeing 'Buddy Network' are in place to support each other and work with the business to champion the best experience for those managing mental, physical and cognitive conditions.

We utilise internal data from our Occupational Health Service, Employee Assistance Programme, absence statistics and employee engagement surveys as well as direct colleague feedback to further develop our approach to supporting colleagues in the best way and a work environment that promotes better mental wellbeing and good days at work.