



Mental Health and Wellbeing Policy

Purpose of this Policy

The purpose of this policy is for NWB Group Ltd to establish, promote and maintain the mental health and wellbeing of all staff through workplace practices, and encourage staff to take responsibility for their own mental health and wellbeing.

NWB Group Ltd believes that the mental health and wellbeing of our staff is key to organisational success and sustainability.

NWB Group Ltd Goals:

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase employee knowledge and awareness of mental health and wellbeing issues and behaviours by delivering regular safety briefs and posting informative poster which cover –
 - The signs and symptoms of stress, mental fatigue – recognising the symptoms
 - Ways of combatting stress, mental fatigue
 - How they can get help – either via the Companies confidential assistance or via NHS Support Service (etc)
- To reduce stigma around depression and anxiety in the workplace.
- To facilitate employee's active participation in a range of initiatives that support mental health and wellbeing.
- To train the Management Team to an appropriate level so that they –
 - Can recognise ways of alleviating stress, mental fatigue within the workplace – this preventing stress in the workplace at its source
 - Can recognise symptoms of stress and metal fatigue within their employees and take appropriate action to alleviate such symptoms
 - Are aware of the support services which can be offered to employees who are showing signs of stress and metal fatigue
 - Be aware and sympathetic to external work triggers of stress and mental fatigue and refer employees to the external support services as required
- To have an open-door policy direct to the Senior Management Team and/or to implement an anonymous means of raising workplace concerns.

Scope

This policy applies to all employees of NWB Group Ltd and as applicable including contractors and casual staff.

Responsibilities

All **Employees** are encouraged to -

- Understand this policy and seek clarification from management where required
- Consider this policy while completing work-related duties and at any time while representing NWB Group Ltd
- Support fellow workers in their awareness of this policy
- Support and contribute to NWB Group Ltd's aim of providing a mentally healthy and supportive environment for all workers.

All **Employees** have a responsibility to -

- Take reasonable care of their own mental health and wellbeing, including physical health
- Take reasonable care that their actions do not affect the health and safety of other people in the workplace.

Managers have a responsibility to -

- Ensure that all workers are made aware of this policy
- Actively support and contribute to the implementation of this policy, including its goals
- Manage the implementation and review of this policy
- Deliver safety briefs to their Employees covering –
 - The signs and symptoms of stress, mental fatigue – recognising the symptoms
 - Ways of combatting stress, mental fatigue
 - How they can get help – either via the Companies confidential assistance or via NHS Support Service (etc)
- Attend applicable training courses and keep up to date with the company procedures for combatting stress and mental fatigue in the workplace
- Be aware and sympathetic to external work triggers of stress and mental fatigue and refer employees to the support services as required.

Line Manager Checklist – Supporting mental health:

- Do you proactively ask your staff about their wellbeing and what support they need?
- Do your staff have a good work/life balance?
- Do you have regular catch-ups with individual team members?
- Do you communicate expectations clearly?
- Do you ensure staff can cope with their workloads?
- Do you praise staff for working hard or well?
- Do you provide opportunities for learning and development?
- Do you feel confident discussing mental health with your staff?
- Do you know how to spot the early warning signs of a mental health problem?
- Do you know how to support staff who have a mental health issue?
- Do you look after your own mental health?

Communication

NWB Group Ltd will ensure that -

- All employees receive a copy of this policy during the induction process
- This policy is easily accessible by all members of the organisation
- Regular stress and metal fatigue safety brief are delivered to the employees
- Stress and metal fatigue informative posters are posted in the workplace
- Employees are informed when a particular activity aligns with this policy
- Employees are empowered to actively contribute and provide feedback to this policy
- Employees are notified of all changes to this policy.
- Individuals must feel that they will be listened to carefully.
- Employees must feel that mental health and wellbeing issues will be taken seriously if they admit to being under too much pressure / having a problem. An open and understanding attitude will encourage individuals to be open and say what the problem is.



- If work related issues are identified can these be resolved?
- If bullying or harassment is involved, then the individual shall be advised of necessary action to be taken.
- The necessary training and support are provided.

Supportive Measures

The Company will look to providing support measures through -

- Raising awareness of mental health / wellbeing in the workplace as a potentially serious issue
- Promoting healthy lifestyle measures
- Promoting fitness of all employees
- **Confidential Competent Counselling Services** will be considered when the circumstances of each situation have been properly assessed and where referral to the Company's Medical Advisor or discussions with the Senior Management Team considers it appropriate.

Policy Monitoring and Review

NWB Group Ltd will review this policy 12 months after implementation and annually thereafter.

Effectiveness of the policy will be assessed through -

- Feedback from workers, the Health and Wellbeing Committee (if applicable), and Management
- Review of the policy by management and committee to determine if objectives have been met and to identify barriers and enablers to ongoing policy implementation.