

Mental Health at Aviva

Our commitment

We're committed to supporting mental wellbeing for all our colleagues, through practical approaches that raise awareness, reduce stigma, and encourage a preventative and open culture so that people can take ownership of their own mental health.

“Supporting our people's mental health at work is important for colleagues as well as the success of the business. We want Aviva to be somewhere people can talk openly about how they're feeling and know they'll get the support they need.” Amanda Blanc DBE, Group Chief Executive Officer, Aviva plc

And everyone at Aviva has a responsibility to help create a supportive and empowering workplace.

Objectives

To deliver on our commitment, we'll:

- promote openness around mental health, and proactively develop our culture and ways of working to help create positive mental health.
- tailor support where we need to, recognising the impact diversity, equity and inclusion can have on mental health.
- empower all our people to manage and prioritise their own mental health, and to support one another.
- make sure our people are aware of the mental health tools and support we can give them, including learning, self-help and guidance, employee assistance programmes and medical plans.
- set our colleagues up for success and career progression, by giving them the opportunity to complete a Workplace Adjustment Passport to agree appropriate adjustments (including those relevant to short term or long-term mental health needs).
- make mental health awareness training mandatory for all people leaders.
- engage with Aviva Communities (our colleague resource groups) and Your Forum (our colleague consultation body) so they can provide feedback, guidance, and help shape our mental health initiatives.

We know our colleagues' feeling of mental wellbeing may be affected – both positively and negatively – by their working conditions. Aviva's approach to creating positive, healthy working conditions to support good mental health is aligned to our Values (Care, Commitment, Confidence, Community) and our standards and policies in relation to (but not limited to), Diversity & Inclusion; Health & Safety; Bullying & Harassment; Career Progression; Smart & Flexible Working.

Colleague mental health can also be impacted by their sense of financial wellbeing. Aviva is a UK Living Wage employer (since 2014) and were one of the first to be awarded Living Hours and Living Pension accreditations. We also provide financial education to all colleagues.

Governance

Our commitment, and this statement, relates to all colleagues at Aviva (wherever they're based) and includes permanent and fixed-term contract employees.

Day-to-day operational management of workplace mental health support services is managed by dedicated Wellbeing Leads and teams within the People Function, with appropriate senior management oversight.

We share mental health absence data and programme use with relevant Boards, at least annually. This is part of reviewing our wellbeing programme and offering, to make sure this continues to meet the diverse needs of our colleagues.

Measurement

We use the following data and insight to check how we're meeting our objectives:

1. Our annual engagement surveys. We ask colleagues if they:
 - a. Believe that Aviva values their health and wellbeing.
 - b. Believe their leader cares about their health and wellbeing.
 - c. Have a generally sustainable workload.
 - d. Feel like they belong at Aviva.
2. The percentage of leaders who've completed mental health awareness training (refreshed every 2 years)
3. Sickness absence rates for mental ill health.

Our performance in 2023

1. Here's what the data from our annual engagement survey report told us:

	2023	Global Financial Services Benchmark	High Performing Companies Benchmark
Aviva values my health and wellbeing	83%	79%	77%
My team leader/manager is effective at caring about my health and wellbeing	90%	79%	77%
Generally, I believe my workload is sustainable	72%	70%	71%
Feel like I belong at Aviva	83%	77%	76%

2. **100%** of leaders completed mental health awareness training (refreshed every 2 years)
3. Sickness absence rates for mental ill health in 2023 - **UK - 0.6%, Ireland 0.3%**

Additional 2023 internal activity has included:

- Learning opportunities on Aviva University (on resilience, stress management, mindfulness).
- Ongoing colleague communications to share stories and reduce stigma.
- Wide and varied seminars from Aviva Communities and Wellbeing, which have included topics such as:
 - Men's mental health & parenting.
 - "Man up" challenging the stigma of men's mental health.
 - Imposter Syndrome.
 - Schizophrenia Awareness.
 - Eating Disorders.
 - Carers mental health.

Ongoing mental health related benefits available (free to colleagues):

- Employee Assistance Programme.
- Apps to support good mental health (eg Headspace), and provide intervention where needed (including CBT, mental health counselling and bereavement support).
- Group Income Protection early intervention and rehabilitation support.