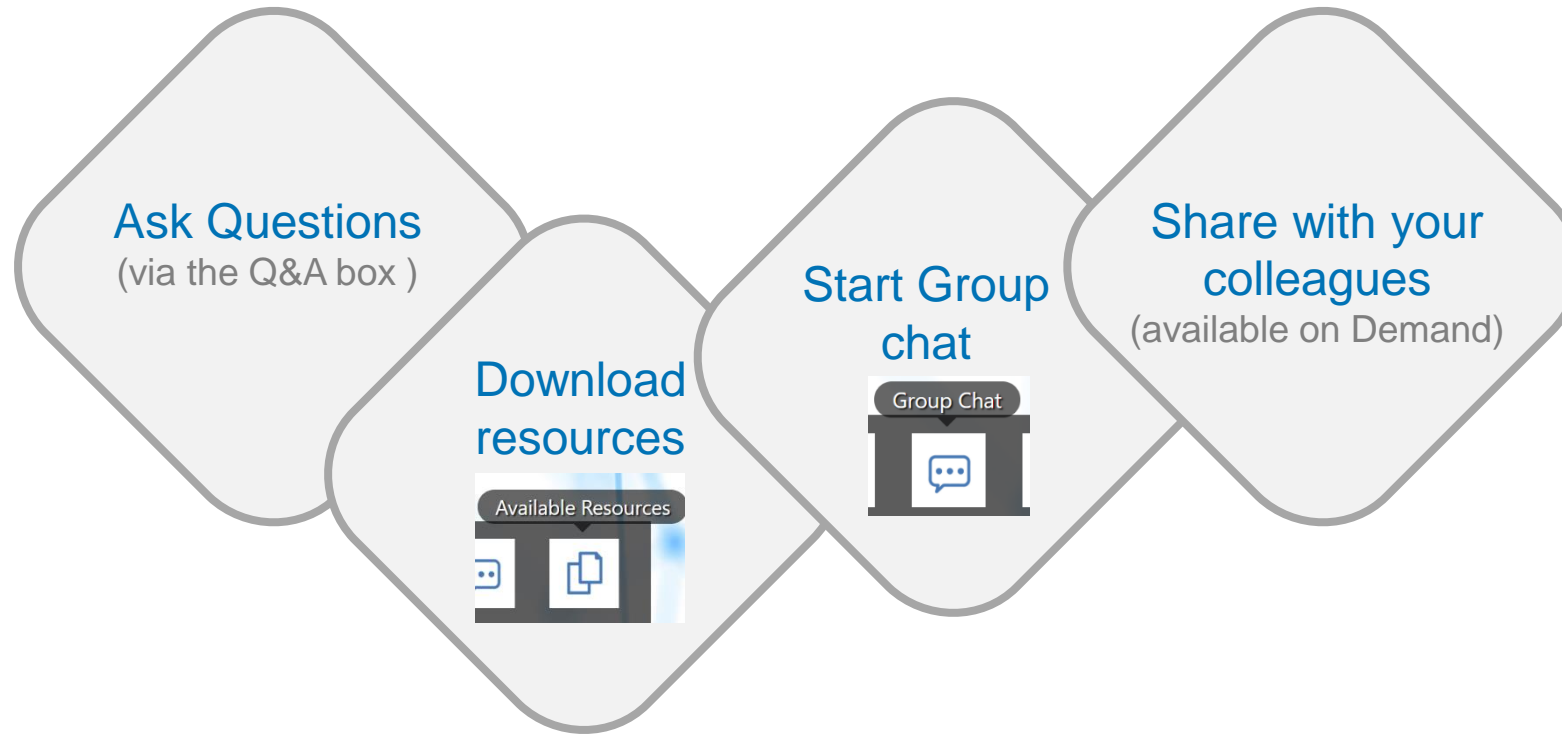


Taking An Inclusive Approach To Mental Health And Well-Being: Insights From Nestlé

February 01, 2022 09:00 AM ET [09:00] (New York), 03:00 PM CET [15:00] (Brussels), 10:00 PM SGT [22:00] (Singapore)



Making the most of the webcast



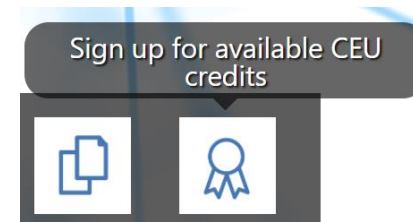
Tell us about your experience to help us improve our future program



Earn Credits

HRCI, SHRM, & CPE (NASBA)

- ✓ Click the link in the **CEU Request Widget** to sign up for credit
- ✓ Stay online for the entire webcast
- ✓ Click 'ok' for 3 popups that occur during the program
- ✓ Credit available for participation in live webcast only



Panelists:



Nilufer Demirkol
Global Head Diversity & Inclusion
Nestlé
[Bio](#)

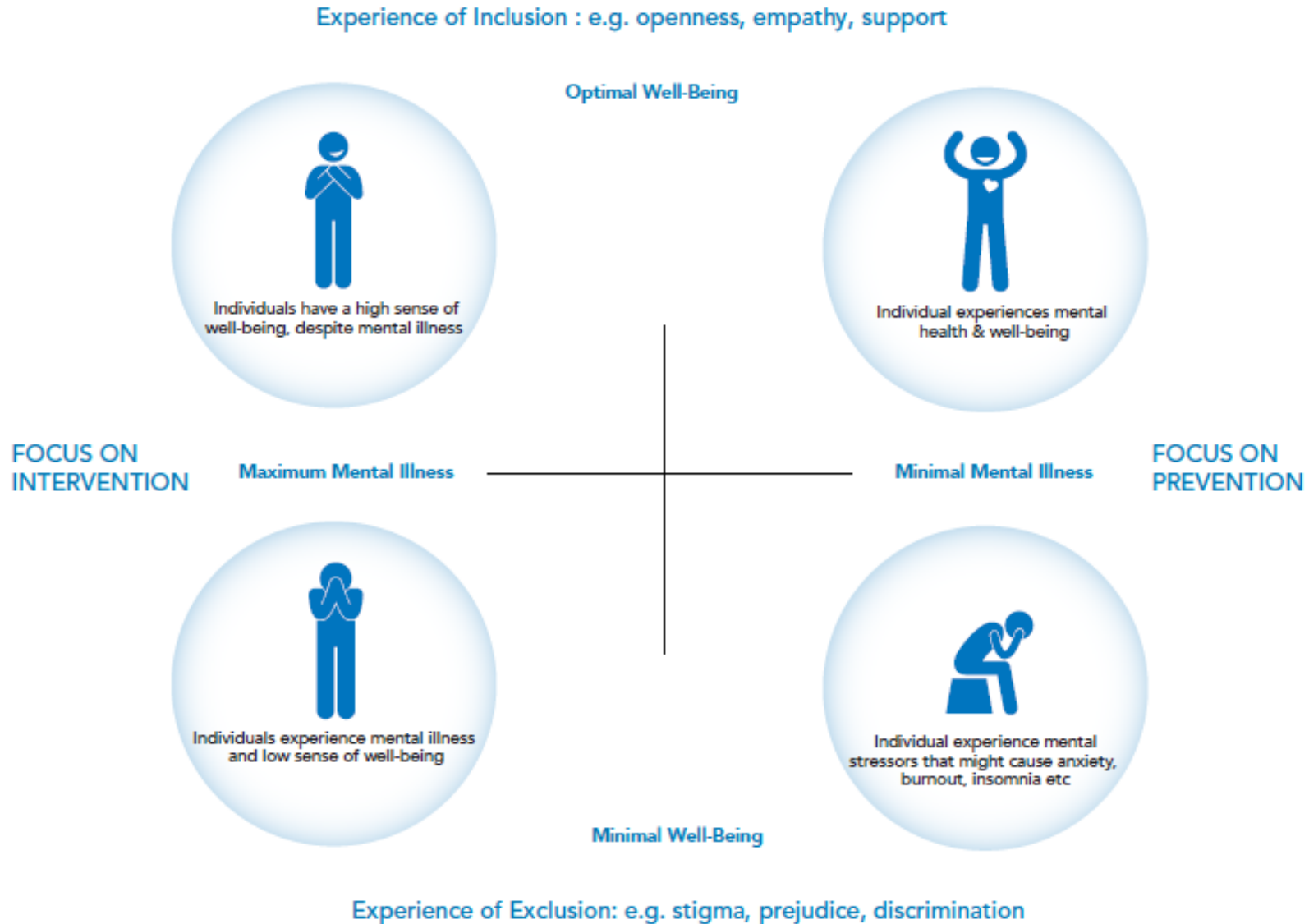


Bilyana Georgieva
Global Employee Relations and Health Manager
Nestlé
[Bio](#)



Marion Devine
(Moderator)
Senior Human Capital Researcher, Europe
The Conference Board
[Bio](#)

An inclusive culture shifts the emphasis from mental ill-health to mental well-being, where all employees can thrive, regardless of their mental health challenges



A new opportunity to put the DE&I into mental health & well-being

Diversity

- Diversity – ensuring mental health interventions meet the needs of all employees, including those from under-represented groups

Equity

- Equity – ensuring workers with mental health challenges (either temporary or on-going) are not penalized but have equal access to employment and career opportunities

Inclusion

- Inclusion – ensuring a culture of inclusion which enables individuals to be open about their mental health needs and confident they will receive tailored and appropriate support



Related Resources

- <https://www.conference-board.org/publications/inclusive-approach-to-mental-health-in-the-workplace-publication>
- <https://conference-board.org/publications/Workplace-Wellbeing-Mental-Health>
- <https://www.conference-board.org/topics/Workforce-Well-being/Holistic-Well-Being-at-Work-research>
- [Leveraging Total Rewards Strategies to Improve Employee Well-Being and Navigate Business Changes](#)
- [Developing Resilience to Move Forward through Uncertainty to New Beginnings](#)
- [Addressing Stigma and Discrimination during Times of Crisis](#)
- [Supporting Employee Wellbeing and Mental Health](#)



Good food, Good life



Intersection Between Inclusion and Mental Well-being

February 2022

We promote inclusion through our culture, our work in society and with innovation



We focus our inclusion efforts on 4 key pillars of diversity



Gender Balance



People with Disabilities



LGBTQ+ Community



Race & Ethnicity

Driven by Purpose, Guided by Values

Our values are rooted in
RESPECT.



Mental Health – a pandemic within the pandemic



Closely trailing in the wake of the COVID-19 pandemic is a global mental health crisis.

During the pandemic, around four in 10 adults (in the US) reported symptoms of anxiety or depressive disorder, up from one in 10 in 2019.

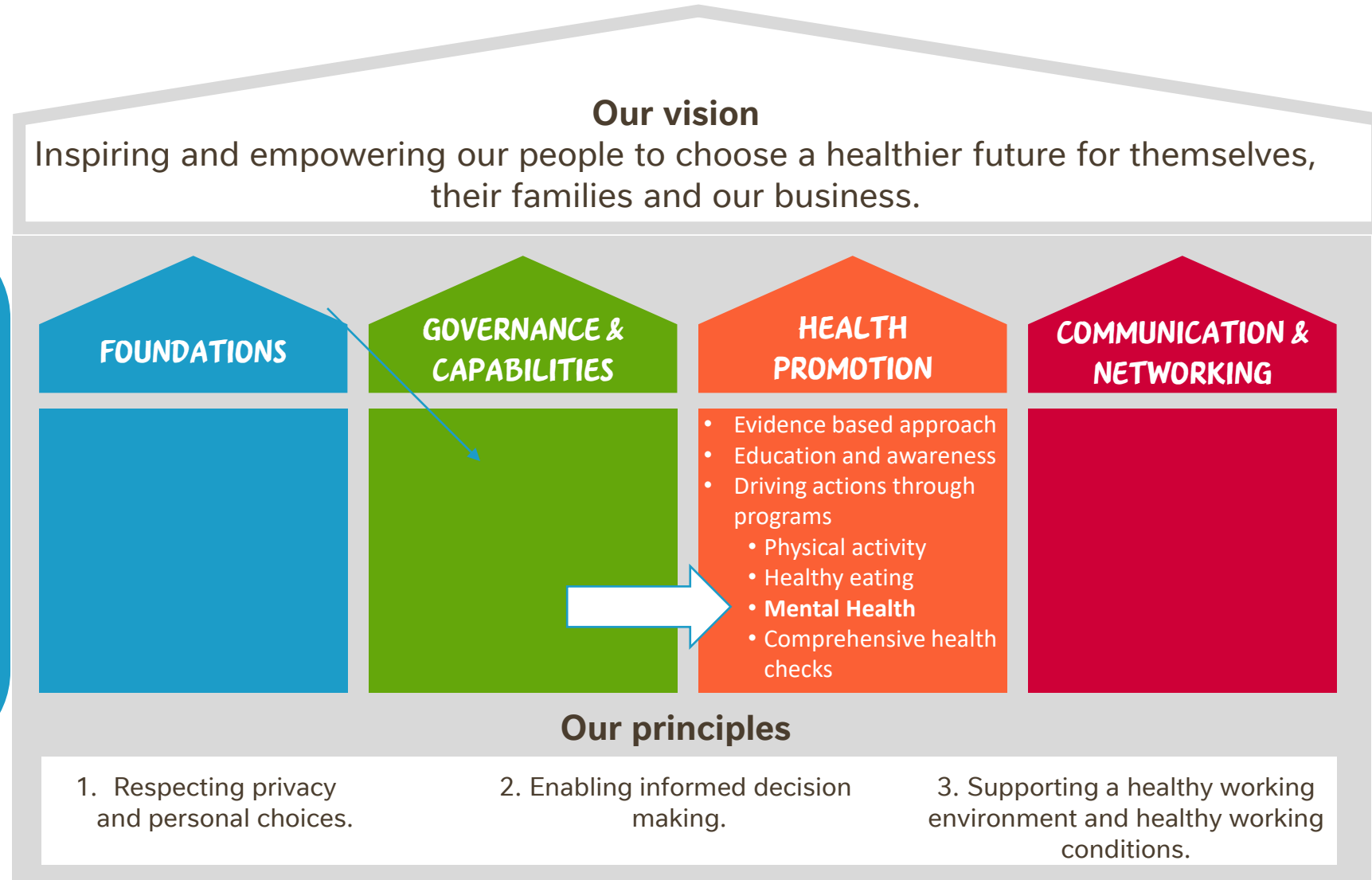
A recent global survey of 1,500 people from 46 countries shows that, overall, perceived well-being has declined by 85% in the past year.

Women and minorities are disproportionately affected.

Source: Prof. Alyson Meister, Breathe in the A.I.R., IMD Magazine

Nestlé Roadmap for Employee Health 2021 – 2023

At Nestlé, the general understanding has evolved from mental health as an individual challenge to a collective priority across all levels of the organization.



HealthTalks

Workplace Impact 2021

10.4K 
employees reached
(unique views)

17K 
total posts views

2.4K 
total posts engagement

14.5K 
total video views



3.8K
Total viewers
**#1 Mental Health
& Well-being Webinar**



3K
Total viewers
#2 Sleep Webinar



2.5K
Total viewers
**#3 Physical Activity &
Active Breaks
Webinar**



2.6K
Total viewers
**#4 Emotional
Intelligence
and building
resilience**



1.3K
Total viewers
**#5 Maintaining good
relationships in a
hybrid world**



1K
Total viewers
**#6 How to cope with
the mental load of
parenting**

Our impact in numbers

- 10'420 employees reached (unique views) on the Employee Health & Well-Being workplace group
- 14,480 total video views generated from the 6 events (41% LIVE) – higher than average events
- Engagement: 1,265 comments and 1,168 reactions accumulated in total

Key success factors:

- High and positive engagement; inspired and proud employees – showing enthusiasm for the initiative

Global Mental Health week

Impact Summary

In the context of World Mental Health Day celebrated on October 10, we focused a whole week on this very important topic and ran an internal campaign from October, 8-15.



44K

employees reached via Centre activities
Global + Employee Health & Well-Being Workplace groups



1.3K

Total viewers during the HealthTalk held in that week



3.6K

total engagement
Global + Employee Health & Well-Being Workplace groups



126K

total views
**the sum of views for all post in the campaign*



67%

open rate for our *Focus* Newsletter
• +8,500 readers



#339

Workplace posts on #MentalHealth

Key success factors:

- Voluntary basis campaign for Markets.
- Positive engagement; impacted and proud employees – showing interest in this topic.
- People going back to the previous webcasts to watch them again.
- Rebranded the Employee Health Nest page where people can find all resources available at global level
- Communication on screens was powerful and employees enjoyed the new branding of employee health.

Global Mental Health Week campaign

Focus Newsletter

Good food, Good life

Focus: Mental Health week
Vevey, October 19, 2021

Following our Mental Health Week, this 'Focus' is dedicated to helping you and your colleagues stay healthy with tips, advice and resources to build resilience and protect your mental health.

Mental health issues are part of life. In any one year, approximately 1 in 4 people experience at least one diagnosable mental health issue, and the World Health Organization forecasts that by 2030 depression will be the single leading cause of the global burden of disease.

This is an important issue that we need to learn to tackle every day.

The long-standing stigma around mental illness means that we still have a huge opportunity to increase our understanding about mental health.

WHY NOW? The impact of COVID-19

The COVID-19 pandemic has led to a significant rise in mental health issues. We know that dealing with uncertainty, worry and fear for a prolonged period can take its toll on our health.

At Nestlé, we established mental health as a clear focus area in our Employee Health Roadmap 2021-2023, expressing our commitment to a sustainable healthy workplace. We do hope that all the resources shared during the Mental Health Week and summarized below will help you navigate mental health at work and at home, have "R U OK?" conversations, create supportive work environments and establish a culture of connection.

"One silver lining of all the situations that COVID-19 brought in our lives, is the normalization of mental health challenges. The general awareness has evolved from mental health as an individual challenge to a collective priority across all levels in the organization."

Hilary Ferguson - Vice President, Employee Health & Well-being

Testimonials from employees

I'm working in a Nestlé factory

Team Well-being Golden Rules

TEAM WELL-BEING AND MENTAL HEALTH GOLDEN RULES

Agreed time with no meetings

Identify and agree core common time slots with the team, where team meetings should be avoided. This way, people can have time for focused individual work, reply to emails, manage their personal activities etc.

This agreement should allow flexibility and accommodate different individuals needs, as possible (e.g., employees that arrive very early, the ones that work out at lunchtime, the ones that need to finish their kids at school etc).

Examples of rules:

- No calendar meetings, calls and team activities between 9:00 AM - 10:00 AM and 2:00 PM and 4:00 PM
- No meetings and calls before 9:00 AM and after 10:00 AM, unless for urgent needs. Flexibility needs to work both ways
- We allow reservation time for lunch break, to allow various flexible dates during the agreed period

Meetings and e-mails

Short and effective meetings should be preferred. When possible, 50 or 25 minutes meetings, to allow for healthy and active breaks in between them.

- Do not invite colleagues in hours where their calendar is showing booked. This can be interpreted as disrespectful and it's stressful.
- There is no obligation to read and/or answer emails outside working hours. If something is urgent, agree with the team the best way to reach out to them (call, message etc)
- If you are sending an email outside working hours and you don't need an urgent answer, make sure you use the option "delay delivery", where you can plan for the message to be received at a more convenient time, not disturbing your colleagues.

Expected behaviors

Employees will be duplicating most of the behaviors they observe from line managers and other team members. Make sure that most of your behaviors are respecting reasonable working hours, with clear priority of your safety and well-being.

- Remember to clarify the business reasons when there is a need to stretch and find reasonable ways to compensate for that (e.g., allow the team to leave earlier or arrive later, some other day during the week, if possible.)
- Plan short breaks regularly. Use any chance with the team for an active and fun moment together. Check [this](#) for ideas (summer: reestablished / password: activities).

Well-being check-in

When we don't see people face-to-face very often, it can be more difficult to observe signals and cues on how they are feeling. Specify to identify early warnings.

Agree on regular well-being check-in discussions. This could be during 1:1's meetings or informal office breaks.

Check the resources at the [R U OK? webpage](#) for some ideas on how to ask if someone is ok.

R U OK

HOW TO ASK R U OK?

SIMPLE STEPS THAT COULD CHANGE A LIFE

1. Ask
2. Listen
3. Encourage action
4. Check in

Leaders Encouragement

October 10th is World Mental Health Day

Claudia Thomson, Head of HR Zone ADA: Sessions like these HealthTalks are great opportunities for us to open up and share our thoughts, concerns and advice.

Anna Maria, Employee Health Manager: I'm so proud to have incorporated Employee Health as one of my responsibilities.

Biliana Georgieva-Viana, General Employee Relations and Employee Health Manager: During the world mental health week, we want to share all the useful resources developed for you.

Viral campaign asking employees to share their tips

A collage of 20 social media posts from employees sharing their wellness tips. Each post features a circular profile picture, a brain icon, and the #HealthyLife hashtag. The tips include:

- Duriana Kabir:** Taking long walks and practicing gratitude every other day by counting what is good in my life helps me to reinforce positivity and calmness.
- Corina Paulo Amaro:** During a particularly difficult 2-year period, being diagnosed with cancer, going through a difficult divorce and the death of a close family member, I found that looking at things from a higher perspective (I like philosophy, focusing on what is important, learning to be kinder to myself and being grateful for the things that are going well, helped me a lot).
- Christine O'Sullivan:** Exercising, getting into nature, eating well and getting a good night's sleep all help me to stay well mentally.
- Pascal Bucher:** Every morning I allow myself 15 minutes to practice Mindfulness guided by the Calm App, which I highly recommend.
- Barbara Adams:** Running just makes me feel more confident, like I can do anything if it just depends on me, on my motivation to embrace any challenge which opens my journey in this world.
- Valeria Franco-Pineda:** Sport and practicing Tai Chi are ways to stay active and healthy.
- Libeth Ramirez:** Reading in open spaces recharge me with energy!
- Richard Gomez:** One of the best things I've done in the last couple of years is pick up the skateboard. Branded gloves and skateboard shoes aside, you'll find that skateboarding opens doors, provides escape from the demands of work, and gives you a new outlook on life.
- Luisa Franca de Moraes:** I love being in contact with the nature and I'm passionate with the sea. Whenever I need to recharge my energy, I find myself close to the salty water.
- Biljana Georgina-Velas:** Learning Bulgarian folkloric dances has been incredibly fun and the biggest impact is that when I have time to do the actual dance, I feel more energized and happy.
- Nicole Mello:** Sewing helps me to ground myself and to enjoy the present moment.
- Denise Navarro-Zapata:** Keeping a gratitude journal helps me to see the big picture in busy days.
- Roberto Vinas:** I love being in contact with the nature and I'm passionate with the sea. Whenever I need to recharge my energy, I find myself close to the salty water.
- Anna Maria Affannato:** Yoga practice, breathing exercises, meditation, helps me to be joyful, focused, balanced and ZEN!
- Denise Bachmann Parshaj:** Yoga, especially balance poses, bring me back to the present moment and I feel lighter afterwards. No need to be flexible or strong.
- Alexandra Rincon:** I love reading books (actual and also like journaling). As when I was a kid, I keep a sort of a secret diary, which I like to call my "Daily Journal". Today, I write in it everything and nothing in the same time. It can be my emotions, feelings and a lot more. I have 2 different ways of journaling today and I like both to write but also to record myself speaking. In this way, I have the feeling of a discussion. When I am not in the mood of expressing myself, I go read a book (I write you Nicole Mello, Anna Lisa and Pascal Bucher to join the movement and share your tips with us. You can download from the document and make your own).
- Amelia Coriasco:** Reading books and journaling are one of the things that helps me maintaining a good mental health.
- Uta Fukuda:** A few years ago, I have discovered the art of Progressive Muscle Relaxation to sleep in times of stress. This technique has helped me a lot. It is a big benefit for my mental health.
- Sanjiv Srinivasan:** Progressive Muscle Relaxation (PMR) got the better prepared for stressful periods.
- Uta Fukuda:** Practicing Tai Chi helps me to stay calm and focused.
- Nicole Piaffiti:** My idea is simpler: to take advantage of the lunch break to get some exercise in our beautiful area. Running is fun! It's a great way to recharge my batteries, relieve stress and start the second half of the work day with peace of mind.

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- **Plan short breaks regularly.** Use any chance with the team for an active and fun moment together. Check [Pleaz](#) for ideas (username: nestleglobal / password: activebreaks).

Well-being check-in



- When we don't see people face-to-face very often, it can be more difficult to observe signals and cues on how they are feeling. Specially to identify early warnings.
- **Agree on regular well-being check-in discussions.** This could be during 1:1's meetings or informal coffee breaks.
- Check the resources at the [R.U.Ok? webpage](#) for some ideas on how to ask if someone is ok.

Leader's Club Train the Trainers



Good food, Good life



The impact of COVID-19 on Women at the workplace: At Nestlé, we rise to the challenge, showing our continuous support to women



44% of our **promoted employees were women** in 2021
(vs 40% in 2019)



93% of women who returned from **parental leave** during 2020 remained employed in the company
(vs 81% in 2019)



Launch of **The Parenting Index** in 2021, aligned to our commitment to support parents in the first 1,000 days of life



Employee Assistance Programme (EAP), available to all employees and their families, promotes free and confidential support on psychological and health difficulties



Our **Employee Resource Groups (ERGs)** led significant efforts to sustain employee morale and enrich internal/ external communities



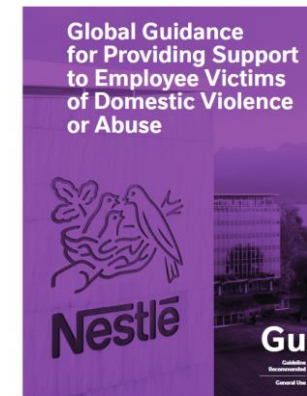
Launch of **#HealthTalks** in 2021, available to all employees, to educate and raise awareness on **mental health, well-being, emotional intelligence and resilience**



64% of the countries have already implemented our **Nestlé Global Parental Support Policy**




41% of the countries have implemented our **Nestlé Policy against Discrimination, Violence and Harassment at work**



Examples from D&I & Mental Health initiatives led locally


Nestlé USA: "The Black at Nestlé" employee resource groups have joined together to launch a 4-week series called "Back to the Basics". This 4-week series will highlight Mental Health, Maternal Health, Healthy Eating Habits, and Career Development.

Nestlé UK&I: A "Time To Talk" Day was organized on February 3rd. The day is about creating supportive communities by having conversations with family, friends, or colleagues about mental health.



SUN	MON	TUE	WED	THU	FRI	SAT
	Nestlé Health Works Intro with Benefits Team 10am EST 31	Mental Health Awareness with LaShonda Sims Duncan; Time 2 - 3pm EST 1	2	My Surname Is Not My Bloodline 3 featuring Joyce Cole 3pm EST	4	5
6	"Physical Wellness" Benefits Team 10AM EST 7	8	Strength through Diversity A Chat With Robert Harris 3PM EST 9	Black Maternal Health Panel: Our Black Mothers: Understanding Birthing While Black 2pm - 3:30pm EST 10	11	12
13	14	The Mind of a Winner - Personal Branding with Steve Canal 1pm EST 15	Career Development Panel 2PM EST 16	17	18	19
20	21	"Financial Wellness" with the Benefits Team Event at 10AM EST 22	Black History Month Trivia Kahoot Game Raymond McCurdy-Smith Time 12pm EST 23	24	25	26
27	28					

FEB 2022 BLACK HISTORY MONTH
CELEBRATING HEALTH & WELLNESS OF THE BLACK DIASPORA



Nestlé Celebrates Black History

[CLICK HERE TO SIGN UP FOR EVENTS!](#)



time to talk day
03/02/22




Nestlé in the USA - THE LIFESTYLE SPENDING ACCOUNT (LSA)



Each year, employees get \$500 to spend on **whatever wellbeing means to them**. At Nestlé, we think of wellbeing in a holistic way.

BECAUSE WE KNOW WELLBEING MEANS DIFFERENT THINGS TO DIFFERENT PEOPLE.



THE FOUR CATEGORIES OF WELLBEING



Emotional

- ▶ Pet walking and sitting expenses
- ▶ Mindfulness/ meditation apps and classes
- ▶ Weight management and nutrition programs
- ▶ Massages



Physical

- ▶ Gym memberships and personal training
- ▶ Home exercise equipment
- ▶ Fitness trackers and apparel



Financial

- ▶ Student loan repayment
- ▶ Income tax preparation
- ▶ Estate planning
- ▶ Budget-tracking apps



Social

- ▶ Cooking classes
- ▶ Club memberships
- ▶ Personal growth coaching



The Parenting Index

- The Parenting Index is a unique new tool measuring the “**ease of parenting**” around the world today. It acts as a benchmark to track **positive change** over time.
- The-first-of-its-kind, the The Parenting Index study talked to over 8,000 moms and dads from across 16 different countries to understand better **the realities of parenting** in the 21st century.



THE PARENTING INDEX IDENTIFIES EIGHT UNIVERSAL FACTORS THAT HAVE THE BIGGEST IMPACT ON THE EASE OF PARENTING TODAY



Absence of Pressure



Financial Resilience



Supports for Working Life



Easy Baby



Health and Wellbeing Resources



Supportive Environment



Shared Parenting



Parenting Confidence

The Parenting Index has identified the single biggest pain point for parents today: *pressure*.



We continue to be an inclusive organization that draws strength, innovation and inspiration from the diversity of our people and communities.