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1.3 **Mental Health and Well-being Policy**

1. Scope

1.4 **1.1.** This policy applies to all Impress employees.

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1.6 **1.2.** This policy will comply with Health and Safety legislation and best practice guidelines.

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1.8 2. Purpose

1.9 **2.1.** Impress is committed to the protection and promotion of the mental health and well-being of all staff. We understand the positive impact that healthy and engaged employees make to the success of the business.

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1.11 **2.2.** Impress pledges to create an open and honest workplace providing support and help for employees experiencing mental health concerns. We will continuously try to improve the mental health environment and culture of the organisation by identifying, eliminating, or minimising all harmful processes, procedures and behaviours that may cause psychological harm or illness to employees.

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1.13 **2.3.** Impress understands the role it has in ensuring that health and safety legislation is adhered to and undertakes to create a safe workplace where risks to mental health and well-being are limited as far as possible.

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1.15 **2.4.** Impress understands the protection employees with a disability have against discrimination under the Equality Act 2010, including the obligation for employers to make reasonable adjustments for disabled employees.

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1.17 **2.5.** Impress shall continuously try, as far as is reasonably practicable, to promote mental health throughout the organisation by establishing and maintaining processes that enhance mental health and well-being.

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1.19 **2.6.** The overall aim of any awareness initiatives is to encourage employees to be more understanding towards the impact that mental health has in their everyday lives, in work and towards the stresses and strains that they can be subjected to.

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1.21 3. Mental Health Indicators

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1.23 **3.1.** To prevent mental health problems from escalating, early intervention is important. In many cases, obvious indicators that an employee is suffering from a mental health problem may not be present. However, we recognise that early signs may include:

- behavioural, mood or temperament changes, especially when communicating with others;
- decrease in productivity and focus;
- inability to make decisions and problem-solving;
- showing signs of tiredness or being withdrawn and unable to take part in hobbies they usually participate in;
- reducing intake of food or increasing intake of alcohol or cigarettes.

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4. Impress Initiatives

Below are some of the ways in which Impress aims to maintain good mental health through our annual Well-being Programme and Health and safety initiatives:

- Adopt the principles of the HSE Stress Management Standards for employees or groups of employees that it is felt may be affected by stress;
- Hold regular mental health awareness events, to enable employees to explore ways that they can proactively maintain good mental health;
- Encourage participation in national and global awareness events, such as World Mental Health Day;
- Have an open-door policy that encourages employees to raise any concerns about their mental health with their Line Manager;
- Provide systems that encourage predictable working hours, reasonable workloads and flexible working practices where appropriate;
- Ensure all staff have clearly defined job descriptions, objectives and responsibilities and provide them with good management support, appropriate training and adequate resources to do their job;
- Carry out mental health training for all employees, with particular focus on identifying signs of poor mental health in the workforce;
- Provide access to the company's Employee Assistance Programme. Support is available on a range of issues including legal, financial, emotional, health issues and work-related concerns as well as access to a confidential counselling service;
- Ensure Line Managers continually monitor their teams' workloads and working hours to ensure they are not excessive;
- Ensure Line Managers have regular supervision sessions with members of their teams;
- Ensure employees are taking time away from work as appropriate, including annual leave and daily breaks;
- Ensure a physical environment that is supportive of mental health and well-being including a sound, ergonomically designed workstation or working situation with appropriate lighting, noise levels, heating, ventilation and adequate facilities for rest breaks;
- Promote and support opportunities to enhance professional development, identified through the appraisal;
- Provide training for designated staff in the early identification, causes and appropriate management of mental health issues such as anxiety, depression, stress and change management.

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5. Manager Responsibilities

1.26 When a manager identifies that an employee may be experiencing mental health concerns, early intervention will be undertaken. The Line Manager will

1.27 speak with the employee, in a series of meetings if required and encourage the employee to speak openly and honestly about their situation. The meetings will be used to ascertain how the employee may be supported by the Company and whether any adjustments are to be made. Adjustments may be made on a temporary basis. Meetings will be held in complete confidence, save for where information needs to be shared with HR or other Line Managers regarding any adjustments made. The employee will be consulted regarding the details of the information shared.

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6. Employee Responsibilities

1.28 **6.1.** Employees are encouraged to use the confidential telephone counselling service provided via our Employee Assistance Programme for the opportunity to talk to a trained expert on any issues that are concerning them. Any support required by the employee is likely to be known by the employee themselves.

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1.30 **6.2.** Impress actively encourages employees to be open and honest about their mental health and to inform their Line Manager of any issues at an early opportunity to allow these to be addressed if they feel they can. There is also an expectation on all employees to conduct themselves in a helpful and open-minded manner towards colleagues who are experiencing poor mental health.

We are committed to reviewing our policy and good practice annually.

Approved by: The Board of Impress

Date: 12 December 2023

Review Date: 12 December 2025