

Wellbeing at Work

Sitel Plymouth

The last year has been challenging for everyone, and we have had to work together to find new ways to support our associates, whether they remained on site or moved to homeworking.

We have worked hard to create new virtual activities and events and promote important initiatives – not just across our Plymouth site, but across all of Sitel’s UK sites. We are very proud to have been successful in renewing our Wellbeing at Work Bronze, and are working towards our Silver award.

We have recently reviewed the results from our annual Health & Wellbeing survey – completed by all of our UK sites for the first time in 2021 – and have created our Action Plan for the upcoming year. Our Action Plan was created with input from our Wellbeing Champion team, Site Leadership and Site Support teams. We are excited to have new actions to work on and implement to help us in improving wellbeing at work for all our associates!

Our Journey

In 2018, we launched our first Wellbeing Champion team in Plymouth with support and guidance from the Livewell Wellbeing at Work programme. The next year, we were the first business in Plymouth to achieve the Southwest Wellbeing at Work Bronze Award! We also launched a Wellbeing Champion team in our Exeter site.

In 2021, we are introducing Wellbeing Champion teams in all of our UK sites, as well as developing a UK Health & Wellbeing Action Plan.

We cannot wait to continue our journey, and see what the future holds for Wellbeing at Sitel!

Homeworking

We have made sure that our homeworking associates are included in all our events and activities, and that we are keeping in regular contact with them. One of the biggest thing that was being fed back to us was not being able to see their team, so we are excited to be arranging time for each team to spend on day on site together.

Weekly Activities

Our weekly schedule of established activities are very popular with all our associates! With these weekly activities, we aim to bring our associates closer together and provide them with tools and knowledge to support their wellbeing. The activities include;

- Mindfulness Monday sessions
- Desk-ercise (stretch sessions)
- Wellbeing Walks
- Friday Quiz sessions



“Such a great way to **destress!**”



“It is always good to **connect with others** on-site or at home”



“It was a **lovely day** in a **beautiful location**”

Health Promotion

We have used national or global awareness events to support in health promotion across site, such as Time to Talk day or Sleep Awareness Week. We have also listened to feedback from our associates to implement new health promotion initiatives, such as making sanitary products available for free in our bathrooms or signposting to smoking cessation support. We are also making Financial Wellbeing one of our goals as this is something that is important to our associates, particularly with the added difficulties from the current global pandemic.

We have an internal Wellness Community app, Sitel Fit, which brings together all Sitel sites globally. Sitel Fit allows member to track and manage their activities, it provide encouragement and clear goals to work towards, and also provides additional information, tips and resources on topics like hydration & sleep hygiene! We have an annual global Sitel Fit challenge for charity; in 2021 we worked together to raise \$15,000 for the brilliant charity World Learning.



It is important to us to provide access to and promote relevant support services and resources. We offer the Employment Assistance Line through Aviva which provides all our associates with free access to confidential guidance, support and counselling 24/7 as well as free use of the Thrive Wellbeing App. We also work closely with third parties like HSBC to promote their Financial Wellbeing Programme, and Able Futures for practical Mental Health support from qualified professionals.

Training, Development & Resources

Supporting our associates in their personal and professional development is important to us, and that is why we dedicated time to creating, developing and leading new courses and training sessions for both our Line Managers and the wider site.

We were fortunate enough to have the NHS approved *Make Every Contact Count* self-led course shared with us. We have adapted this to be available on our internal learning platform, MyAcademy, and made this accessible for all associates not just in Plymouth but across the UK! We have scheduled time during work hours for our associates in Plymouth to complete this training.

We have developed new tools to be used by Team Managers to support Health & Wellbeing at throughout the associate journey. We also have Wellness Action Plans available from Mind. They can be used to support associates experiencing physical, mental or mixed health concerns, and help facilitate an on-going dialogue and regular reviews. We briefed these tools out to our Line Managers alongside our Mental Health eBook to expand their knowledge and understanding.