



## **Welfare Policy**

The Company recognises all their employees to be the most valuable resource and that the health and welfare of all employees is essential in achieving the Company's objectives.

The Company is committed to producing a caring and supportive working environment which is conducive to the welfare of all employees and which enables them to develop towards their full potential.

This policy has been developed to provide a framework for the provision of staff welfare support in line with the National Institute for Health and Care Excellence (NICE) guidelines and with support from MHFA England.

### Roles of Responsibility

All staff have a role to play with regards to their own health and wellbeing at work and are advised to raise any matters of concern. Staff have a responsibility to be sensitive and responsive to the welfare of other colleagues at work. Staff who have a concern regarding their welfare should address this initially with their line manager, supervisor or HR.

Staff also have a responsibility to co-operate as far as possible with any initiatives or recommendations introduced in relation to their welfare and to follow any guidance provided by medical/health professionals.

The Company recognises the importance of the professional relationship between line managers and staff, they have primary responsibility for the welfare of staff under their supervision whilst at work. Managers and supervisors should respond to staff in a supportive manner in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated in a fair, sensitive and confidential manner.

### Occupational health support and referrals

The Company carries out general health screening on induction to ensure physical suitability to a role and so staff can advise of any assistance needed or details of treatment in emergency situations. For example, specialist IT equipment for office based roles or medication required in the event of a medical emergency.

Night workers (all TM operatives) are offered a free health screening annually. This is an optional screening questionnaire that is reviewed by an Occupational Health Professional and may result in a telephone or face-to-face consultation with an Occupational Health doctor.

Occupational Health support and referrals are available through the HR Manager on a case by case basis. Staff that are absent for an extended period may be requested to see or speak to an Occupational Health doctor, please refer to AMB0120 Absence Policy for further details.

### Information, advice and support

The Company offers a free 24/7 helpline and wellbeing app provided by Health Assured that delivers confidential advice and support to staff that have personal, family, medical or work related problems with a view to assisting them to identify solutions.

Information, advice and support are available through HR regarding:

- Company policies and procedures relating to staff health and welfare
- Legislation relating to health and welfare of staff
- Occupational health services and/or medical referrals
- Contact details for support groups and organisations tailored to the individual's welfare needs (see below)

NHS Mental Health Services	<a href="http://www.nhs.uk/servicesdirectories">www.nhs.uk/servicesdirectories</a>
Cruse Bereavement Care	0844 477 9400 / 0808 808 1677
Relate (relationships)	0300 100 1234
FRANK (substance abuse/drugs)	0800 77 66 00
AA (alcohol anonymous)	0845 769 7555
Samaritans	08457 90 90 90

### Confidentiality

The helpline and app provided by Health Assured is a confidential service. Managers and supervisors are also required to conduct meetings in a confidential manner. However, if the manager believes that it is in the interest of the member of staff to consult with another person, such as a more senior manager or HR, the permission of the member of staff will be obtained.

Full confidentiality cannot be extended to disclosures that identify:

- A breach in company regulations (fraud)
- A breach of criminal law
- A situation where an individual may possibly be at risk of harming either themselves or other people

### Training and awareness

A Mental Health First Aid course has been delivered to all people managers to raise awareness of mental health issues and how they should be managed in the workplace. This compulsory course is based on the teachings of MHFA England and further optional training in mental health awareness is being made available to all people managers.

### Financial wellbeing


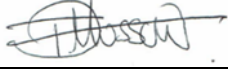
The Company recognises that financial concerns can have far reaching consequences. Staff financial wellbeing is always on our HR agenda and we will always look for opportunities to help our staff salaries go further.

Examples of this include regular wage reviews, performance related bonuses for appropriate roles and salary exchange for pension's contributions. The Company wish to ensure staff feel valued and appreciated for their efforts as well as ensuring salaries remain competitive so we attract and retain quality staff.

### Monitoring, evaluation and review

This policy will be subject to regular monitoring and evaluation at least annually. It will be strategically reviewed or modified as required in light of changing circumstances.

## Revision Status

Revision	Date Issued	Approved By	Signature
1	19.03.19	Terry Musson	
2	12.03.2021	Terry Musson	
3	11.03.2021	Terry Musson	

**Next revision date: 10<sup>th</sup> March 2022**