

Supporting our Employees and Mental Health at Work

As one of the leaders in the financial industry, BNY Mellon empowers individuals and institutions to succeed through unique insights, thinking and actions – we strive to support our people and their mental health journeys in the same way. We continuously seek to strengthen a sense of belonging and connection to the firm, where employees feel safe to share authentic perspectives without fear of retaliation – because when our people have the support they need in the moments that matter, they can be resilient, bring their best and deliver for our clients.

Considering the long-term impacts of the COVID-19 pandemic and new expectations of a hybrid work environment, we recognize the prominent need to provide mental health support and resources to our employees. At BNY Mellon, our mental health strategy focuses on maintaining and supporting a culture of psychological safety, eliminating stigma and normalizing conversations about mental health.

We began our partnership with MindForward Alliance (formerly City Mental Health Alliance (CMHA)) in 2020 with the launch of the Mental Health First Aid training program in the UK and our EMEA region. The training provides the skills necessary to identify those who may be struggling, how to be empathetic listeners and confidence to guide colleagues to appropriate resources. Through more conversations and greater openness around mental health in the workplace, we are helping to reduce the stigma of asking for support. The training was met with positive feedback and success among colleagues with 36% of trained

employees having supported more than five colleagues in 2021 – this success led us to continue expanding the program to our other regions.

In 2022, we launched a pilot program to our US employees and beyond. As key stakeholders in our mental health strategy, we prioritised training Human Resources and Employee Business and Resource Groups. We closely partner with our in-house Employee Assistance Program (EAP) for clinical expertise to address employee concerns and identify additional training opportunities. Our continued partnership with EAP has been integral to the success of the program and to supporting our employees. Since launching, our US network has grown to 64 trained across 14 US cities. We anticipate doubling the total network in the US by end of 2023.

With our momentum so far, we expect to reach our goal of 1% of employees trained as Mental Health Champions in each region.

MindForward
Alliance

Transforming workplace
mental health