

Wellbeing Narrative

29 September 2023

Employee Mental Health and Wellbeing Support

The fundamental ethos which underpins Alstom’s Health and Wellbeing strategy is that we want our employees to be ‘Working Well’. In order to achieve this, we recognise the need for a holistic approach to physical, mental, social and financial wellbeing.

Alstom’s overall wellbeing agenda aims to provide a multi-stakeholder approach to prevention, intervention and rehabilitation. A UK&I Steerco consisting of HR, Health and Safety, Management, Employees, Unions, Learning and Development and Occupational Health work closely to identify the Company’s objectives and targets. Whilst it is recognised that an individual’s mental health is intrinsically linked to their physical, social and financial wellbeing, for the purpose of this report, the focus is on Alstom’s Mental Health offerings.

Strategic Objective and 2022/23 Targets



1. Rail Mental Health Charter

In June 2022, Alstom’s Senior Leadership Team made a pledge to demonstrate their commitment to supporting mental health and wellbeing. Their pledge below replaces a previously signed ‘Time to Change’ pledge which was launched in 2017.

‘Our commitment to you is we will work with you and your leaders to offer work and opportunity that is fair, manageable and that you are prepared for.

We need you to speak up for what you feel you need and be prepared to work with your leaders to find a solution that works for all.

A lot of our time is devoted to work. It helps us to fulfil the many personal, family and financial commitments we have. We don’t pretend that it’s enjoyable all of the time. But we know that work benefits our wellbeing -through the rewards we receive, the opportunities we gain, the relationships we form and the achievements we celebrate and share.

Our wellbeing is affected by all manner of things. Some originate at work, and many can have implications for us in the workplace. We want to offer support that is right, properly delivered and readily available when you need it.

It is OK not to be OK. Every one of us should be able to recognise signs of wellbeing getting worse in ourselves and others, know where to get support from and be ready to find and ask for that support for ourselves and those around us without fear of judgement. A problem shared is often the first step to easing the struggle.

We want our work to be POSITIVE for our colleagues, our families and - through our customers - for the wider community.'

Nick CROSSFIELD
Alstom UK&I Managing Director







2. ISO45003 and Psychological Health Risk Management

Whilst we have incorporated stress management into daily working practices for many years, including use of the HSE Management Standards tools, this has predominantly been a reactive approach. In order to embed a more proactive, preventative approach, the organisation will be working on a project to enable us to train and educate our managers on how to better manage psychological health and reduce the risk of work-related stress. Resources are in place, and we are in early discussions with D&IS to pilot in Q1 Jan 23.

Meanwhile our Talk2Us campaign, recently launched within Rolling Stock at Derby, has focused heavily on work-related stress and included toolbox talks; signposting and live TEAMS events with employees/managers willing to talk about their own experience of stress and the impact on their mental health.

3. Mental Health Learning and Resources

i) In 2019, Alstom were asked to contribute to an on-line learning course being developed by RSSB and the charity MIND. This resulted in an Alstom specific module being developed @Managing Mental Health at Work'. The course consists of 5 modules and is mandated for all managers with direct reports.

Core	Line manager role	First response skills
<p>Awareness of, and knowledge about, mental health</p>  <p>Communication skills: having conversations about mental health and handling disclosure</p> 	<p>Supporting mental wellbeing through managing workplace risks</p>  <p>Managing absence and return to work</p> 	<p>Responding appropriately to signs and symptoms</p>  

Additionally, we actively promote the Samaritan’s ‘Wellbeing in the Workplace’ module through our close relationship with our CSR colleagues. Research has demonstrated a strong correlation between good mental health and volunteering, so we have aligned our CSR and Wellbeing activities to promote volunteering and giving.

Employees have access to a wealth of mental health resources including an Employee Assistance Programme, SharePoint site and access to wellbeing platforms such as Kaido and UnMind.

- ii) We currently have 165 trained Mental Health First Aiders (MHFA) across the UK with an additional 20 to be trained this year. There is a MHFA network in place, led by Occupational Health and a policy and confidential agreement to ensure strict governance and safety for all involved in the process.

In addition, a further 100 plus Health and Wellbeing Champions, support communications and delivery of initiatives amongst their colleagues. They act as a signposting resource for any employee needing extra support either from a MHFA, Occupational Health or HR

- iii) All employees have free access to the UnMind App - a self-help platform, enabling them to track their own mental health and identify positive and negative influences on their overall wellbeing. It also provides training and learning opportunities to help raise awareness around common mental health difficulties.

Underpinning all of the above, Alstom has a robust Occupational Health Management System, which ensures employees have access to appropriate interventions and treatments.

Managers are educated to refer into Occupational Health immediately for work-related stress, mental ill-health and musculoskeletal absences or if their symptoms are impacting on work. It is widely accepted that there is a strong relationship between poor mental health and musculoskeletal pain and early intervention is critical in recovery.

We have various routes into assessment, therapy and counselling, which can be facilitated either via Occupational Health, self-referral or Private Health cover.

Case management via the in-house team ensures we can support the employee through their treatment pathway and provide appropriate return to work advice for both the employee and line manager. This case management approach enables us to liaise with the treating specialists/GP and external services such as Access to Work.

Mental Health related policies and tools

Policy	Guidance	Tools
Stress Management	Stress Management for Employees	Individual Stress Risk Assessment
	Stress Management for managers	Team Risk Assessment
Mental Health at Work	Mental Health for Employees	Wellness Action Plan
	Mental Health for Managers	
Mental Health First Aid Policy		Confidential discussion template
Menopause Policy	Menopause Support Group	

HR Policies indirectly related to mental health include, for example, Dignity at Work, Flexible Working, Family Friendly.

Line Manager Competencies

We have recently worked with RSSB in a bid to embed their Health and Wellbeing Line Manager Competency Framework into our own AIR Values competency framework. Alstom’s Head of Talent lead on the project which aimed to promote the development of skills throughout a line manager’s job life cycle. This is to ensure that they

have the relevant skills needed to effectively support their staff’s health and wellbeing. After a successful pilot, ongoing training is now in place for all managers. The framework is built on 4 key principles.



Alstom’s case study has now been published on RSSB’s website.

Reporting

1. Employee Assistance Programme

There were 245 cases in the period Apr-22 to Mar-23. Of these, 198 were Mental Wellbeing related. This level of usage annualised, represents 6% of the entitled population.

2. Mental Health Referrals

During the same period there were 62 referrals into Occupational Health, of which 45 were referred to Psychological Therapy Services.

3. Private Health Cover Claims

For the period July 2022 to April 2023, there were 88 claimants for mental health treatment, totalling 7% of the total claims (Source BUPA).