

2025 WELLBEING AWARDS



INTRODUCTION: OUR COMMITMENT TO WELLBEING

“Wellbeing is more than just an initiative - it is a core value that shapes the way we work, support each other, and build a thriving company culture. As a family business with deep roots in Gibraltar, we believe that the wellbeing of our employees is fundamental to both individual and collective success. It is a responsibility we embrace wholeheartedly, recognising that a happy, healthy team is not only more engaged and productive but also fosters stronger relationships within our company and the wider community.

On a personal level, wellbeing is about balance—ensuring that our employees feel valued, supported, and empowered to bring their best selves to work every day. It's about creating an environment where physical, mental, and emotional health are prioritised, allowing our people to grow professionally while maintaining a fulfilling life outside of work. This philosophy is embedded in our company's culture, reinforcing the family values that have guided us for generations.

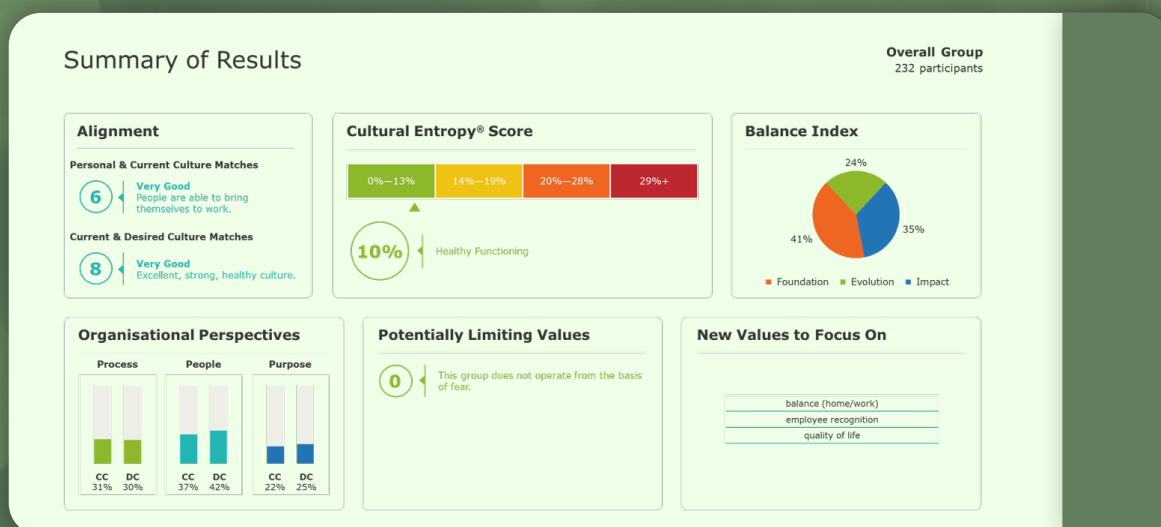
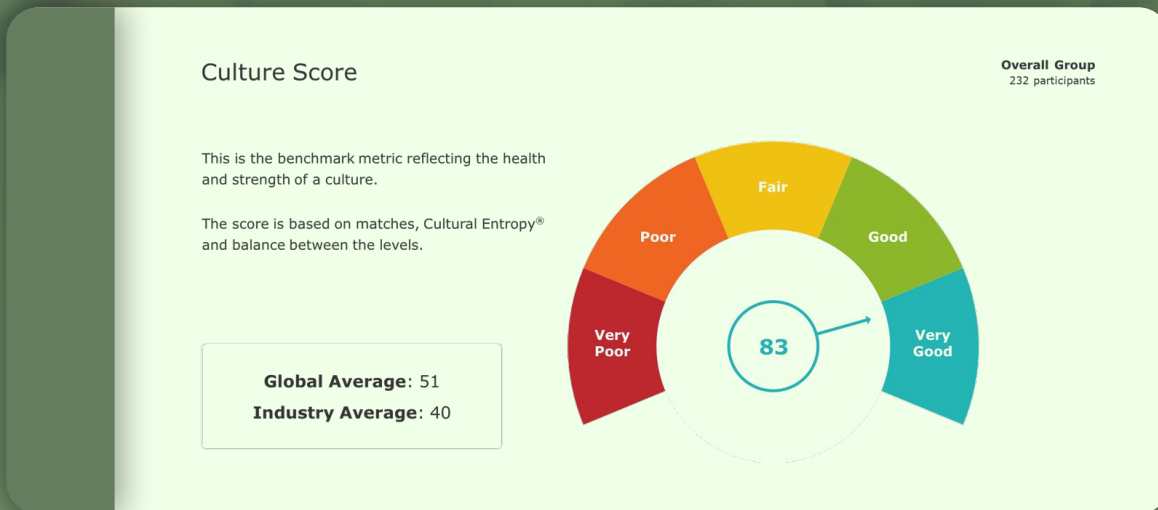
In 2024, we have taken a proactive approach to embedding wellbeing into every aspect of our workplace. Through a carefully designed strategy, we have introduced a range of initiatives aimed at promoting physical activity, mental health support, and a sense of belonging. From launching our EAP to our Children's Summer Camp and integrating monthly appreciations and wellness practices; each initiative has been thoughtfully implemented to create lasting, meaningful change.

This case study outlines the journey we have taken to elevate wellbeing in our organisation, the impact of our initiatives, and the measurable benefits we have seen throughout 2024 and into 2025. By sharing our approach, we hope to inspire others to place wellbeing at the heart of their business, just as we have.” - *Alexia Pecino*



HOW IT BEGAN CULTURAL ASSESSMENT

In 2023, MH Bland & Co Ltd conducted our first companywide cultural assessment to evaluate the alignment between our company's values and those of our employees. The assessment revealed that our cultural alignment was well above average, which we consider a positive reflection of our workplace environment. However, the primary goal of this assessment was to identify areas where we could enhance our workplace culture.



The assessment highlighted several key areas for improvement, including:

- Employee recognition and appreciation
- Learning and development opportunities
- Teamwork and communication
- Work-life balance

In response, our Wellbeing Committee was formed and initiated a series of targeted actions to address these areas. These initiatives were categorised into two main focus areas: Teamwork & Communication and Balance & Recognition.

Teamwork & Communication

- Encouraging collaboration and improving communication within and across teams.

Balance & Recognition

- Promoting healthy work-life balance.
- Acknowledging and praising the hard work and dedication of all employees.

TEAMWORK & COMMUNICATION INITIATIVES

Company Core Values

Our Company put together a set of Company Core Values to define the fundamental beliefs and guiding principles that shape our organisation's culture, decision-making, and behaviours:

- **Strength in Unity:** We aim to foster strong relationships among employees, partners, and stakeholders to achieve shared success.
- **Care for People:** We are committed to a healthy, safe, and secure environment for employees, customers, and the public.
- **Commitment to Customers:** We strive for continuous improvement to meet and exceed customer expectations.
- **Protect Future Generations:** We care for the community and environment, driving sustainability to create a positive and lasting impact on the planet, society, and economy.
- **Care for Communities:** Through our 'Doing Good' committee, we support worthy causes and encourage employee volunteerism with an extra "Give Back Day" of annual leave, aiming to make a difference in the communities where we work.
- **Have Fun through Work:** We recognise the value in promoting a workplace where teamwork, pride, and enjoyment lead to achieving shared goals.

As an effort to improve communication within the company and strengthen the understanding and integration of our core values across all levels, they are publicly available on our website and internally communicated via the intranet and included in our email signatures.

These values are also displayed on a company Calypso bus and have been translated into Spanish and Arabic for all our different office locations.



STRENGTH
IN UNITY



CARE
FOR PEOPLE



BE COMMITTED
TO OUR CUSTOMERS



PROTECT FUTURE
GENERATIONS



CARE ABOUT OUR
COMMUNITIES



HAVE FUN
THROUGH WORK

Internal Communication

To enhance internal communication and foster a more collaborative work environment, we aim to increase meetings across all levels of the company. These meetings facilitate team planning, task prioritisation, and a clearer understanding of workloads while encouraging employee involvement and knowledge sharing. Our approach includes regularly scheduled Director meetings, quarterly Manager meetings, and cross-departmental discussions that connect our offices, including those in Spain, Morocco, Malta and Cuba. Additionally, we encourage departments to hold weekly team meetings, such as the “Monday Check-in” and “Friday Feeling,” to ensure alignment, motivation, and continuous engagement. This initiative strengthens teamwork and enhances overall operational efficiency.

To strengthen internal communication, we have been publishing The MHB Scoop for over a year - a monthly newsletter shared with all employees. It highlights company updates, work anniversaries, team-building activities, and other events, while also serving as a platform for employee appreciation. The Scoop celebrates both professional milestones, such as courses and certifications, and personal achievements, such as marathons and the welcoming of newborn babies, fostering a more connected and supportive workplace culture.

To inspire positivity and promote mental well-being, our Marketing Director shares a Motivational Monday email each week from our dedicated wellbeing@mhbland.com inbox, including a different motivational quote every week. This inbox was established as a central hub for all internal wellbeing communications, ensuring employees have easy access to uplifting messages and helpful resources.

Earlier this year, we proudly launched our new social media page: MH Bland Community a dedicated space for sharing community and culture-focused content that reflects MH Bland's commitment to our people and values. This page serves as a vibrant hub, celebrating the heart of our organisation while keeping employees and the wider community connected and inspired.

Through MH Bland Community, we share:

- **Values** that inspire us.
- **Welcoming** new team **members** to our growing family.
- **Celebrating** company milestones and achievements.
- **Shining a spotlight** on employee recognition.
- **Showcasing** vacancies and career **opportunities**.
- Marking **special days** with pride.
- **Updates** from conferences and events.
- Engaging reels that **tell our story**.
- Demonstrating our **commitment** to Doing Good in the community.
- Promoting **wellbeing and culture** that prioritise inclusivity and positivity.

With MH Bland Community, we're not just sharing updates - we're building connections, celebrating people, and strengthening the vibrant culture that defines us.



Internal Auditors

At the beginning of 2025, the HSSEQ Department trained eight employees from various departments as internal auditors, encouraging cross-departmental learning and enhancing quality improvement. Each auditor will receive £125 pounds for every audit conducted. This initiative not only strengthens operational standards but also promotes workplace wellbeing by encouraging collaboration, breaking down silos, and creating new opportunities for interaction. By engaging with colleagues outside their usual teams, internal auditors build stronger connections, improve communication, and contribute to a more inclusive and supportive work environment.



Team Canvas Sessions

In 2024 we held our first Team Canvas session, a session aimed at aligning teams, increasing cohesion and performance and creating a productive team culture. Team canvas sessions also help employees align team goals with their personal goals and provides consciousness and appreciation of individual tasks.



Team Canvas

Getting to know each other better to create a more effective working environment and cohesive team.

Department: Marketing

Date: 22 May 2024



ROLES & SKILLS

1. What are our names? 2. What are we called as a group? 3. What skills and strengths do we have as a group? * post-it notes 4. What composition or roles would help us get where we want to be?

1. Mandy, Alexia, Angel, Cristina & Ellie

2. Marketing

3. Individual Skills & Strengths:

4. Design, Creativity, open and good communication, attention to detail, organisation, story telling, support network and encouragement, motivation, caring.

• **Individual Skills & Strengths:**
MG: ensuring my team have what they need to accomplish what they need to do. To create a safe and happy working environment. Safeguard the MHB brand and reputation.
AP: Lead, motivate and organise the team. To promote MHB in the best light ensuring its company values are always felt and adhered to.
AA: Graphic design, videography, content creation, connecting with other departments, make sure high standards of MHB look, presentations, soon to be supporting and managing the team.
CS: I'm doing the graphic design posts, producing the services and values of the company. Keeping everything inline with MHB's identity. Efficiency, transparent communication and creativity are key words.
EP: Copywriter and social media researcher, planner and organiser. Primarily for MHB Travel & CI however contributing to all social media channels to ensure consistent tone of voice.



GOALS

1. What are our individual goals? * post-it notes 2. What we, as a group really want to achieve? 3. What is our key goal that is feasible, measurable and time-bounding?

1. Individual Goals.

2. Increase engagement, followers.

3. Have a designated Marketing team member assigned from each department.

4. Capture MHB history and stories

5. Evaluate past tasks via monthly meeting.

6. Aim to be proactive

• **Individual Goals:**
MG: use my team grow professionally and fulfil their potential and goals in a happy environment.
AP: to lead, to care for the wellbeing of the company and its employees. To ensure the company values are passed down to future generations. To ensure increase communications across all departments. Be part of the MHB story.
AA: become a good manager. Become a more complete professional, marketing wise and also regarding the company. Helping to develop and even better reputation of our department and or company. Develop my skills, speaker, video and AI. Good work life balance. See the team shine.
CS: Getting better in graphic design, understanding better how social media works and learning about videos too.
EP: I would like to continually grow in my role, developing my skills and adding value. I would enjoy being a team leader one day and taking responsibility to progress and confidence however I have never had major aspirations for high-level director/CEO. Enjoy a healthy work-life balance.

Inter Department Dependencies

5. What do you need from other departments to fulfil your role?

• Allocate a Marketing coordinator from each department.

• efficient and timely communication.

• Patience and understanding :)



PURPOSE

Why are we doing what we are doing in the first place?

- Support the growth of the MHB Group of Companies.
- Share our story with the outside world.
- Share values & have a positive impact across the group
- Internal and External communication



VALUES

1. What do we stand for? 2. What are our guiding principles? 3. What are our common values that we want to be at the core of our team?

Positive Attitude
 Creativity
 Transparency
 Trust
 Care
 Support
 Communicating
 Openness



RULES & ACTIVITIES

1. How do we communicate and keep everyone informed and up to date? 2. How do we make decisions? 3. How do we execute and evaluate what we do? 4. What are the rules we want to introduce after doing this session?

1. Morning meetings. Microsoft Planner, Trello - talking and sharing ideas. Within MHB: Scoop - but need to do more!
2. Very collaborative
3. Depends on tasks
4. Designated tasks - still too reactive. Encourage feedback from departments

Benefits of Team Canvas & Interdependencies

1. Team building.
2. Understanding of roles.
3. Consciousness & appreciation of individual tasks.
4. Align team & personal goals.
5. Align team values.
6. Understanding how Departments interact & suggest improvements.

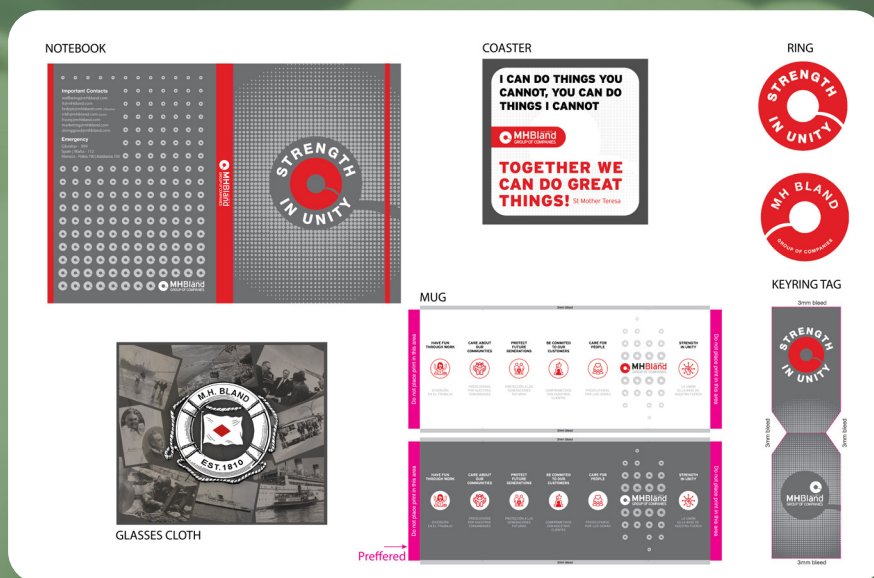
MH BLAND COMPANY VALUES



Induction & Buddy Programme

To make sure new employees feel welcomed and included, we are working on implementing a structured induction process that supports new employees from day one. This initiative helps standardise onboarding, enhances employee retention, and strengthens team connections. We are currently creating comprehensive induction videos covering MH Bland's operations, company sectors, policies, and core values, along with department-specific introductions.

We have created Welcome packs that provide some sustainable MH Bland merchandise and stationery as well as essential information and resources, while our Buddy Programme pairs new employees with experienced colleagues to ease their transition. By recognising and supporting new team members, we create a sense of belonging,



BALANCE & RECOGNITION INITIATIVES

Employee Appreciation

Recognising and appreciating employees is essential to maintain a positive and motivated workplace culture. To celebrate contributions and boost morale, we have a dedicated platform in our monthly MHB Scoop newsletter, where colleagues can publicly acknowledge each other's efforts, which has proven to be a very popular initiative!

We also celebrate Employee Appreciation Day every year and encourage managers and directors to acknowledge those who really make an effort, to make sure they don't go unnoticed.

By creating an environment where employees feel valued, we enhance job satisfaction, instil a greater sense of purpose, and encourage higher productivity. This initiative strengthens team spirit and reinforces a workplace culture built on recognition, appreciation, and mutual support.



MHBland
GROUP OF COMPANIES

WE APPRECIATE YOU



Calypso Team

"I'd like to appreciate the entire **Calypso Tours** team for their continued exemplary behaviour in being a true **TEAM**, always supporting each of us and each other, always transmitting good vibrations and joy. Nothing is taken for granted and always rewarded. It's the best team I've ever worked with and I thank them for that." – *Anonymous.*



IT Team

"This message is to extend my heartfelt gratitude to the **IT team** for the unwavering assistance, kindness, and constant availability. Your consistent support has been invaluable, and your dedication is deeply appreciated. Thank you for always being there and for your ongoing kindness." – *Anonymous*



Alexia Pecino

I appreciate I might be biased, and I do know **Alexia** is not leaving the Marketing department entirely; however, as she spreads her wings, I wanted to thank her for all the hard work she has put into our team over the years. She joined the one-man band (me) and, among other tasks, launched and developed our social media strategy. The results speak for themselves. We now have 13 social media channels across 4 platforms. Her vision and dedication have been instrumental in helping us grow and laying such a solid foundation on which we will continue to build. I, personally, would not have survived without her organisational skills and invaluable advice. Thank you, Alexia, for being you. Keep smiling and fly! 🦋 - *Mandy Gaggero*



Rosario Alonso

"I would like to express my sincerest gratitude to **Rosario Alonso** for her hard work during the months of May and June, which have marked the high season at Calypso Tours. During this period, Rosario has demonstrated an exceptional ability to handle multiple tasks and challenges with admirable dedication and professionalism. Her tireless effort and commitment have been crucial to our team's success. Thank you, Rosario, for your invaluable contribution and for going above and beyond in everything you do." – *Anonymous*



Stephan Catania

"Would like to give appreciate to **Stephan Catania** AKA the Pilot AKA the Guide, AKA the driver the jack of all trades. Would like to mention him as since his inception as manager he's taken reign like nobody has been able to do with all Driver and Guides and implemented unique training sessions for all teams as well as mitigated professionally many issues which occur on a daily basis. Appreciate to Stephan Please!" – *Jamie Sercombe.*



Renee Kunz

"I would like to take a moment to express my deep appreciation for **Renée**. Her dedication, hardworking and cheerful personality have been truly motivating while I was working with her at Cabe Car Top Station. I miss you a lot!" – *Roberto Montes*

Hobby Sharing/Fit Fleet/Fun Club

MH Bland employees are invited to host an extended lunch time session in which they can share their hobbies with their colleagues, anything from yoga to photography.

These activities are a form of team building and provide recognition and appreciation of personal interests outside of work.

This initiative led to the start of the MHB "Fit Fleet" – every other Wednesday, employees can finish work at 4pm and get active with our very own running club.

We know running isn't for everyone, so in 2025, we have decided to launch an MHB Fun Club, which will organise quarterly team building activities outside of working hours, such as hikes, day trips, or even wine tasting!

FIT FLEET

HOBBY SHARING

Every other Wednesday
starting Wednesday
9th October

Interested?

Get in touch with Shilpi or
email wellbeing@mhbland.com

UPCOMING FIT FLEET DATES

- Wednesday 9th October
- Wednesday 23rd October
- Wednesday 6th November
- Wednesday 20th November
- Wednesday 4th December
- Wednesday 18th December



Employees will be permitted to end their day at 4pm to change and be ready for a group run / walk at 4:15pm departing from Cloister Building. If employees from the Port are keen to join, the group will run by the port to collect. Walkers are also encouraged to join forces in a collective stride towards a healthier lifestyle.



Employee Assistance Programme (EAP)

One of the most exciting Wellbeing initiatives which came into effect on the 1st of January 2025 is our Employee Assistance Programme (EAP), in partnership with Liberty Counselling Services. Through Liberty Counselling, we are able to offer confidential and professional counselling services to all MH Bland employees and their dependents, completely free of charge.

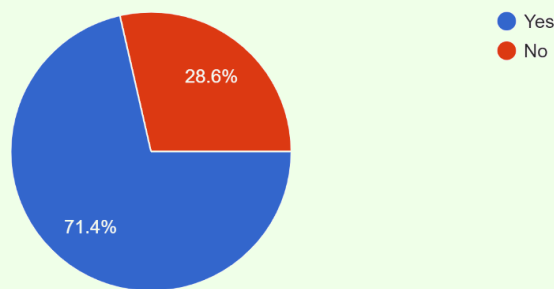
The programme includes:

- A 24/7 crisis line.
- Call-back services.
- Counselling sessions available face-to-face, virtually, or by phone, offered both in English and Spanish.
- Up to six hour-long sessions per employee, extended to their immediate family/ members of their household.

Employees can request counselling without the company knowing if they so wish, and confidentiality is 100% ensured.

When investigating this service as a potential initiative, we launched an internal survey and results showed that most employees would take up counselling services if offered by the company. Of the 91 responses we received, 65 were positive (over 71%). HR had also been approached by multiple employees asking for referral to counselling/therapy sessions, so MH Bland decided to listen and act.

Would you or a family member take up counselling and or therapy services if offered by MH Bland?
91 responses



By creating an environment where employees feel valued, we enhance job satisfaction, instil a greater sense of purpose, and encourage higher productivity. This initiative strengthens team spirit and reinforces a workplace culture built on recognition, appreciation, and mutual support.

At MH Bland, we recognise the importance of mental health and are proud to provide this resource as part of our commitment to the wellbeing of our employees. Staff members are reminded of this service frequently via emails, and it is always displayed on our intranet page, as well as in the signature of our wellbeing@mhbland.com email address. We have also recently created posters which will be distributed throughout all our sites for display.

A poster for Liberty Counselling Services. At the top left, it says 'CRISIS NUMBER' with a red telephone icon and '+350 54027070 (24/7)'. At the top right, it says 'EMAIL' with a red envelope icon and 'info@liberty-cs.com'. In the center, there is an illustration of two women talking, with thought bubbles above them. Below the illustration, the text 'LIBERTY COUNSELLING SERVICES' is written in large red letters, followed by 'APPLICABLE FOR EMPLOYEES & DEPENDANTS' in smaller black letters. Below this, there are three columns of services, each preceded by a red checkmark: 'FAMILY RELATIONSHIPS', 'STRESS MANAGEMENT', 'CHILD THERAPY', 'MENTAL HEALTH CONDITIONS', 'BEREAVEMENT', and 'BALANCING WORK & LIFE'. At the bottom left is the 'MH Bland' logo with the tagline 'WE CARE FOR YOU'. At the bottom right is the 'Liberty Counselling Services' logo with the tagline 'We rise by lifting others.'

CRISIS NUMBER +350 54027070 (24/7)

EMAIL info@liberty-cs.com

LIBERTY COUNSELLING SERVICES
APPLICABLE FOR EMPLOYEES & DEPENDANTS

- ✓ FAMILY RELATIONSHIPS
- ✓ STRESS MANAGEMENT
- ✓ CHILD THERAPY
- ✓ MENTAL HEALTH CONDITIONS
- ✓ BEREAVEMENT
- ✓ BALANCING WORK & LIFE

MHBland WE CARE FOR YOU

Liberty Counselling Services
"We rise by lifting others."

MH Bland Summer Camp: Childcare Assistance Programme (CAP)

As a family business, at MH Bland we understand the struggles that are experienced by working parents during the summer school break. After a working mother reached out to one of our directors about support for working parents, our Wellbeing Leader, Alexia, stepped in to make a difference.

The main objective of the MHB CAP is to support working parents during summer school closures, ensuring work-life balance through childcare assistance and flexible work arrangements.

OUR 2024 PILOT PROGRAMME INCLUDED THE FOLLOWING:

- **In Gibraltar:**
 - 2-week summer camp in August at Cloister Building, 3 days/week from 08:00–15:30 (our summer working hours are from 08:00-15:00).
 - Option to work from home 1 day/week (July-August).
 - Employees may book 1-day annual leave weekly to complement this initiative.
- **In Spain, Morocco, Malta and Cuba:**
 - MH Bland reimbursed 50% of summer camp costs capped at 50€ a week

AFTER A SUCCESSFUL PILOT PROGRAMME IN 2024, THE 2025 CAP WILL INCLUDE:

- **In Gibraltar:**
 - Expanded summer camp for 2 weeks in July and 2 weeks in August, 3 days/week.
 - Continued flexible work options (homeworking/annual leave) if approved by Line Managers.
- **All other office locations:**
 - Reimbursement of 50% of summer camp costs for July and August, capped at 50€ a week.

A programme is created for the summer camp days to ensure the children are taking part in enjoyable and productive activities, such as a trip to the Gibraltar National Museum or a trip to see the dolphins in the Bay. This also offers valuable work experience for students training to become teachers and young adults aspiring to work with children.

We are extremely proud of our CAP initiative, and received some touching feedback from our employees:

"Very grateful with everyone involved to make these days so much fun for them. A very big thanks to the girls, my kids have felt they have been taken care of and part of the family." – Tanya Guzman

"A mother whose daughter says 'Mummy, I don't want to leave...'. This reflects the child's happiness, and for that, I am deeply grateful for making Rosa happy...I sincerely hope that this beautiful project, born from the Wellbeing Committee and carried out with such dedication and care continues for many more years..." – Shilpi Chotrani

"My kids have loved the summer camp and it's a great initiative...it's kept the kids entertained and they come home every day with a new story or adventure to talk about." – Chris & Cheryl Sheppard

"My son is excited waking up every morning, to come to work with mum. He has had an amazing time! Robbie has even mentioned the club next summer and is very much looking forward to it already!" – Nicole Hart



Gifts and Incentives

At MH Bland Group of Companies, we prioritise employee wellbeing by offering meaningful gifts and incentives that celebrate key life moments and recognise contributions beyond daily responsibilities.

Our Birthday Half Days allow employees to enjoy personal time on their special day (or the week of), while our Newborn Baby Gifts - which includes our very own 'Marcus the Bear' teddy bear, a £100 baby store voucher, and flowers help welcome new family members into the world. Marcus is MH Bland's very own teddy bear, who came to life last year with the help of local business Stitch Me Up.

Once we created the bear, we asked our employees to come up with a name for him and after some discussion we decided to go with Marcus, naming him after our founder, Marcus Henry Bland.

We support major milestones with extra leave for marriage and special occasions, ensuring employees can cherish these important moments. Our Internal Auditors are rewarded with £125 for every audit and report completed, recognising their dedication to maintaining our high standards. Additionally, our Buddy Programme offers £50 to those who mentor and support new colleagues, fostering a strong workplace community. Employees engaged in charitable work benefit from our Give Back Day, allowing them time to contribute to meaningful causes. These initiatives reflect our commitment to employee appreciation, work-life balance, and social responsibility, making MH Bland a rewarding and supportive place to work.



Teambuilding Activities

We understand how important a sense of community among employees is for wellbeing and productivity. Over the past year, we have organised several teambuilding activities designed to bring employees and their families together while promoting a healthy work-life balance.

To celebrate **Family Day**, we hosted a Family Day Out, giving employees the opportunity to enjoy quality time with their loved ones while connecting with colleagues outside of the office. Families were taken on an MH Bland tour on one of our buses, then went on the Cable Car to our Mons Calpe Suite Restaurant for tea.

For **National Marine Week**, we invited employees and their families on a dolphin-watching boat trip - a memorable experience that highlighted the beauty of our local marine environment while strengthening team bonds.

For **Self-Care Day**, we brought in yoga instructor Marissa Grech to teach staff simple stretches they can perform at their desks to improve posture, relieve tension, and boost focus. To ensure the benefits could be enjoyed long-term, we also created an instructional video that employees can reference anytime.

These initiatives have not only enhanced employee wellbeing but have also cultivated a more connected and engaged workforce, reinforcing MH Bland's commitment to a supportive and inclusive workplace culture.



Family Day



Self Care Day



Training & Development

During our Cultural Assessment, employees identified Training and Development as one of the key areas for improvement. Investing in training not only enhances skills but also fosters a sense of purpose, career progression, and recognition. The assessment reinforced how vital a structured and effective development plan is in ensuring our employees feel valued and supported.

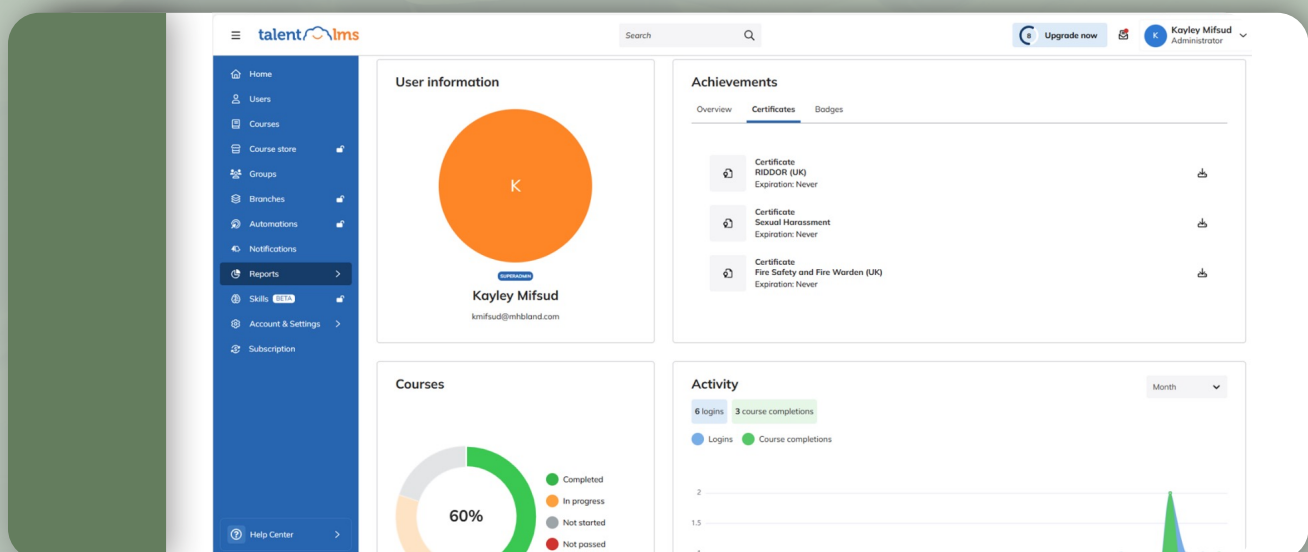
In response, our HSSEQ Manager has been collaborating closely with the HR Department and the Development & Team Manager to design tailored development plans for each job role. This ensures that every employee has a clear pathway for growth and progression within the company.



talent  lms

Additionally, our HSSEQ Manager and IT Director have been exploring innovative training platforms, with plans to launch a new system next month, further strengthening our commitment to continuous learning and professional development.

The new online training platform will allow the management team to schedule targeted training tailored to each department, job role and more specifically, to each individual. The platform allows for personalised training content creation but already has a large catalogue of readily available, CPD accredited, training courses that are relevant to all our departments.



Financial Wellbeing

At MH Bland, we understand the impact financial issues can have on mental health. At MH Bland, we want to be able to help employees with more personal matters and normalise the conversation around financial wellbeing.

For this reason, with the help of our Finance Director, we are working on offering:

- In-house Personal Financial Management Workshops.
- Pension Sessions and access to the Pension Finance Tool to aid in financial management.

OUR MENTAL HEALTH AND WELLBEING POLICY

Our commitment to ensuring the wellbeing of our employees was formalised in 2024 through the introduction of our company Mental Health & Wellbeing Policy.

The Mental Health and Wellbeing Policy is designed to create a supportive environment where employees feel valued, respected, and empowered to prioritise their mental health. The policy is built on three core principles:

- 1. Awareness and Education:** Regular training and workshops help reduce stigma, encourage open dialogue, and equip employees to recognise and address mental health challenges.
- 2. Support and Resources:** We provide access to confidential counselling services, mental health first aiders, and partnerships with external organisations, ensuring employees have the support they need. Our **Employee Assistance Programme (EAP)** provides all our employees and their dependants with free counselling sessions.
- 3. Workplace Environment:** We promote work-life balance through flexible working arrangements, regular breaks, and stress-reducing initiatives.

The Policy also covers all of the initiatives that have been detailed so far in this report, as well as our Wellbeing Structure.

WELLBEING STRUCTURE AND COMMITTEE

The results from the cultural assessment brought about enthusiasm to continuously improve employee wellbeing. This led to the company creating a Wellbeing Committee, founded by our Development & Team Manager Alexia Pecino, dedicated to promoting and supporting the overall health, wellness, and mental well-being of all employees within the organisation. The Committee members include Wellbeing Leaders, Wellbeing Ambassadors and MHB Guardians (MHFA). All members of the Wellbeing Committee are trained in Wellbeing Leadership. The MHB Guardians are the company's trained Mental Health First Aiders, which include a lot of managers.

- The Leaders are those in charge of developing, implementing, and monitoring wellbeing programs and policies.
- The Ambassadors act as representatives of the Committee within the different departments, acting as liaison between colleagues and committee members, as well as collaborating with these to implement new initiatives. Any team member can volunteer to be an ambassador.
- The MHB Guardians (MHFA) are the company's Mental Health First Aiders, trained in crisis management, recognising signs and symptoms, and encouraging professional help.

All Wellbeing Ambassadors and Leaders also took part in the Wellbeing Leadership Course, and some have since participated in the GibSams reflection sessions.



Our Wellbeing Leaders always strive to find new initiatives to improve employee wellbeing and cultivate a positive and supportive workplace culture. A few members of our Wellbeing Committee attended the GibSams 2024 Wellbeing Conference, where our HSSEQ Manager led a productive breakout session highlighting the importance of mental health support in the workplace and strategies to promote it effectively.

The Wellbeing Committee remains committed to attending conferences and debriefs, gaining valuable insights from the broader community to continuously elevate our wellbeing practices within the company.

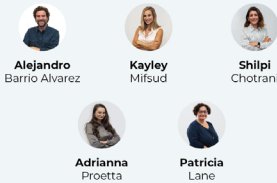
WELLBEING

STRUCTURE

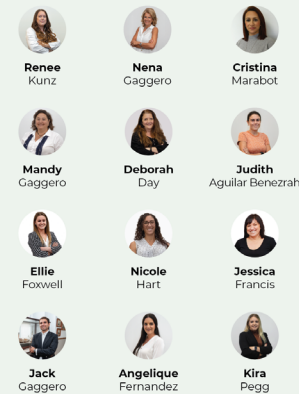


WELLBEING COMMITTEE

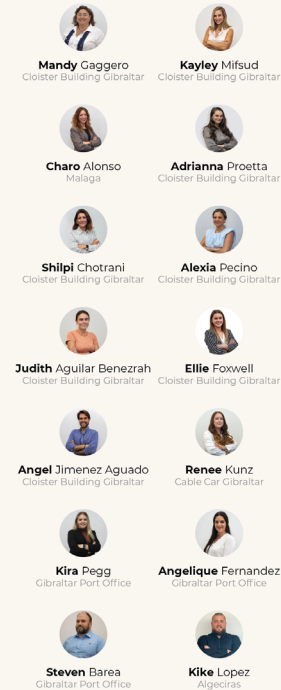
WELLBEING LEADERS



WELLBEING AMBASSADORS



GUARDIAN MENTAL HEALTH FIRST AIDER



MH BLAND BUDDY

Buddy's are assigned to new employees on their first day. Buddy's change.



CARING FOR OUR COMMUNITIES

Doing Good

At MH Bland, we are committed to supporting both our community and the wellbeing of those around us through meaningful charitable initiatives, carried out by our Doing Good Committee. Our partnership with GibSams includes Tablita Nights, fostering connection and mental health awareness. We host yearly charity quizzes that are open to the public. We have also collaborated with PossAbilities to launch the Communication Station at Europa Park, raising awareness about effective communication with children with disabilities. Our Give Back Days encourage employees to actively engage in volunteering efforts, reinforcing our culture of kindness and support. Additionally, we are proud to support Seat of Hope, an initiative led by GibSams in collaboration with Whole Wild World and the HMGoG Department of Environment and Climate Change, which promotes both mental wellbeing and environmental stewardship. Through these efforts, we continue to champion inclusivity, sustainability, and community-driven impact.



OVERCOMING CHALLENGES

WELLBEING DIRECTORS WEEKEND

Implementing effective wellbeing initiatives in the workplace can be challenging, particularly when there is limited engagement from leadership. At MH Bland, we identified that director-level involvement was a key barrier to progressing our wellbeing agenda. Without active support from leadership, it is difficult to integrate meaningful policies and practices that truly benefit employees.

To address this challenge, we partnered with a holistic wellbeing company to organise the company's first-ever Wellbeing Directors Weekend away. This three-day retreat, held in Jerez, brought together our directors to explore the importance of workplace wellbeing and their vital role in shaping a supportive work culture. The weekend combined insightful discussions with enjoyable team-building activities, fostering both engagement and camaraderie.

Led by Alexia, the initiative created a safe and inspiring environment for open dialogue. Directors gained a deeper understanding of how wellbeing practices can enhance productivity, morale, and overall business success. By the end of the weekend, all directors were aligned, committed, and motivated to drive positive change within their respective teams.

With this strong foundation now set, MH Bland is well-positioned to continue building a workplace where wellbeing is prioritised, ensuring a brighter future for both the company and its community.



FUTURE ASPIRATIONS & OBJECTIVES FOR 2025

Looking ahead to 2025, MH Bland remains dedicated to advancing workplace wellbeing through a series of targeted objectives designed to support our employees' personal and professional growth while fostering a healthy, inclusive culture.

Our key aspirations include:

- **Wellbeing-Focused Events:**
Hosting wellbeing events, guest speaker sessions, and wellness challenges to maintain enthusiasm and participation throughout the year.
- **Strategic Leadership Integration:**
Ensuring wellbeing remains a core strategic priority by embedding it into leadership training and decision-making processes.
- **Employee Recognition:**
Celebrating individuals who actively contribute to fostering a positive wellbeing culture.
- **Wellbeing Weekends:**
Expanding opportunities for continuous learning, recharging, and cross-departmental connection through additional wellbeing weekends.
- **Employee Satisfaction Surveys:**
Conducting regular surveys via our new HR platform to gather insights and track progress.
- **Recruitment Enhancements:**
Exploring ways to incorporate value alignment assessments into the recruitment process.
- **Team Canvas Meetings:**
Continuing Team Canvas sessions across remaining departments to promote collaboration and clarity.
- **Financial Wellbeing:**
Introducing a pension scheme tool to support employees' financial planning.
- **Supported Employment Programme:**
Investigating the best approach to participate in the Supported Employment Programme.
- **Accessibility Improvements:**
Building on our existing efforts, including two wheelchair-accessible buses and the construction of an accessible new cable car.
- **New Role Creation:**
Employing a Wellbeing & Communications Assistant to further drive these initiatives.

With these objectives in place, MH Bland is committed to creating a workplace where wellbeing is not just an initiative but an integral part of our company culture, ensuring our people continue to thrive both inside and outside of work.

THANK YOU!

