



# Mental Health & Wellbeing

Does it matter for working at height?

WSH Council  
Work at Height Symposium 2022

Tuesday 1st March 2022

Presented by:  
David Glenister  
Singapore Operations Director, Lendlease



# Mental Health & Wellbeing

Does it matter for working at height?

## Outline:

- 1) What is mental health and why does it matter?
- 2) Challenges faced in Lendlease and the wider industry
- 3) Lendlease's Health and Wellbeing Framework, GMR's and applying these to working at height
- 4) Some Lendlease initiatives on mental health & wellbeing for both staff and workers



# What is Mental Health?



## Mental Health:

"A state of wellbeing in which the individual realizes their own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community."

*(World Health Organization)*

## Mental Illness:

"Mental illness is a disturbance of the mind that impairs the way we think, feel and behave.

Mood and anxiety disorders are the most common mental illnesses. About one in seven Singaporeans have experienced a mood or anxiety disorder at some point of their lives."

*(Singapore Association of Mental Health)*



# Journal of Migration and Health



## Yale-NUS Study on Migrant Worker Mental Health:

Migrant workers in Singapore under lockdown had higher symptoms of depression and stress

Mental stress and anxiety fuelled by uncertainty of health, income and ability to connect with loved ones.

Increased symptoms of depression and stress found in workers who were confined to only the dormitories or their rooms compared with those who were allowed to access their dormitories, worksites and designated recreation centres

*Ref: Mental health of international migrant workers amidst large-scale dormitory outbreaks of COVID-19: A population survey in Singapore  
Journal of Migration and Health  
Aug 2021*

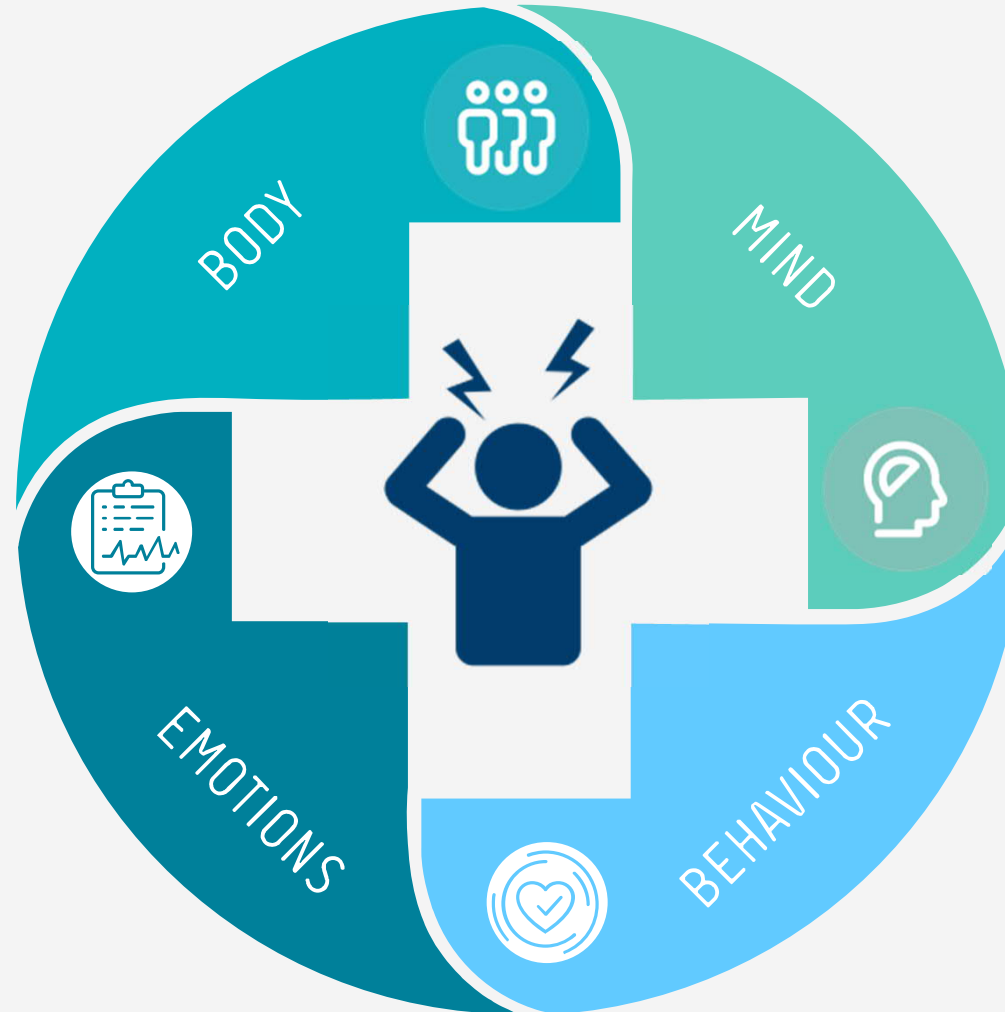
# Symptoms of Mental Stress

## BODY

- Fatigue
- Headaches
- Taut Muscles
- Skin Irritation
- Frequent Infections
- Constricted Breathing

## EMOTIONS

- Loss of confidence
- Apprehension
- Indifference
- Depression
- Irritability
- Apathy



## MIND

- Worrying
- Indecision
- Negativity
- Distracted
- Pre-occupied
- Impaired Judgement

## BEHAVIOUR

- Substance Abuse
- Loss of Appetite
- Accident Prone
- Restlessness
- Loneliness
- Insomnia

Distracted?

Impaired Judgement?

Pre-occupied?

Indecision?





Mental Health  
Does it matter when  
working at height?

Can we expect mentally  
stressed workers to  
make good decisions?



# Should I choose fall arrest or fall restraint?

## FALL ARREST

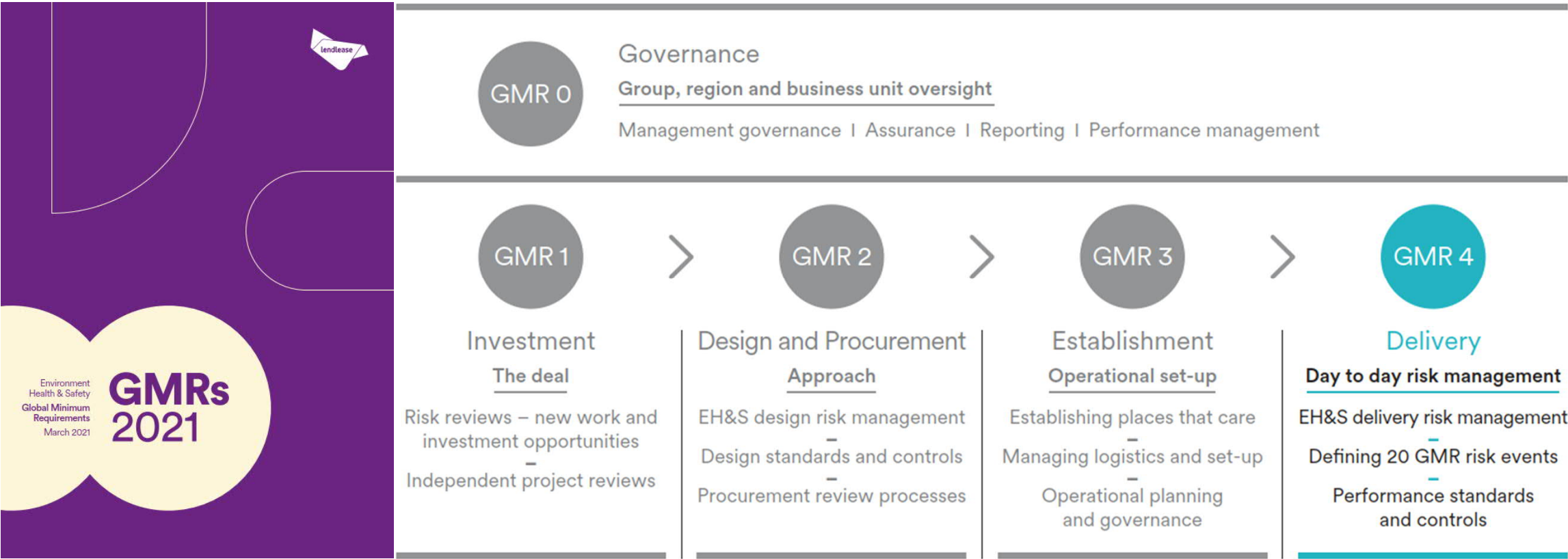


## FALL RESTRAINT



How about now?





# Lendlease Health & Wellbeing Framework



## Healthy Minds

To support healthier minds, we look at the behaviours we can adjust in our lives. Whether it's ways to handle stress, programs for resilience management or gaining deeper understanding into mental wellbeing – we encourage everyone at Lendlease to do the little or big things they can to support healthier minds – their own and others'.



## Healthy Cultures

Building healthier cultures at Lendlease is driven by three key focus areas:

- initiatives for social support
- healthy leadership from our people leaders
- ensuring our people have access to health benefits and programs



## Healthy Places

Our environment and workplaces can have huge impacts on our wellbeing. Focusing on creating healthier places at Lendlease, we support our GMRs and risk management in providing spaces without physical or psychological hazards – and incorporate healthy work design and facilities to support healthier lifestyles.



## Healthy Bodies

- We recognise the path to developing healthier bodies isn't always easy
- Our programs focus on sustainable, daily behaviours and lifestyle choices that may be incremental, but over time can have tremendous physical benefits
- By increasing awareness and providing opportunities to monitor our personal medical profile, we can shift the way we manage our physical health

# Sharing: Health & wellbeing initiatives



# Health & Wellbeing

Lendlease Employee benefits

New/ Enhanced in

2021  
2020  
2019

## Recognition



Stellar &  
Service Awards

## Flexibility



Remote | Timing | Sharing

## Leave



Vacation | Family | Medical

## LLLevel Up



Upskilling  
Program to  
Prepare for  
Future of Work

## Lendlease Foundation



Health,  
Breast, and  
Prostate  
Cancer  
Screening



Friend in  
Need (FIN)  
Program



Online  
Mental  
Wellbeing  
Coaching  
Program



Online Tool  
to Help  
Improve  
Quality of  
Sleep

Need further help?  
Speak to a professional.

WORKPLACE OPTIONS

Employee Assistance  
Program (EAP)



Mental Wellness

## Employee Insurance



Hospital &  
Surgical  
(HS)



Term Life  
(TL)



Personal  
Accident  
(PA)



Critical  
Illness (CI)

## Outpatient Healthcare



General  
Practitioner (GP)  
(inc. TCM)



Virtual Doctor



Specialist  
(SP)

## Healthcare Flex Budget (HFB)



Dental



Health  
Screening



Vaccination



Vision  
Care



Personal Health  
and Protection  
Cover



Gym /  
Fitness  
Class

## Hardship & Wellbeing Fund

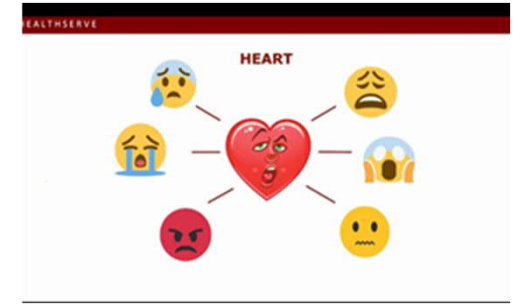
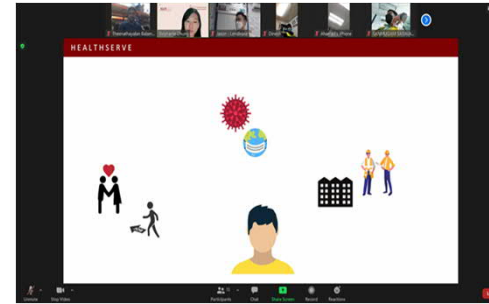


Support for  
Financial  
Hardship

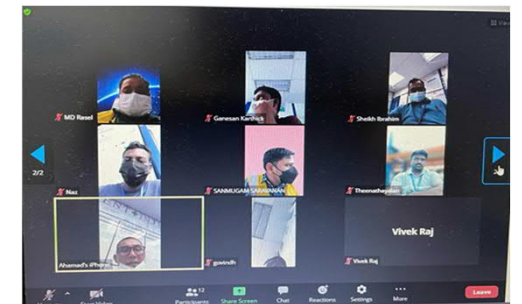
# Worker Health and Wellbeing Programme



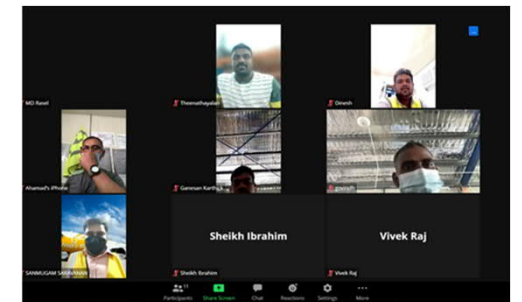
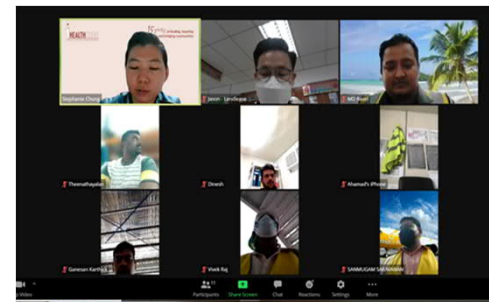
Care for Self – 04 Jan 2022



Care for Peers – 05 Jan 2022



Effective Rest – 06 Jan 2022



# Establishing workplaces that care

## Sense of purpose for workers – shared goals

- Mental health awareness programs for workers
- Worker health screening
- Regular health talks and awareness programs for workers
- Welfare Minimum Requirements
  - Canteen & rest areas
  - Shower and toilet facilities
  - Lightning warning system
  - First aid facilities
  - Muslim prayer room
  - Recreational area
- Programs and Events
  - World Water Day
  - Hari Raya Puasa
  - Awards for Safety Conscious Workers
  - Poster competitions
  - Wheel of fortune
  - Fruits and drinks distribution
  - T-shirt distributions
  - Health videos for workers





## CONNECTING FAMILIES CABIN

Aims to provide a safe and conducive space for our construction workers to stay connected with their loved ones; without having to rely on unstable internet connection at a crowded public space or making phone calls at an active construction site.

# EXPECTED OUTCOMES



## OUTCOME 1

- The number of workers using the Cabin to get connected with their families and the reduction in expenditure in staying connected.



## OUTCOME 2

- The mental wellbeing of workers as a response to physical & social activation of a space that belongs to the workers.



## OUTCOME 3

- To serve as a conduit to initiate conversations on positive mental wellbeing among construction workers.

# MENTAL WELLBEING RESEARCH

- Undertake a data analysis, research and desktop review of available intervention data (from both internal project site and external sources, including resources publicly available).
- Workshop and identify key impacts of Connecting Families – Cabin on mental health and resilience of its users.
- Provide clear analysis of the strategies and/or impacts, effectiveness and resource efficiency. For example, evidence of improvement of mental health resilience, reduction in anxiety amongst construction workers being apart from family, resources required for intervention;
- Produce publicly available industry report and materials for construction industry peers in Malaysia and in the broader Asia Region to implement positive mental health and resilient strategies to improve mental wellbeing of construction workers in general.



**UNIVERSITY  
OF MALAYA**



# Bringing it all together...

Worker mental health impacts productivity and workplace safety

Mental health and stress can impact worker ability to be fully present in the workplace

**Result: Risk of injury**

Fear of uncomfortable social interactions can stop an employee from reporting mistakes/problems on site

**Result: Risk of errors**

Jobsite injuries resulting in lost time and lost productivity

**Result: Increased costs**

Excessive, prolonged stress can contribute to development of mental and physical illness

**Result: Missed work**

Lowered communication abilities can impact understanding between an employee and supervisor

**Result: Risk of errors**

Employers' liability and other legal issues can stem from a failure to attend to workers' mental health

**Result: Increased costs**

By caring about the wellbeing of our employees and striving to create a physically and mentally safe work environment, we can make our businesses more productive, profitable and safe.

# Thank You

## Questions?

