

# MENTAL HEALTH CAMPAIGN CASE STUDY

## NORTHERN TRUST LAUNCHES MENTAL HEALTH CAMPAIGN TO EDUCATE AND SUPPORT OUR STAFF

Northern Trust is committed to The Diversity Project's objective of promoting greater inclusiveness and support across the investment industry.

Mental health challenges continue to be a broad source of concern across EMEA.

In May 2017, we launched a mental health campaign in our UK Global Funds Services division with the following objectives:

- Reducing the stigma of mental health challenges
- Providing broad training to staff that enables them to better understand issues and provide support to employees
- Providing a site for staff to access information relating to mental health
- Focusing on well-being as a preventative measure
- Better understanding the challenges facing Northern Trust as well as the broader financial industry

To ensure a coordinated approach, the initial plan was discussed with the Northern Trust Diversity and Inclusion management team as well as the Disability Resource Council. As our first initiative, we ran a number of 'My Story' sessions to which all staff members were invited. Three senior managers then led individual sessions focusing on the mental health challenges that had indirectly and directly affected them. These sessions enabled employees to begin discussing mental health challenges and reduced the stigma associated with them.

It was vital that the campaign had substance and continuity. As such, the next step was to design and roll out an internal website that contained support information as well as helpful tips and videos. In parallel to this, we began reviewing options for mental health awareness training and decided to work with Mental Health First Aid England. An initial day course was run as a pilot with 16 staff in attendance, which not only heightened awareness and understanding of mental health illnesses, but also provided tools that enabled these partners to offer support.

We quickly publicised the success of this course, alerting staff to this important step in enhancing our support offering.

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At Northern Trust, we work to ensure our employees have the appropriate tools and support to allow them to thrive in the workplace.

The training has now been distributed to Northern Trust's London and Ireland offices, with Ireland recently launching its own mental health campaign. The UK division of Northern Trust's Global Fund Services has recently planned for more than 90 of its managers to take the MHFA course in 2018 as part of mandatory training.

Additionally, Northern Trust held a Well-Being Day in January 2018, which included seminars, healthy foods, massages and other initiatives.

We continue to discuss initiatives internally and to reach out to industry professionals to discover ways in which we can extend our program. Some clients have also shown a keen interest in the campaign, and we are exploring ways we can incorporate them into the program going forward.

Northern Trust recognises the standards laid out in the recent independent review 'Thriving at Work,' commissioned by the UK prime minister, and are proud to have been given the bronze award in Mind's Workplace Wellbeing Index 2017- 18. This award, which is a benchmark of best policy and practice for mental illness issues, reinforces our commitment to achieving change within our workplace.

Northern Trust's mental health campaign supports our efforts to support diversity and enhance productivity and performance throughout our business. We fully support The Diversity Project's efforts to promote greater inclusiveness in the investment industry.

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The courses proved so popular that we secured additional funding to enable staff to attend external Mental Health First Aid (MHFA) courses and for key personnel to participate in a 'train the trainer' course, enabling us to broadly roll out the training.