



EMPLOYEE WELFARE POLICY & PROCEDURES.

PRINCIPLES

The company takes its responsibility seriously when it comes to the health, welfare and safety of all its employees.

With this in mind we have a number of policies in place to ensure that we maintain a safe, happy working environment.

All policies are endorsed by the board of directors. It is expected that all employees will follow the regulations and this policy.

Risk assessments and method statements will be put in place prior to any work been carried out.

1. Statement

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 mission.

The well-being of all employees is of a primary concern by investing in the health and welfare of employees the Company is investing in the efficiency and effectiveness of the organisation.

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.

2. Aim

To provide a framework for the provision of staff welfare and support. This applies to all employees including those that are deemed to be 'field based'. Each departmental line manager is responsible for monitoring staff welfare and bringing any concerns or incidents to the notice of the health and safety committee & directors.

3. Roles of Responsibility

3.1 All staff have a role to play with regards to their own health and well-being at work and are advised to raise any matters of concern to their line manager or health & safety committee member. Staff have a responsibility to be sensitive and responsive to the welfare of other colleagues at work.

3.2 Staff who have a concern regarding their welfare should address this initially to their line manager/supervisor, H&S committee member or directly to the HR department.

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

3.4 The Company recognises the importance of the professional relationship between line managers and staff, they have primary responsibility for the welfare at work of the staff under their supervision. They should respond to staff in a supportive manner taking into account their feelings and difficulties, in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated in a fair, sensitive and confidential manner, at all times they are to be aware of company welfare policy.

3.5 The personnel's department has a responsibility to Management and individual members of staff. Confidential advice and support will be provided to staff that have personal, family, medical or work related problems with a view to assisting them to identify solutions. It is not their role to provide ongoing counselling for staff, the role is to:

- Provide quality listening and helping service, offering support and information
- Intervene and facilitate where appropriate in assisting to resolve welfare problems
- Signpost other areas of specialist support, information and advice.

- To assist with contacting external organisations medical/health professionals and other relevant agencies and to maintain up to date knowledge of welfare discipline

4. Information, advice and support

4.1 Information, advice and support will be provided through both the head of personnel and the H&S consultant, the range of information and advice available will include:

- Company policies and procedures relating to staff health and welfare
- Legislation relating to health and welfare of staff
- Occupational health services/medical referrals
- Contact details for support groups and organisations to tailor to the individuals welfare needs e.g. CRUSE (bereavement), RELATE (relationship and family matters), mental health, FRANK (substance abuse) AA (alcohol anonymous) SAMARITANS (general).

5. Confidentiality

5.1 Individual consultation with any employee will be treated as a confidential service; line managers are also required to conduct meetings in a confidential manner. However, if the company believes that it is in the interest of the member of staff to consult with another person, the permission from the member of staff and a director will be obtained first.

5.2 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
- It is believed that the company may breach any employment or criminal law (EG: Discrimination or Theft)

6. Monitoring, evaluation and review

6.1 The implantation of the policy will be subject to regular monitoring, evaluation and a full review annually.

7. Confidential Contact Numbers:

7.1 The company recognises the following professional bodies and would recommend that these are given to staff in any support that is identified.

NHS Mental Health Services www.nhs.uk/servicesdirectories

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

R. Chappell

18/04/2022

Next Review: 18/04/2023