

TIME TO CHANGE

Employer Pledge Action Plan



THE
Ardonagh
GROUP

ABOUT TIME TO CHANGE

Time to Change is a growing movement of people changing how we all think and act about mental health problems.

Led by the charities Mind and Rethink Mental Illness, the Time to Change campaign works with local communities, schools, businesses and mental health professionals to do this. Since the movement started in 2007, it has reached millions of people across England, with national surveys showing overall attitudes to mental health positively improved by 9.6% between 2008 and 2016.

The Employer Pledge is a key component of Time to Change and calls upon businesses of all shapes and sizes to demonstrate their commitment to change how we think and act about mental health in the workplace and make sure that employees who are facing these problems feel supported.

A year on since our launch into the insurance industry, The Ardonagh Group is proud to be a growing movement of more 700 employers across England and all sectors who have made the pledge.

For more information on Time to Change, visit www.time-to-change.org.uk

time to change

let's end mental health discrimination



FROM THE CEO

The Ardonagh Group is incredibly proud to be joining the Time to Change campaign. Our formation as the UK's leading independent insurance broking group in 2017 afforded us the opportunity to create a shared vision around how we interact with our customers and each other.

It quickly became clear that our teams across the UK were eager to use the Ardonagh platform to accelerate the impact their businesses have on the communities they belong to. Our Group's charity, The Ardonagh Community Trust, was born out of this concept and mental health was soon recognised as the cause our people wanted to get behind on a national scale.

A partnership with Mind was an exciting first step on our journey, and the nature of our profession means we are uniquely placed to champion change when it comes to supporting an array of mental health conditions in an increasingly complex world. We're committed to exploring ways we can encourage clients and the wider business community to act on wellbeing in the workplace in the same way our brokers advise on ways to protect other valuable assets.

It is said a company's greatest asset is its people, and it is also believed by many that prevention is key. If both these statements are true – and I believe they are – we must also be looking inwards as well as outwards in our commitment to helping end mental health discrimination. The Time to Change pledge is our way of doing that. In our action plan, you'll find the key activities we're undertaking now and in the future to make this Group a more open and supportive workplace. Personally, I'm confident we'll be able to achieve all this and much more thanks to the passion and dedication of our people.

David Ross

CEO, The Ardonagh Group

OUR ACTION PLAN

1. SENIOR LEVEL BUY-IN

PROGRESS SO FAR

Pledge signed by David Ross, Group CEO of The Ardonagh Group, and shared with employees via internal communications channels, social media and Ardonagh.com

Group CEO penned a thought piece for industry publication Insurance Post in February 2017 reflecting on the importance of the insurance industry changing its attitudes towards mental health.

CEO of Insurance Broking Rob Worrell shared his personal experiences of mental health on internal social media channel, Yammer, in March 2017.

FUTURE ACTIVITY

Regular content across internal and external communications featuring or authored by senior leaders, with a particular focus on coping with stress, work life balance, colleague support etc.

2. ACCOUNTABILITY AND EMPLOYEE CHAMPIONS

PROGRESS SO FAR

Wellbeing Working Group created in 2017 consisting of employees across Communications, Facilities, Reward and Learning and Development.

The group meets monthly to discuss and action:

- Embed mental health and wellbeing into Group's processes, practices and organisational culture
- Improve and drive consistency of wellbeing offering for employees
- Promote importance of wellbeing and create awareness of mental health issues through regular communications
- Raise and address issues relating to wellbeing and mental health

Using the existing Social Champions Network to drive awareness and action on mental health.

- Network includes 90+ highly engaged volunteers from regional offices
- Employees meet with Communications team on a quarterly basis for early engagement on key business and social activity for the months ahead.
- Champions now engaged on mental health awareness following the launch of Mind and Ardonagh Community Trust partnership
- Champions receive regular email communications in addition to formal conference calls
- Valuable feedback channel for central teams

3. RAISE AWARENESS ABOUT MENTAL HEALTH

PROGRESS SO FAR

Launched #insidemymind week long campaign to mark the launch of charity partnership with Mind. This involved five employees shared their stories on mental health on our internal social media platform in order to start the conversation about mental health and demonstrate that 1 in 4 people in the UK will experience an issue each year. Information on support and resources available to employees was shared throughout the week as well.

Central hub on intranet for Mind charity partnership which makes key information are resources easily accessible:

- Employee Assistance Programme
- Overall benefits and wellbeing offering
- Links to external resources including Mind website and key articles
- Archive of employee experience blogs

FUTURE ACTIVITY

Employees encouraged to commit to individual Time to Change pledge following Employer Action Plan signing.

Dedicated fundraising day for Mind with activities and communications aimed at educating and promoting the importance of mental health.

Regular communication campaigns and events on key days including Time to Talk day (February), Mental Health Awareness Week (May), and National Stress Awareness Day (November).

4. POLICIES ADDRESSING MENTAL HEALTH IN THE WORKPLACE

PROGRESS SO FAR

Promote benefits and availability of Employee Assistance Programme (EAP) via communications channels and leadership roles and launch app across the Group.

FUTURE ACTIVITY

Roll out Group-wide Mental Health First Aid training programme in H2 2018 – open to line management and employees.

Specific mental health and wellbeing policy to be rolled out across Ardonagh from Q1 2019.

Corporate social responsibility policy for The Ardonagh Group established by end of H1 2018.

Equality and diversity policy for The Ardonagh Group established by end of H1 2018.

5. EMPLOYEE EXPERIENCE SHARING

PROGRESS SO FAR

Launched #insidemymind campaign across our Group communications channels, encouraging employees to share stories of either their own, or family friends, experiences of mental health.

FUTURE ACTIVITY

Continue adding to #insidemymind series on a regular basis to encourage employees to share on social media platforms.

Embed experience sharing into new campaigns and educational communications as they are published, in turn encouraging employees to comment and share their own based on the topics discussed (e.g. stress management, supporting a loved one, physical wellbeing).

#timetochange campaign launched alongside pledge signing, encouraging people to share what they would like change about their experiences with mental health or one thing they will do to create better experiences for colleagues dealing with mental health issues.

Monthly emails detailing all mental health case studies, stories and activities sent to social champions.

6. EQUIP LINE MANAGERS

PROGRESS SO FAR

Early notice of mental health and wellbeing communications campaigns via email to senior leaders in order for them to manage any enquiries or discussions that may occur from employees engaging with these. Key support and resources always outlined in these communications.

FUTURE ACTIVITY

The Mental Health First Aid programme will be available to all employees with particular focus on encouraging line managers and senior leaders to attend in the first intake and initial pilot.

Wellbeing hub will also be refreshed with toolkits for line managers with guidance on the basics such as how to spot and support employees experiencing mental health issues, through to guidance on embedding a mental health focus into team meetings and coaching sessions.

7. SIGNPOSTING INFORMATION AND SUPPORT SERVICES

FUTURE ACTIVITY

Wellbeing and Mental Health section created on Group intranet which will contain key information, support services (EAP, Mind, NHS), training (MHFA) and useful contacts including a list of all those trained in mental health first aid.

Posters and toolkits sent to all offices, via social champions, with details of mental health support services available within The Ardonagh Group as well as official Time to Change materials.

