

UK Mental Health & Wellbeing

Imerys Minerals Limited





Wellbeing Strategy

Imerys Minerals Ltd recognises the value of maintaining the health and wellbeing of its employees. Employees wellbeing and performance are linked: by **improving employees wellbeing** we should improve individual and organisation performance and this will result in more effective and efficient services, engaged workforce, and higher retention rates.

Objectives of the mental health and wellbeing campaign

- To improve health and wellbeing of UK workforce
- To prevent illness and injury whether work-related or otherwise
- To **respond early and proactively** when health problems arise ensure necessary interventions are readily available
- To **educate** the workforce on various wellbeing topics/available support both for **mental and physical health** to help them make appropriate lifestyle choices to help them live a full life as possible
- To ensure that **appropriate rehabilitation support** and workplace adaptations are available to facilitate return to work as soon as possible
- To promote a **wide range of wellbeing initiatives/benefits** which contribute towards employee morale, engagement and retention, such as financial education.



IML Wellbeing Structure – What we do today.





Wellbeing Journey so far - Summary of main annual activities



Launch of Wellbeing Campaign (blanket)

Published a calendar of different topics each month.

Challenges: Healthy Eating, Sleep Better, Burn more calories

Education: Mental Health / Stress / Diabetes / Stop Smoking / Cancer Support / Work-life Balance / Alcohol Awareness Clinics: Back Care & Posture / Life-Style Screening / Diabetes checks

External support: Registered with Healthy Workplace Forum

4

Wellbeing Campaign (Targeted approach)

Reviewed success and failure of 2016 campaign. Implemented a targeted approach , tailoring the initiatives to site / personnel needs.

Improved communication via managers

Supported more national campaigns

Utilised more local support services i.e Chiropractor free back checks on sites. Supported Safety Connect Day - introduced Health and Wellbeing Stand focusing on Men's health

Improvements to welfare facilities onsite

Continued Wellbeing Campaign (Targeted approach)

Continued support of national campaigns and raising awareness within the workplace.

Focus on key areas like mental health and MSK issues.

Continued to offer life-style screening clinics

Involvement in Cornwall Beach games - great success!

Support to safety connect day (health promotion boards and D&A awareness)

Ongoing improvements to welfare facilities onsite

Financial Education sessions

Employee Forum activities

Focus on 4 main categories

Mental Health
Musculoskeletal
Heart / Cardiac / Circulatory

Lifestyle (nutrition, fitness etc)

Educational and preventative based approach, providing support for managers on how to manage these conditions in the workplace and promote and support healthier lifestyle.

Campaign Toolkit launched

Mental health leaflet for employees and guide for managers.

Trained Mental Health First Aiders (circa 20)

EAP & Early Intervention Support service promoted

MSK leaflet for desk and manual workers. Healthy Heart leaflet

Continuation of a monthly calendar of topics - light touch approach.

Clinics: Life-Style Screening / Chiropractor back checks

Financial Education sessions

Employee Forum activities

Mental Health Focus Covid-19

Due to pandemic, wellbeing focus shifted primarily to mental health support.

We're in this together campaign (3 weeks into lockdown)

How do we take care of our mental health during the pandemic.

EAP - testimonials of employees using the service

Testimonials from employees in the UK including their experience whether working from home or working on-site.

Raise profile of MHFA in the business inc testimonials

EAP & Early Intervention Support service promoted

Group Mental Health guidance

Zurich Wellbeing Webinars for HR and Managers

Wellbeing -Establishing a new normal

Establishing a wellbeing calendar for the UK promoting useful topics of interest

Primary focus on mental health

Searching for a strategic partner to work on wellbeing topics

Launch Virgin Pulse Challenge in UK

Training more MHFA / Champions

Work-related stress risk assessment and wellbeing policy

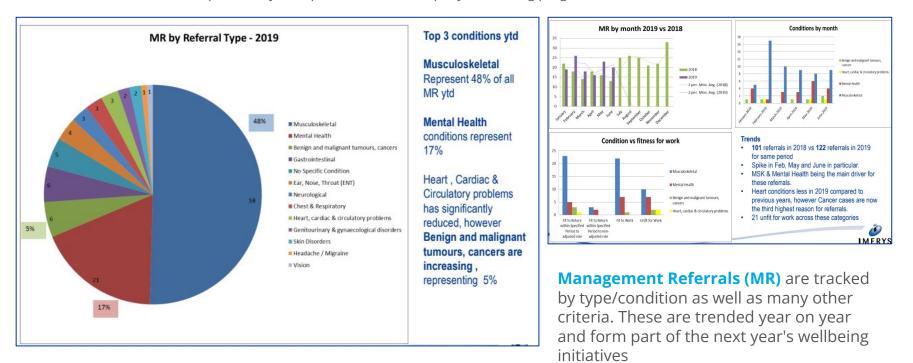
Continuing to promote wellbeing webinars and EAP

Revamp of UK Wellbeing Pages on One Imerys

Occupational health and example Information

Risk Based Health Surveillance / Management Referrals

Imerys Minerals Ltd **monitor all data collated from medicals and referrals to occupational health**. This data shows trends across the workforce which we proactively incorporate into the company's wellbeing programme.





Employee Support: EAP / Mental health / Self Help App

A confidential independent 'Employee Assistance Programme' (EAP) service in place, provided by Health Assured, who employees can speak to about any various issues/difficulties you want advice or support on. This is an external, confidential service, to provide support to all employees and their immediate family 24/7.

The service is also able to provide face to face and structured telephone counselling sessions, where deemed clinically appropriate.



"I have accessed the company's EAP helpline a couple of times for various issues in my personal life and I have found the service efficient. I initially struggled with the concept of having to call a helpline and not know quite how to articulate my issue(s) but the trained staff were very helpful and allayed my concerns. I spoke with a counsellor for a mental health issue and found the advice and support very helpful. I would recommend this service to others." - **Imerys employee**

EAP Stats 01/04/2020 - 31/03/2021

52 calls made44 for counselling8 for advice

Formal Counselling

- 3 referrals for telephone counselling
- totalling **41** sessions
- 1 referral for online counselling
- totalling **16** sessions

"The EAP, through Health Assured, scheme has been very well publicised in newsletters and campaigns. We have used their services on a number of occasions and it has really helped people manage some of the difficulties they have faced, especially in relation to the Covid-19 where people have felt isolated and anxious. The staff at Health Assured are professional and empathetic. I would encourage anyone who is struggling with mental health or related issues to talk to them as the first part of their journey back to full health. I thank Imerys for having an accessible health programme for everyone which is making a real difference to peoples' lives. That shows, to me, that the company genuinely cares about the "H" in our ESH philosophy." - Senior Manager at Imerys UK

Testimonials



Mental Health First Aiders

Based on the Occupational Health statistics, it was felt that we needed to **educate managers/supervisors and employees with regard to Mental Health** in the hope that those who needed help would be identified and supported earlier than they had been.

What our Mental Health First Aiders offer:

- Understanding the important factors affecting mental ill-health Identify the signs and symptoms for a range of mental health conditions
- **Recognised toolkit to provide Mental Health First Aid** to someone experiencing a mental health issue or crisis
- Non-judgmental listening supportive conversations on any issues or concerns
- **Signposting** to professional help, where it is identified an individual needs ongoing support
- Practical **mental health skills** and awareness training is a key component for creating a safe, healthy workplace.

The aim of Imerys is to:

7

- Build employees' confidence to have open conversations around mental health and break the stigma
- Encourage people to access support early when needed, for a faster recovery
- Empower people with a long term mental health issue or disability to thrive in work
- **Promote a mentally healthy environment**, stopping preventable issues and allowing people to thrive and become more productive
- Embed a long term positive culture across the whole organisation, where employees recognise their mental and physical health are supported as equal parts of the whole person

Employee Support: EAP / Mental health / Self Help App



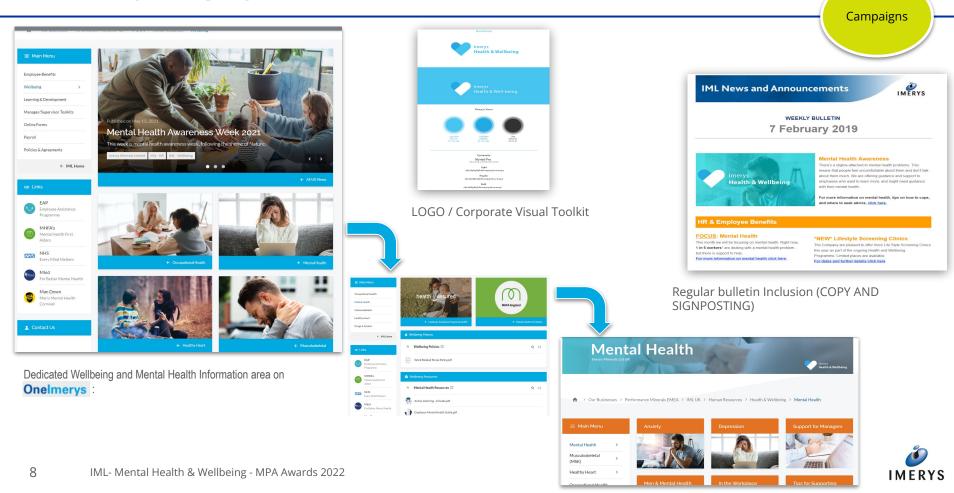
IML currently have **61 employees trained as a MHFA** and we have further sessions planned

We have shared the contact details of Mental Health First Aiders (MHFAs) with the workforce so they know who they can speak to.

These MHFAs have also shared testimonials on why they want to be a Mental Health First Aider which we have publicised internally.



Wellbeing Campaign Toolkit



Leaflets and Resources - Mental Health Focus

Early Intervention 3 pillars MSK/MH/Cancer



Supporting your employees	
with mental health issues	

rer possible. As a result, the company will be looking to in

g a colleague	How to have the conversation:
In most land has a term factor. The decrementation with proper land the decrementation with proper land the decrementation with the proper land the decrementation with the second land the decrementation with the second land the decrementation of the second land of a decrementation of the second land the decrementation of the de	Support of the standard and standard an

It is tempting to immediately start suggesting solutions to problemo - but it's where to ask a person that keep what they want to happen. They may weakcome suggestions, but, equally, they may just need to vent

Further support for managers and employees

HR Employee Wellbeing Support MontalMashhEorem mentalhealthforum.net nal PR - Care Sleeman Sleeman@imerys.com / 01726-818-008 he forum aim to be the triandlicst place on the web to docs and get support on mental health toxets whether you are cape forcing dependion, anders, b schizophenia, self-harra, panic attacks or any other F&P Referrals Frenkrise Assistance Mental Health Charity MentalRealth.org.sk Occupational Health - Medigold morys use their OII provider to gain advice and guidance or new to support employees with mostal health. Access to information specialists and online support national - all of this is available on Martin er via IKE Mindful Employer mindfulemployer.net Early Intervention Programme a UK-wide, NHS Ini Bather, It is almost NHS choices shouk@vewel/mentalhealt Remoloy For this summert, a referred is made als the UE denor remploy.co.uk Access to work gov.uk/access-to-work

Rethink Mental Illness sethink.cog Business in the Community

IMERYS

٢



offic.org.uk

nindorgul

6 tips for managing stress at work Sleep: Make sure you pay attention to how much skeep you need - and prioritize a good right's sleep! Breaks: Use the breaks you have in your working day, as well as your commute, to ensure you get away from your work area. You should always take your breaks - It actually Diet: Eating nutritious, healthy meals at regular times is proven to he pyour state of mind. You should also increase your water intake, whilst reducing calleine and Exercise: Try and get some exercise in your day - even if it's just a walk round the block between tasks. Relationships: Take time to be with people you care about, and who you can vent to --friends, partners and family are often happy to let you vent. Tech: With emails being accessed quickly via phones, it can also be hered to disconnect. Make sure you take time away from screens and switch off during breaks. Taking care of yourself Talk about your feelings you stay in good mental health and deal with times when you

Access to information specialists and online support material is available on Merlin 0 Imerys HR Wellbeing Mind Infoline Keep active Reputar evercise can boost your self-esteem and can belo you concertante, sizes, and look and feel better. 0300 123 3393 or text 86463 Eat well Your brain needs a mix of nutrients in order to stay healthy and function well, just like the other organs in your bo Drink sensibly We often drink alcohol to change our mood. Mind UK www.Mindco.uk Keep in touch There's nothing better than catching up with some new Keep the lines of communication over the source for HSE Stress Management Indicator Tool www.hse.gov.uk/stres The National Stress Awareness Day Exercise Booklet Take a break, it could be a five minute pause from cleaning y kitchen, a hall hour lunch break at work, or a weekend explore une good at Doing an activity you enjoy one good at it, and achieving something Ask for help. None of us are superhuman. We all sometimes tired or overwhelmed by how we feel or when things don't go plan. If things are getting too much for you and you feel you o you a solid for hole.

The Bernindful online - test your www.bemindfulonine.com/ PLASE CONSIDER HOW YOU ARE FEELING WHEN CARRIENG OUT A TWE'S DON'T JUST FOCUS ON DITERNAL REX. / INZARD FACTORS

USEFUL CONTACTS

Â

Internal HR Get in touch with your HR representative

Employee Assistance Programme

Aims to help your employees deal with stresses and stains allowing them to remain focused on their work. This service evaluate to all employees.

Occupational Health - Medianid

use their OH provider to gain advice and guidance o how to support employees with mental health.

to inverys does not put you at a disadvantage in th to allows us to be supportive. The liquality Act (2011

ANXIETY

Do you feel worried, tense or afraid about things that are about to happen or which you think could happen in the future? We all feel anxious and stressed sometimes, but if your feelings of anxiety are strong

About anxiety

Physical symptoms

Breathing faster

Feeling sick

- Chest pains

Apounding heartbeat

Palpitations (an imegular heartbeat)

If you're in good mental health, you can: make the most of your potential
cope with life play a full part in your family, workplace, community and among friends.

All of us suffer from mental health problems from time to You've been feeling depressed for more than a few wrets

 Your anxiety is affecting your daily life Your GP will be happy to talk to you and advise you about

WHAT IS MENTAL HEALTH?

Being mentally healthy doesn't just mean

that you don't have a mental health

problem.

how you feel and what you can do to cope bette This guide will help you recognise the signs of the most common mental health issues, and some helpful tips to cope with stress.

Did you know? 4-10% of people in England will experience de In England, women are **more likely** than men to have common mental health problem and are almost **bwice 36 likely** to be diagnosed with anxiety disorders. In 2013, 6,233 suicides were recorded in the UK for this count 1 Casel rider. Of these, 78% were male copie aged 15 and older. '% were female. Mixed anxiety & depression is the m

Mixed anxiety and depression has been estimated to cause one fifth of days lost from work in Britain.

and don't go away it can become overwhelming.

Arviety is a normal response to stress or danger. You'l

Information & support

Imerys are committed to providing support, information, advice & guidance to employees on

for Imerys employees

Everyone feels anxious at some point in their life and a

Imerys Health & Wellbeing

Employee guide to

ء ' ہے 💦

It the bit of anxiety can be helpful. For example feeling anxious before an exam might make you more alert and improve your performance, but too much anxiety ould make you thred and unable to concentrate. Anxiety can cause a change in your behaviour and the way you think and feel about things. It can affect you

both mentally and physically. Symptoms of anxiety

It's important to understand that anxiety feels different

Headaches

Sweating

Psychological symptoms of anxiety can include: Feeling worried or uneasy - Not being able to a lot of the time concentrate Having difficulty sleeping which then makes you feel taed Being initable Feeling on edge or not being able to relax

 Loss of appetite
Feeling faint
Needing the tollet in frequently Finding it harder to make decisions
Feeling tired, reidess and antibility

Mental Health

Employee TRI-FOLD Leaflet

DEPRESSION Depression is a serious clinical illness. Health professionals use the terms biopression' tilepressive illness' or tilnical depression' to refer to something very different from the Depression can have many different trippers. For some

people an upsetting or stressful life event, such as bereavement, chiorce, illness, work or money worker.

Types of depression

Major depression – this is when depression affects your daily life Eating, sleeping and participating in everyday activities becomes difficult.

Bi-polar disorder - mood swings in bi-polar disorder can be from highs, where the individual feels extremely elated and indestructible, to lows, where they may experience

Post-natal depression – this is more than just having the basy bluest a few days or weeks after gaving birth. Post-natal depression is more interes and lasts longer. It can loave new mothers lealing completely overwhelmed,

Seasonal Affective Disorder (SAD) - Is associated with th start of winter and can last until spring. SAD can make the sufferer feel anxious, stressed and depressed. It may interfe with their moods and with their sleeping and eating.

Symptoms of depressio

Losing appetite and w loss or gain
Discribed skep
Losing self-confidence feeling inadequate or hopeless
Auxient other



Leaflets and Resources - Musculoskeletal Focus

Keeping fit and healthy isn't just for down

Taking time out during the working day to focus or

ur physical health and improving posture while

orking can make a big difference to your MSK healt

time or when you're at the gym.

Early Intervention 3 pillars MSK/MH/Cancer



Driving and posture

Research has shown that people who spend a proportion of their time driving are more likely back problems. You can help your back by mal that your driving position is as comfortable as

low does driving affect back pain?

when drivin

Position mimors

Take require be

How to prevent back pa

Other sense and increased or

Adjust your back rest so that

MSK: Guidance for manual

Back pain is a common problem

that affects most people at some point in their life - around 80% of

Risk factors that increase the likelihood of back

sedentary lifestyles previous back injury depression smoking

Wearing safety footwear

agency physically demanding occupations; and poor lifting techniques participation in sports that involve twisting the back

obesity poor posture bone or joint diseases, including infectious diseases

PPE is a vital part of your work uniform if you an

workers

neonle

pain include:

PPE

10

- 1	Manual handling tips	LOOKING AFTER YOURSELF
a large ly to get aking sure s possible.	Please make sure before undertailing any manual handling that you follow the approved process outlined by Imerys, and that	AlWONK
your back - extended 1 an e driving can r more than 4	where nacessarily any appropriate disk assessment has been completed. Attempting to iff goads that are too havy or carrying the taok, next or gree and least to externer pain, teopropriving and even	Sitting for prolonged periods of times is an often overlooked - but very real - concern for workers' health.
so that you I straining	permanent injury. It's crucial that we look after our backs by ensuring that we always handle heavy loads with care. Your job may involve moving items either by lifting, lowering.	One of the simplest solutions to supporting your physical health at work is to take regular opportunities to get up and move. This could be
alts, All drivers e a break e hours, so e your back, ren a few	Cerrying, pushing or pulling. Before picking up and moving objects, consider: - New you received training in the workplace on how to ift safely? Do you know how heavy the rem n?	simply by going to make a cup of tea, or going to visit a co-worker or, if the weather is nice, taking a walk during your lunch hour.
g or prove your d make the ny more	If it's really recensary to move the object Whether you can ails a colleague to help you If a moving aid kine a trolley or load camer should be used The note you will take - how will you get the object free A to B? is	A paper commissioned by Public Health England concluded that for those occupations which are pardominantly dask-based, workers should am to initially progress towards accumulant an 2
involves Inting of your vehicle, are your lower tis kept ght and that bend from knees. This	the surface even and your path clear? Is the way well k? 6. Can the load the made smaller or techend sown into a manipable loads? Don't risk an nigry through carrying too much. If receisary make two separate trips • Whether Mising this object may exacerbate a previous or existing mark.	NourVdy of standing and light activity (light welking) during working hours. Public Health recommended to achieve this, seated based work should be regularly broken up with standing-based work, the use of sin-tand desk, or the
reduce the n on your ack	If you're moving multiple loads, make sure you take adequate breaks. If you stant to feel a twinge, isten to your body and stop - don't try to 'work through the pain' and risk serious injury.	taking of short active standing beaks. If you would like advice about reviewing your desk set-up, guidance on how to avoid MSK concerns, or to chicuss referral for any health issues you might be
1	Ensure you're lifting and carrying objects correctly and don't overload yourself by trying to move either too many objects at once or thems that are very heavy - aik for help or use handling aids.	having, contact Clare Steeman@imerys.com for suppor
	If you're not sure about best practice, or what equipment is in place to help you move or iff objects or machinery speak to a manager or co-worker before attempting the task.	

<list-item><list-item><list-item><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header>

<text><text><text><text><text><text><text><text>

Imerys Health & Wellbeing

MSK TIPS & ADVICE:

for desk based workers

<text><text><text><list-item><section-header><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><text>

Musculoskeletal education and informative leaflets produced for Imerys UK manual and desk based workers.

We have provided 'back care' sessions to educate our employees on the importance of looking after your back.



IML- Mental Health & Wellbeing - MPA Awards 2022

Early Intervention 3 pillars MSK/MH/Cancer



CAMPAIGN BRAND VISUALS (POSTER SET) - Made available on local site notices boards



Leaflets and Resources - Cardiac Focus



Based on OH statistics, Imerys produced an employee leaflet to educate the workforce on how to maintain a health heart.



Early Intervention

Early intervention programme

Via Imerys UK Income Protection insurer and **Early Intervention programme** is available to the business to support employees with mental health, musculoskeletal issues and cancer support.

HR and Managers **proactively** use this service with employees to ensure treatment / support / guidance is offered at the earliest opportunity to either prevent long term absence or facilitate a speedy return to work.

Any treatment offered is at **no cost to the employee** and allows them to **access treatment quickly** than via NHS / GP practices.

Below data is for the last 12 months

Mental health	Musculoskeletal	Cancer Support	Other
7 for Mental Health (funded treatment on 3 mental health cases)	21 for physio/musculoskeletal conditions (funded treatment on 7 msk/physio cases.)	3 - Cancer rehabiliation	Circulatory system – 2 Genitourinary system – 1 Nervous system – 1 Visual disturbances – 1



Early Intervention 3 pillars MSK/MH/Cancer

Life Style & Back Care clinics - Voluntary

Life Style Screening Clinics

Working with the company OH provider, we were able to offer employees a Lifestyle Check appointment. This clinic offers employees measurements of:

- Blood pressure
- Height, weight and body mass index
- Body fat percentage
- Waist measurement
- Total cholesterol
- Blood glucose
- Plus health questions on how much exercise you take and your satisfaction
- with your sleep, daily energy levels, work life balance and daily stress levels.

These measurements and the medical advice, provides employees with the health benefits for changing their life style in order to prevent health issues in the future.

Back Care:

14

Musculoskeletal (MSK) issues in our industry are high given the nature of the work, ageing workforce. Our OH stats show that this is one of Imerys main reasons for referrals. Even our desk based workers are prone to MSK issues due to sedentary work.

Working with a local Chiropractor in Cornwall, we were able to offer **FREE** chiropractic back and neck pain check ups to employees and received suitable advice for pre existing conditions and also education on how to prevent MSK issues from occurring.

Over 150 employees have engaged

Over 300 employees

have engaged

Feedback	Agree	Disagree
The consultation was carried out in a professional and courteous manner	100%	0%
The coach's ability to answer questions and provide additional information	100%	0%
The consultation contained appropriate elements	100%	0%
The venue was comfortable and appropriate	97%	3%
I would participate in a similar health screening programme in the future	100%	0%
I believe that this is a useful employee benefit	100%	0%
The health screening provided useful advice	100%	0%

Additional comments from the feedback forms

- Excellent thank you!
- Interesting & Informative
- Excellent knowledge & was able to answer all questions thoroughly
- Very good service
- I'm a firm believer in this benefit and will return
- Information feedback very helpful



Lifestyle Clinics (Voluntary)

Why was the Employee Forum set up?

Improve employee recognition and increase morale

What is the aim of the Forum?

The areas of focus that were chosen to work on initially were:

- additional social events to be held during the year, raising some money for local charities where possible
- creating the ability for employee's to visit other parts of the UKP in order to learn more about what happens across our business
- the creation of some form of Family Open Day into part of our operation

How will they do it?

Create events and activities for employees from all disciplines to meet and socialise

Wide variety of events to attract the vast majority of employees

What has the Employee Forum done?

10 events/activities, over 300 employees engaged





Employee Benefits

Employee Forum - Activities in 2018/2019 (pre Covid)

- Summer social event for all employees (self organised)
- Increase in the Winter event allowance for all employees (self organised)
- Photography competition with prizes (still live today in 202)
- Children's summer story writing competition
- Walking treasure hunt using Imerys Clay Trails
- Football Golf
- Quiz night
- Family Open Day
- St Piran's Day treat for everyone
- Family Easter Egg Hunt





Employee Benefits



Conclusion

To operate our business we need **talented and highly skilled** employees working at their best, both in positive **physical** as well as **mental health**.

The key learnings from the varied initiatives delivered to date have been:

- Engagement with employees at all levels in the business.
- Reacting to a **changing health landscape** in particular staying ahead on all mental health related employee support.
- Clear Communication and access to multiple resources available to all.
- A blended approach using both digital and in person (pre Covid) educational / promotional materials

Our commitment to our **CSR obligations** ensure we work hard **maintaining and improving the health and wellbeing of our employees and their families**. This has been a strong focus and will continue to drive continuous improvements in this field.

The drive for the **UN SD goals** requires we continually educate, support our employees to promote good health and wellbeing, an area we feel passionate about.



17

Thank you for your attention

Visit <u>www.imerys.com</u> for more information.

Or connect with us:



@imerys



in www.linkedin.com/company/imerys/



