Mental health in the workplace

At Bell, we believe taking care of the mental health of our team members is essential to their personal success and to our organization's ongoing progress. Accordingly, we continue to develop and implement world leading mental health practices in the workplace. We consider our best-in-class training programs and awareness campaigns as fundamental components to foster a mentally healthy workplace.

Mental health training

We continue to expand our mental health training with targeted efforts to reach all team leaders and team members, and a special focus on union representatives and Health and Safety committee members.

Team member training

Our online Building Blocks for Positive Mental Health training is available to all team members. This program consists of interactive modules and includes strategies for building resiliency and improving overall mental health. It also includes practical tips for enhancing self-awareness and boosting emotional intelligence, as well as caring for others who are facing mental health challenges.

Leadership training

Bell has engaged our EFAP provider and Queen's University to develop the world's first university certification program called the Workplace Mental Health Leadership™ program.

BCE

This certification training consists of three modules:

- Module 1 provides basic notions around mental health
- Module 2 emphasizes on building leadership skills through role plays and case studies where best practices on communications, accommodations and return to work situations are being presented
- Module 3 deepens leadership skills, further strengthening preventive techniques and integrating elements from the National Standard for Psychological Health and Safety in the Workplace.

Those who successfully complete Module 3 receive a certificate from Queen's University.

A generic version of this training is made available to employers across Canada and hundreds have deployed this certification program in their organization to train their leaders.

Awareness and communication

Bell provides team members and their families with expert insight and advice on health, wellness, and development-related topics through the LifeSpeak video library that offers content from internationally acclaimed experts, authors, professors, and medical professionals.

We offer team members a variety of events and special activities that promote awareness during Bell Let's Talk Day, Mental Health Week, Mental Illness Awareness Week, and National Suicide Prevention Day. Since 2010, Bell has organized more than 1,200 mental health events for team members across Canada, including seminars, workshops, information kiosks, speakers, and other engagement activities.

Mental health related websites

The **Bell Let's Talk** website and the Mental health and wellness intranet site, launched in 2015, continue to provide easily accessible, centralized tools and resources for team members to learn, participate, and stay informed. In 2019, team members accessed our mental health and wellness site more than 26,000 times, taking advantage of our comprehensive mental health resources, including articles, videos and training, and a wide variety of other resources addressing total health.

BCE

National Standard for Psychological Health and Safety

Bell continues to support and promote the adoption of the National Standard for Psychological Health and Safety in the Workplace across corporate Canada. Since the inception of the standard, we have shared best practices across hundreds of organizations in Canada to provide encouragement and guidance for others to implement healthier frameworks in their own workplaces.

We continue our commitment to the standard by building sustainable programs, and addressing opportunities related to the 13 psychological factors that experts agree have a powerful impact on organizational health and the well-being of individual team members.

THE 13 FACTORS OF PSYCHOLOGICAL HEALTH AND SAFETY IN THE WORKPLACE ARE:

1. Organizational culture
2. Psychological and social support
3. Clear leadership and expectations
4. Civility and respect
5. Psychological demands
6. Growth and development
7. Recognition and reward
8. Involvement and influence
9. Workload management
10. Engagement
11. Balance
12. Psychological protection
13. Protection of physical safety

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