



# Employee health and wellbeing policy

## Backline Logistics Support Services Ltd

### Introduction

Backline Logistics Support Services Ltd has developed an employee wellbeing policy to manage its obligations to maintain the mental health and wellbeing of all staff. It covers the organisation's commitment to employee health, the responsibilities of managers and others for maintaining psychological health, health promotion initiatives, communicating and training on health issues, the range of support available for the maintenance of mental health, and organisational commitment to handling individual issues.

### Objectives

The aim of this policy is to describe the organisation's commitment to the mental health and wellbeing of employees in its broadest, holistic sense, setting out how the organisation fulfils its legal obligations, the responsibilities of different functions and specialists and the range of services available to help employees maintain health and wellbeing. The organisation recognises that wellbeing and performance are linked. Improving employees' ability to handle pressure and to balance work and home life will ultimately lead to improved individual and organisational performance.

### Organisational commitment

The organisation has legal obligations under health and safety legislation to manage risks to the health and safety of employees. In addition to reducing safety risks, this means operating the business in a way that minimises harm to employees' mental health, for example by ensuring that the demands of jobs are not unacceptable and having policies and procedures in place to support individuals experiencing mental ill health at work.

The organisation will put in place measures to prevent and manage risks to employee wellbeing, together with appropriate training and individual support. It will also seek to foster a mentally healthy culture by incorporating these principles into line manager training and running regular initiatives to raise awareness of mental health issues at work.

### Responsibilities

#### *Organisation*

The organisation has a legal duty of care to employees to ensure health at work, as set out in the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations

1999. The organisation will ensure that its policies and practices reflect this duty and review the operation of these documents at regular intervals.

#### *Line managers*

Line managers will put in place measures to minimise the risks to employee wellbeing, particularly from negative pressure at work. Managers must undergo training on Health and Wellbeing, and use these to mitigate psychological risks in their teams. For example, managers should ensure that employees understand their role within the team and receive the necessary information and support from managers and team members to do their job. Managers must also familiarise themselves with the organisation's policies on diversity and tackling inappropriate behaviour in order to support staff, for example on bullying and harassment issues.

In particular, line managers must ensure that they take steps to reduce the risks to employee health and wellbeing by:

- ensuring that the right people are recruited to the right jobs and that a good match is obtained between individuals recruited and job descriptions/specifications;
- keeping employees in the team up to date with developments at work and how these might affect their job and workload;
- ensuring that employees know who to approach with problems concerning their role and how to pursue issues with senior management;
- making sure jobs are designed fairly and that work is allocated appropriately between teams; and
- ensuring that work stations are regularly assessed to ensure that they are appropriate and fit for purpose.

#### *Human resources*

The HR consultant will develop organisation-wide policies and procedures to protect the wellbeing of employees, assist line managers in supporting individuals, and liaise as appropriate with occupational health and other medical professionals, with the object of helping employees to maintain good psychological health.

Occupational health professionals if involved, will play a critical part in developing rehabilitation plans for employees returning to work after absences related to mental ill health, and work with GPs and line managers on designing jobs and working environments to ensure that rehabilitation is successful. Occupational health professionals will also design and implement health promotion and lifestyle behaviour management programmes, including initiatives on managing pressure and ongoing health conditions at work.

#### *Employee assistance programme provider*

The provider of external employee assistance services [insert details] will alert the organisation's management to clusters or "hotspots" of psychological risk in the organisation, drawing on anonymised data provided by calls to its 24-hour helpline and information from face-to-face counselling with employees.

#### *Employees*

Employees must take responsibility for managing their own health and wellbeing, by adopting good health behaviours (for example in relation to diet, alcohol consumption and smoking) and informing the organisation if they believe work or the work environment poses a risk to their health. Any health-related information disclosed by an employee during discussions with managers, the HR department or the occupational health service is treated in confidence.

### **Health promotion initiatives**

The organisation will develop and run a range of health promotion initiatives designed to raise awareness of health and lifestyle issues affecting mental health and wellbeing. Occupational health professionals and the HR Consultant will have primary responsibility for leading these programmes, but line managers and employees will be expected to participate. These programmes will be evaluated to determine their effectiveness.

The programmes will cover:

- stress management;
- disability awareness;
- bullying and harassment;
- handling violence and traumatic incidents at work;
- lifestyle behaviours, with voluntary screening (for example in relation to alcohol, drugs and smoking); and
- physical activity and fitness.

Employees will also be encouraged to establish clubs and groups designed to foster wellbeing, for example lunchtime walking or running clubs.

### **Training and communications**

Line managers and employees will regularly discuss individual training needs to ensure that employees have the necessary skills to adapt to ever-changing job demands. An examination of training needs will be particularly important prior to, and during, periods of organisational change.

Managers and employees are encouraged to participate in communication/feedback exercises, including stress audits and staff surveys. All employees are expected to be aware of the importance of effective communication and to use the media most appropriate to the message, for example team meetings, one-to-one meetings, electronic communications and organisation-wide methods. The organisation will ensure that structures exist to give employees regular feedback on their performance, and for them to raise concerns.

The organisation will consider special communication media during periods of organisational change.

### **Occupational health support**

Line managers and employees can access occupational health support via the HR Consultant.

Workplace wellbeing services provided by the occupational health team can include:

- workstation assessments;

- pre-employment screening;
- fitness-for-work assessments;
- eye tests for users of visual display screen equipment;
- in-work screening for health risks, including for coronary heart disease;
- vaccination service;
- post-incident support;
- designing and advising on health promotion initiatives; and
- health and safety training.

If employees believe that their work, or some aspect of it, is putting their wellbeing at risk they should, in the first instance, speak to their line manager or the HR consultant. The discussion should cover workload and other aspects of job demands, and raise issues such as identifying training needs.

A referral to the occupational health team will be made if this is considered appropriate after an employee's initial discussion with their manager or the HR consultant. Discussions between employees and the occupational health professionals are confidential, although the occupational health team is likely to provide a report on the employee's fitness to work, and any recommended adaptations to the working environment, to the HR consultant.

Other measures available to support employees in maintaining health and wellbeing include:

- an employee assistance programme;
- procedures for reporting and handling inappropriate behaviour (for example bullying and harassment);
- opportunities for flexible working;
- support for workers with disabilities; and
- the organisation's grievance policy.

The General Data Protection Regulation (GDPR) requires employers to comply with principles for processing personal data, including protecting against unauthorised access of personal data. Personal data that is inappropriately accessed or disclosed may constitute a data breach. The GDPR requires organisations to keep a record of all data breaches and, where the breach is likely to result in a risk to the rights and freedoms of individuals, the organisation must notify the Information Commissioner within 72 hours of becoming aware of the breach. If the data breach results in a high risk to the rights and freedoms of individuals, those individuals must be notified without undue delay.