

Better Wellbeing: Our Wellbeing Strategy

January 2024



Better Wellbeing

At Wales & West Utilities we look after the pipes that keep the gas flowing across Wales and southwest England. We cover an area that stretches from Wrexham to Redruth, from the mountains of North Wales to the cliff tops of Cornwall.

We serve diverse communities across cities, towns, villages, and open countryside. We are there for our customers 24 hours a day, 365 days a year – it is a vital service and one that we are extremely proud to deliver.

The way we do things.

Our Ambition, Priorities and Values inform everything we do as a business – from our strategic planning to the performance management of our colleagues. Our values underpin everything we do, and we want to create a working environment that supports all of our colleagues so that they feel valued and supported to contribute to their full potential.

We are focused on creating a culture which centres around colleagues bring their whole self to work. Our leadership team are committed to providing the resources, support, and frameworks so that colleagues are able to access support when they need it and be their best in work and at home.

Our Wellbeing Strategy

Colleague wellbeing is central to our culture and people strategy as we understand that an effective wellbeing programme can deliver mutual benefits to colleagues, their families, organisations, and communities. Our wellbeing strategy, supported by our wellbeing action plan, takes a holistic approach.

We want to support our colleagues towards happier, healthier lives by enabling a culture that recognises the whole person, rewards success, creates psychological safety and self-improvement. Our approach to wellbeing is therefore complimented by other key policies and procedures and supported with effective colleague engagement to ensure its success.

To support this strategy and our commitments we have an evolving three-year action plan which outlines the steps we plan to take to achieve our targets and the supporting initiatives and programmes we will develop or participate in.



Better Wellbeing

We are committed to working with external partners to get expert insight and support, and to engaging with a variety of stakeholders to seek their feedback and input to the development of the action plan.

We commit to Better Wellbeing by:

Working together by listening, being more inclusive and facilitating personal growth

Improving health together by enabling healthy teams, environments, communities, and relationships at work

Supporting together by providing an inclusive and accessible colleague offering

Achieving our commitments

The following targets will provide focus on an annual basis and will support us to achieve our commitments. These will be reviewed each year with our stakeholder groups to make sure they remain relevant, effective, and appropriate.

Working together by listening, being more inclusive and facilitating personal growth

To enable this, we:

Welcome, recognise and appreciate differences and continue to develop a culture where everyone feels safe, included, and engaged.

Provide our colleagues with varied opportunities to learn, use new skills and be the best they can be in work.



Better Wellbeing

Listen to and involve colleagues via a range of engagement methods.

Act on feedback.

Improving Health together by enabling healthy teams, environments, communities, and relationships at work

To enable this, we:

Treat each other's thoughts, feelings, and opinions with respect.

Want colleagues to speak up when something isn't right.

Encourage everyone to create connections with each other to create a sense of belonging.

Equip our managers to understand the physical and psychological wellbeing needs of colleagues in their teams, and to act accordingly.

Treat mental health as equal in importance to physical health

All take action to make sure our working environments are physically and psychologically safe for each other and our customers.

Supporting together by providing an inclusive and accessible colleague offering

To enable this, we:

Develop and implement appropriate programmes to equip managers to deal with different situations and know what tools and resources are available.



Better Wellbeing

Provide access to suitable, relevant, and flexible support to help colleagues meet the challenges of daily life, both inside and outside of work

Ensure colleagues are informed and up to date on our approach to Better Wellbeing

Deliver our Better Wellbeing action plan.

Take action to be an Employer of Choice

Make sure our benefits offering compliments our Better Wellbeing strategy.

