

# Mental Health at Aviva

## Our commitment

We support mental wellbeing for all colleagues through raising awareness, reducing stigma, and encouraging 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

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

## How we deliver on our commitment

To support our colleagues now and for the future, we continue to:

- Promote openness around mental health, and proactively develop our culture and ways of working to help create positive mental health.
- Empower all colleagues to manage and prioritise their mental health, and to support one another.
- Make sure our people are aware of mental health tools and support 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 (documents where a colleague and leader can agree appropriate adjustments, including those relevant to short 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) for feedback, guidance, and to 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. Our 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 an individual's sense of financial wellbeing. Aviva is a UK Living Wage employer and we're proud to also be accredited for Living Hours and Living Pension too. We also provide financial education to all colleagues.

## Governance

Our commitment and this statement relates to all colleagues at Aviva and includes permanent and fixed-term contract employees.

Day-to-day support for colleague mental health is managed by leaders and in some operational areas by dedicated Wellbeing Leads. Our strategy and delivery of programmes and initiatives is led by our Colleague Health and Wellbeing Benefits Manager. This is overseen by our Chief People Officer who is part of the Aviva Group Executive Committee.

We share mental health absence data and programme usage data 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.

## Our 2024 actions, measures and performance

Action	Performance																				
Deliver communications that reinforce our open culture in relation to mental health and measure the success of these by ensuring the results for health and wellbeing questions in our September 2024 annual employee engagement survey remain at or above benchmark data.	<p>Our annual engagement survey report highlights a positive view of our overall health and wellbeing programmes, communications and culture, with positive increases across the metrics, against declining scores in the benchmarks for three out of four measure s.</p> <table border="1"> <thead> <tr> <th></th> <th>2024 (2023)</th> <th>Global Financial Services Benchmark</th> <th>High Performing Companies Benchmark</th> </tr> </thead> <tbody> <tr> <td>Aviva values my health and wellbeing</td> <td>86% (83%)</td> <td>76% (79%)</td> <td>74% (77%)</td> </tr> <tr> <td>My team leader/manager is effective at caring about my health and wellbeing</td> <td>91% (90%)</td> <td>76% (79%)</td> <td>74% (77%)</td> </tr> <tr> <td>Generally, I believe my workload is sustainable</td> <td>74% (72%)</td> <td>68% (70%)</td> <td>68% (71%)</td> </tr> <tr> <td>I have the flexibility I need to meet my work and personal responsibilities</td> <td>87% (83%)</td> <td>84% (77%)</td> <td>83% (76%)</td> </tr> </tbody> </table>		2024 (2023)	Global Financial Services Benchmark	High Performing Companies Benchmark	Aviva values my health and wellbeing	86% (83%)	76% (79%)	74% (77%)	My team leader/manager is effective at caring about my health and wellbeing	91% (90%)	76% (79%)	74% (77%)	Generally, I believe my workload is sustainable	74% (72%)	68% (70%)	68% (71%)	I have the flexibility I need to meet my work and personal responsibilities	87% (83%)	84% (77%)	83% (76%)
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Understand if diverse communities' results for health and wellbeing questions in our annual survey differ.	We've reviewed the data in line with our six Aviva Communities (employee resource groups) and identified some where the wellbeing scores differ from the company norm.																				
Deliver communications to promote mental health support tools and measure the success by tracking changes in usage data and sickness absence rates.	<p>A large range of communications were shared with colleagues (webinars, intranet content etc) which is a factor impacting usage rates for the following company-funded mental health support tools available to all colleagues:</p> <ol style="list-style-type: none"> <li>1. Headspace (extends to up to 5 family and friends) – 33% of colleagues registered</li> <li>2. Aviva Digicare+ Workplace App (extends to partner/children) – 788 mental health consultations</li> <li>3. EAP usage (available to all) – 2,832 interactions in 2024</li> <li>4. Thrive App – 17% of colleagues registered</li> <li>5. Group Income Protection (GIP) – 444 referrals in 2024 relating to mental ill health</li> </ol> <p>Sickness absence rates for mental ill health in 2024 (2023) - <b>UK – 0.7% (0.6%), Ireland 0.6% (0.3%)</b>. To note - we've recently changed the process for capturing sickness absence data in Ireland, which may be impacting this data point.</p>																				
Build an online version of our Workplace Adjustment Passport into our HR systems, allowing us to understand how many colleagues have a passport in place.	Delivered an online Workplace Adjustment Passport. 938 colleagues having an online passport in place. An additional 384 colleagues have an offline Workplace Adjustment Passport which may convert to online.																				
Provide mental health awareness training for team leaders/wellbeing leads and measure completion rates.	<p><b>83%</b> of leaders/wellbeing leads have completed mental health awareness training  <b>16%</b> are in their open renewal/new starter window  <b>1%</b> have not completed the training in the required window                      Case Managers who support colleagues through our GIP rehabilitation programme are all qualified Mental Health First Aiders</p>																				
Create a new sub-network of Aviva Ability community with a specific focus on mental health and engage with them to provide employee voice in the design of our mental health support.	The new Aviva Ability Mental Health Sub Network was created in Q4 2024. Communications were delivered to invite colleagues to join the network. The Steering Committee has been formed, and Co-Chairs appointed. The Committee is developing plans for 2025.																				

**What next - our 2025 actions and measures**

1. Deliver communications that reinforce our open culture in relation to mental health and measure the success by ensuring the results for health and wellbeing questions in our September 2025 annual employee engagement survey remain at or above benchmark data.
2. Seek feedback from the Aviva Ability Mental Health network and all Aviva Communities (Aviva's employee resource groups) to understand how we can support those groups currently scoring lower for the health and wellbeing questions in the annual engagement survey and create an action plan to close the differences.
3. Deliver communications to promote mental health support tools and measure the success by tracking changes in usage data and sickness absence rates.
4. Promote the use of Workplace Adjustment Passports and identify how many relate to mental health.
5. Provide mental health awareness training for team leaders/wellbeing leads and measure completion rates.