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The Company's aim is to ensure employees' health and safety at work and that they are not subjected to excessive workloads, onerous working practices or a detrimental work environment. Employees who have high stress levels are more likely to work inefficiently, behave erratically, have low morale and be absent from work. Work performance will then suffer.

The Company is also committed to providing, maintaining and promoting a healthy and supportive working environment and support system to assist the mental health and wellbeing of all staff. The Company recognises that wellbeing and work performance are linked. Improving employees' ability to handle pressure and to balance work and home life will ultimately lead to improved individual and Company performance.

The Company is committed to providing a support system to help minimise and alleviate stress and maintain wellbeing in the workplace. It is the Company's intention to deal constructively and sympathetically with stress. If you feel that your work performance or your health is suffering because of stress-related matters or poor mental health wellbeing, whether those matters are occurring outside the workplace or within the work environment, you should raise this with your line manager in the first instance. Your line manager will arrange a meeting with you to discuss the matter with a view to taking reasonable steps to remove or manage the cause of the stress or poor wellbeing to assist you to deal with it, where practicable. This may include evaluating the amount and complexity of your workload, your work environment and/or referring the matter to a more senior manager who may be in a better position to provide guidance and to take the appropriate steps to assist. Alternatively, if your stress or poor wellbeing is, in your view, entirely work-related, you may if you prefer invoke the Company's grievance procedure.

Measures to support employees

Employees are also encouraged to establish clubs and support groups designed to foster wellbeing.

Employee assistance programme

Employees are also encouraged to seek help themselves from their own doctor or counsellor, or from reputable sources of external advice, such as those listed below. However, please note that if you do not tell the Company you are suffering from stress and unable to cope or if we are unaware that you have a particular problem or vulnerability, we will not be in a position to help you.


Training

We will take such measures as may be necessary to ensure the proper training, supervision and instruction to enable line managers to deal with staff issues relating to stress and wellbeing and to raise awareness of this policy with staff. Line managers will be responsible for ensuring they raise awareness of this policy within the departments for which they are responsible.

Sources of external advice, training and support

Health and Safety Executive stress management standards <https://www.hse.gov.uk/stress/standards/>

ACAS Health and wellbeing workplace guidance <https://www.acas.org.uk/health-and-wellbeing>

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Mind <https://www.mind.org.uk/workplace/mental-health-at-work>

Mental Health at Work <https://www.mentalhealthatwork.org.uk/>

Heads Together <https://www.headstogether.org.uk/programmes/workplace-wellbeing/>

Time to Change <https://www.time-to-change.org.uk/take-action/resources-your-workplace>

Data protection

The Company will process the personal data collected in connection with the operation of this policy in accordance with its data protection policy and any internal privacy notices in force at the relevant time. Inappropriate access or disclosure of personal data will constitute a data breach and should be reported immediately to the Company's Data Protection Officer in accordance with the Company's data protection policy. Reported data breaches will be investigated and may lead to sanctions under the Company's disciplinary procedure.

Reviewed:- 14th October 2025

S.L.Pickles
Director
Serendipity Healthcare Ltd