



Disability, Mental Health & Wellbeing Voluntary Reporting Framework

At Emerald, we are committed to equality, diversity and inclusion and are focussed on creating a balanced workforce which reflects the customers and communities we work with. We are passionate about equal opportunities and the fair treatment of our global workforce. We value difference and diversity and our aim is to provide an inclusive working environment for our current and future people, where difference and individuality is valued, encouraged, recognised and celebrated.



Ensuring we are an inclusive and attractive employer of choice for people with disabilities and long term health conditions is really important to us, and we aim to provide policies, procedures and ways of working which support this. The following sections of this report outline what we are currently doing to achieve this aim, and we are excited about the further steps we will make throughout 2020.

Our Disability Narrative:

AREA	WHAT WE SET OUT TO ACHIEVE	PROGRESS MADE
Attraction & Recruitment 	<p>To actively implement ways to attract people with disabilities.</p> <p>To provide an inclusive and welcoming recruitment process which allows individuals to shine.</p>	<ul style="list-style-type: none"> Clearly displaying the Disability Confident logo reassures candidates we are welcoming of and wish to encourage disabled applicants. Our recruitment portal spells out our commitment to diversity and inclusion. We have forged new relationships with disability recruitment specialists to widen our talent pool. Throughout the recruitment process, opportunities are provided for candidates to identify as disabled, enabling adjustments to be offered at any stage- from application to assessment. We are committed to offering an interview to all disabled candidates who meet the minimum criteria of the role. First round interviews are carried out over the telephone to reduce any bias, and interviewing managers have completed unconscious bias training to help us secure the best candidates regardless of sex, race or disability. <p>Next Steps: An ongoing review of our interview processes, including strength based interviews and different approaches for diverse individuals. Introduction of anonymised application processes, including blind applications and shortlisting.</p>
Promoting a disability friendly culture 	<p>To enable all colleagues to bring their true selves to work.</p>	<ul style="list-style-type: none"> Our internal diversity and inclusion group offer a range of opportunities to hear speakers talk about their experience of disability, encouraging an open and accepting culture. Colleagues have shared their own challenges in the internal 'Lets Talk About' campaign which have addressed both physical and mental health concerns. Individuality is one of our core Values, and as a company we recognise and celebrate the power of difference and diversity, welcoming people from all backgrounds. <p>Next Steps: During 2020 we have a focus on Neurodiversity, with speakers and other activities planned to raise awareness and provide information on how to support neurodivergent colleagues.</p>
Data Gathering 	<p>To use Employee Engagement surveys to collect data on levels of employee engagement</p> <p>To improve our understanding of our diversity demographic to inform our future decisions.</p>	<ul style="list-style-type: none"> 'All about me' page launched to voluntarily capture personal data, including any new, existing or changing disabilities during the course of employment. Released annually, our Employee Engagement Survey is designed to gather data around how our colleagues feel about working at Emerald. We are proud of our 2019 score showing that 74% of our workforce feel fully engaged, but have ambitions to improve on this in 2020. We regularly seek to understand our customer experience and listen to their feedback through Net Promoter Score surveys, and have set ourselves challenging improvement targets.

Disability Reporting

Data is a key focus for Emerald, as we know it is only through understanding the makeup of our business that we are able to identify areas for improvement and celebrate our progress.

Data is currently collected through self service HR records. Internal communications messages in early 2020 explained why this is so important to the business, and were transparent about what we do with that information. To thank colleagues for sharing this information with us, Emerald makes a donation to a charity of their choice for every record completed.

We also request that candidates applying for roles complete an Equal Opportunities questionnaire to monitor the diversity of our applicant pool. In both these collection methods, we have asked; 'Do you consider yourself to have a disability or long term health condition?'

Whilst we are pleased with the response to date, we recognise we have a way to go to ensure that our data genuinely reflects our people. We aim to be in a position to more accurately report on the percentage of our colleagues sharing a disability in 2021.



Our Mental Health & Wellbeing

Mental health affects us all, and providing effective mental health and wellbeing support is key part of our drive to be an inclusive employer. We are really proud of the steps we have, and continue to take to support our colleagues. Here are just a few of those steps;

- Time to Change Pledge signed in 2019 to demonstrate our commitment to change the way we think and act about mental health in the workplace
- 27 Mental Health First Aiders trained and introduced across the business.
- Wellbeing initiatives throughout the year, 4 dedicated wellbeing days with an array of workshops designed to support mental and physical health.
- Participation in the Mind Wellbeing Index to explore colleague opinion on how we are doing and how we can improve.

- Participation in the Time to Talk initiative, encouraging colleagues to have conversations around their mental health
- A dedicated Wellbeing room where colleagues can take time out to relax and concentrate on themselves.
- Let's Talk About.....campaign which invites colleagues to talk about their mental health and share their story across the business. So far we have covered areas such as Depression, ADHD, PTSD and more.
- Dedicated and personalised mental health support available through the Employee Assistance Programme.

Transparency breeds trust, and we aim to continue to be open and accepting of everyone's mental health, so that our colleagues feel able to bring their whole selves to work and celebrate individual differences.

Wellbeing Reporting

In order to help us understand how well we are supporting our colleagues around mental health and wellbeing it's important we ask the right questions. We have for many years carried out annual Engagement surveys, however in 2019 we decided to also participate in the Mind Wellbeing Index, which will give us a clearer starting point to measure the wellbeing of our colleagues.

The Index seeks to understand views on areas such as:

- Our wellbeing initiatives
- Our culture
- Our information and knowledge sharing regarding wellbeing and mental health.

We will continue this journey into 2020 and aim to increase our wellbeing score year on year through targeted action plans, and an intention to openly publish these results.

