

MAYOR OF LONDON

LONDON HEALTHY WORKPLACE AWARD



GLOBAL AEROSPACE CASE STUDY





WHO WE ARE

Global Aerospace Underwriting Managers Limited is a leading provider of insurance and risk management solutions for the aviation and aerospace industries. The group headquarters is located in London, where we employ 92 people. Our unique culture is built around innovation and we continually invest in technology that supports creative thinking and effective collaboration both internally and with our clients and their brokers. Our clients rely on our commitment to industry leadership and our Value Proposition: i) strength and stability of the pool members, ii) depth and breadth of our talent, iii) innovative market leader, iv) nimble, fast, and personable service, v) customer responsive structure, and vi) competitive coverage and pricing.

"Decade after decade, Global Aerospace has demonstrated the integrity, wisdom and experience that has earned the trust of leading aviation companies around the globe."

WHY WE TOOK PART IN THE LONDON HEALTHY WORKPLACE AWARD (LHWA)

We signed up to the LHWA because we strive to be an excellent place to work and to bring out the best in all our employees whatever their role, characteristics, or capabilities. We actively encourage health and wellbeing and promote good work-life balance for all employees, as we believe this contributes to our low staff turnover figures and high records of long service and aids the attraction and retention of highly skilled people.



Global Aerospace achieved the LHWA Achievement Award in 2019.

WHAT WE DID AFTER LHWA SIGN UP

The following sections summarise what we did after signing up for the LHWA (before submitting our application) and what we have done since the start of the COVID-19 pandemic to support our people.

CORPORATE SUPPORT FOR WELLBEING

- I. The Company's Mental Health Policy was formulated in line with legal and legislative obligations. The implementation is supported by other health & safety related policies including our Sickness Absence Policy, Alcohol, Drug & Substance Abuse Policy and Bullying & Harassment Policy.
- II. To promote health & wellbeing, inclusivity, and diversity, we have introduced a broad range of benefits, activities and initiatives that fall into three main categories: Physical, Social & Good Health Practices.
- III. As part of our employee benefits, we offer to all employees an Occupational Health and Employee Assistance Programme and Private Medical Insurance with outpatient counselling.
- IV. Senior Management encourage and support a consistent and positive approach to employee well-being throughout the organisation.
- V. Our Annual and mid-year Performance Reviews present opportunities for employees to communicate with their line managers.
- VI. For longer periods of absence, HR will maintain contact with employees to ensure that a support and return to work plan is invoked, if necessary. After each period of absence, a return-to-work interview is conducted to ascertain the cause of absence alongside a risk assessment for individuals to ensure that reasonable adjustments are made, if required.
- VII. The Company regards the statutory requirements for the health and safety of employees as a minimum standard to be reached. Accordingly, the company health and safety policy sets out the responsibilities of all employees to ensure that the highest possible standards are met. On the first day of employment, all new employees undertake a health and safety induction, which includes all relevant policies and procedures including evacuation.
- VIII. Workstation assessments are compulsory for all employees to complete through an e-learning self-assessment training course. Home-workers also have to complete the course at their home workstation. Any

highlighted issues are followed up by the health and safety officer to ensure that necessary adjustments are in place.

- IX. Employees whose role involves manual handling, i.e. Facilities Team and IT Tech Support Team undertake a Manual Handling Training course. In addition to the H&S Officer, the Company has 14 trained Fire Marshals and 7 employees who hold a full and current First Aid at Work Certificate.

MENTAL HEALTH AND WELLBEING

- I. We use the term mental health condition to refer to stress as well as conditions such as depression, schizophrenia, or bipolar disorder. We aim to create and promote a culture of open communication, participation, and encouragement, where all members of staff can talk openly and feel able to raise concerns about their work or working environment. This may include concerns regarding work related stress and/or mental health problems, without fear of discrimination or reprisal.
- II. Measures are in place to assist staff who may be suffering from mental health conditions, including i) training on stress management and mental health, ii) confidential, independent counselling helpline for all staff (regardless of whether the reason is work related or not) and iii) support and training for managers to enable them to implement our workplace Mental Health Policy.
- III. We have created and promote a culture of open communication, participation, and encouragement at all levels, where the stigma associated with mental health issues is eliminated. Also, the HR team have recently trained as Mental Health First Aiders to improve their ability to recognise the signs and symptoms of mental health issues, so that they could encourage their colleagues to seek the support they need to recover.
- IV. Employees and line managers have access to a Mental Health First Aid folder which contains contact information for helplines and support groups, factsheets, tips and advice, self-help tools and further line managers' resources.

HEALTHY LIFESTYLE PROMOTION

- I. In the interests of health, safety, and comfort, and in order to comply with the Health Act 2006, the Company requires a smoke-free environment in the office. Smoking, including E-Cigarettes, is prohibited in all enclosed and substantially enclosed premises in the workplace. Breach of the smoking rules may result in disciplinary action.
- II. Our Group Private Medical Insurance has partnered up with smoking cessation experts, Allen Carr. Employees can attend one Allen Carr programme, worth up to £299 at any one of over 40 centres around the country.
- III. We encourage physical activity at all levels and offer a range of benefits and free activities for employees to participate. For example, we have a Cycle to Work Scheme and our Private Medical Scheme offers members the opportunity to purchase bicycles from Evans Cycles at a discounted rate. We also run free lunchtime guided City Walks led by qualified City of London guides to provide healthy moderate exercise, and we partnered up with a local running store that offers lunchtime beginner running groups. The guided walks emphasize participation and not pace, and there are groups for runners at a higher level.
- IV. We provide employees with the use of a refurbished kitchen and dining area to encourage individuals to take time away from their desks to eat lunch and integrate with their colleagues. Hot and cold beverages are provided free of charge as well as the use of microwaves and kettles. There are two large fridges for employees to store fresh food and milk, which are available free to all.
- V. Information and advice on healthy eating is clearly displayed in the kitchen area on notice boards and supported by Vitality, our private medical insurers. Vitality members can benefit from up to 25% off healthy food purchases plus free delivery from Ocado and they are able to obtain extra points to boost their status through shopping and eating healthily.
- VI. Beyond our comprehensive alcohol and substance misuse policy, we encourage employees to seek help if they have an alcohol or drugs-related problem. As part of our benefits package all employees have access to our Employee Assistance Programme (EAP), facilitated by Care first. This is a free and confidential service and is designed to offer employees access to qualified advisors via a helpline and to a website

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full of invaluable information and advice on issues that may affect individuals at home or at work.

- VII. We offer free flu vaccinations, an annual health assessment with a nurse, weekly free fruit deliveries to the office, boardgames for recreational use, and free massages to improve mobility and flexibility to relieve anxiety and stress and induce relaxation and wellbeing.

MAIN CHANGES SINCE COVID-19

A. Risk Assessment and Action Planning

- I. For our action planning we follow the most recent government guidelines.
- II. When COVID-19 hit, we were already doing a lot of our dealings electronically, therefore transitioning to homeworking was quite seamless.
- III. We regularly sanitise the office, e.g., chairs and fabrics etc.

B. Workforce Management

- I. After the first lockdown, the office was reopened in early-July for people who wanted to work there, but they had to book a shift (max 10 people were allowed in the office at that time) and get their temperature checks.
- II. From September we encouraged customer-facing employees to come back to the office, but the maximum number of people in the office was capped at 20. We implemented a system where 40 people returned to the office with 20-20 people alternating weekly.
- III. The booking mechanism for office working worked as our tracking system. If somebody tested positive for the virus, they had to contact the HR department and their line manager.
- IV. For new staff on-the-job training was replaced by virtual training.

C. Social Distancing

- I. In September we could accommodate 23 people in the office, and we wanted to expand to 40 by installing more screens.
- II. No visitors were allowed in the office.

D. Staff Wellbeing

- I. We have been doing a lot of health and well-being related things such as surveys, webinars on yoga and combating self-isolation, and virtual coffee morning, where people could catch-up with each other.

HOW WE COMMUNICATE AND PROMOTE INITIATIVES

Information is communicated and cascaded to employees through several channels, i.e.:

- I. Our Intranet.
- II. Staff noticeboard in the kitchen area.
- III. Emails to all employees.
- IV. CEO delivers business plan on an annual basis.
- V. Quarterly manager briefings improve communication whilst promoting inclusivity within the organisation.
- VI. Employees have the opportunity to communicate their views by completing surveys which are launched at regular intervals. These include post-hire interviews, company induction presentation feedback forms, post-training course questionnaires, and an "Ideas Inbox" enabling employees to suggest ideas under three categories: innovative business ideas, ideas for improving the local office environment and ideas to promote social interaction in the workplace.

OUR OUTCOME / SUCCESS MEASURES

The last survey took place in September 2018 and all our employees were encouraged to give feedback on roles and responsibilities, the work environment, and experiences with management as well as engagement and morale. We had a fantastic response rate of 82% which ensured that the results were representative of a good cross section of views.