MENTAL WELLBEING POLICY

Policy Title	Mental Wellbeing Policy	Policy No.	1
Owner	Compliance Manager	Date Issued	January 2026
Author	Compliance Manager	Next Review Date:	January 2027
Scope	This Policy applies to all sectors and functions of ICTS business		
Responsibility	The Policy owner is responsible for ensuring that this policy remains current and up to date and shall formally review the policy on an annual basis.		

Mental ill health and stress are associated with many of the leading causes of disease and disability in our society. Promoting and protecting the mental wellbeing of the workforce is important for individuals' physical health, social well-being and productivity.

Many factors in the workplace influence the mental wellbeing of individual employees, departments and organisations. Understanding and addressing the factors which affect people's mental wellbeing at work have a wide range of benefits, both for individuals and the organisation. Mental wellbeing in the workplace is relevant to all employees and everyone can contribute to improved mental wellbeing at work.

Addressing workplace mental wellbeing can help strengthen the positive, protective factors of employment, reduce risk factors for mental ill health and improve general health. It can also help promote the employment of people who have experienced mental health problems and support them once they are at work. This workplace mental wellbeing policy covers the following aspects of mental health and wellbeing.

Promotion of mental wellbeing of all staff through:

- Providing information and raising awareness about mental wellbeing.
- Providing opportunities for employees to look after their mental wellbeing.
- Promoting policies and practices that promote wellbeing.

Management skills for managers and supervisors to:

- Promote the mental wellbeing of employees.
- Deal with issues around mental health and stress effectively.

Providing support to employees through:

- Providing a work environment that promotes and supports mental wellbeing for all employees.
- Helping, advice and support to people who experience a mental health problem while in employment.

- Support for staff returning to work after a period of absence due to mental health problem.

Helping people get back to work after a period of absence due to mental illness through:

- Recruitment practices.
- Making reasonable adjustments.
- Retaining staff who develop a mental health problem.

Scope:

Mental health problems and stress can affect anyone, regardless of their position in the organisation. This policy applies equally to all employees. The implementation of this policy will also be supported by other health & safety policies e.g., sickness absence, alcohol, drug, substance abuse, bullying and harassment.

Aim of the Policy:

To create a workplace environment that promotes the mental wellbeing of all employees.

Objectives:

To tackle workplace factors that may negatively affect mental wellbeing, and to develop management skills to promote mental wellbeing and manage mental health problems effectively. As an employer we aim to create and promote a workplace environment that supports and promotes the mental wellbeing of all employees. We acknowledge that certain working conditions and practices can negatively affect employees' mental wellbeing, including aspects of work organisation and management, and environmental and social conditions that have the potential for psychological as well as physical harm.

Policy Actions:

- Give employees information on and increase their awareness of mental wellbeing.
- Set employees realistic targets that do not require them to work unreasonable hours.
- Ensure all staff have necessary clearly defined job descriptions, objectives and responsibilities and provide them with good management support, appropriate training, and adequate resources to do their job.
- Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination, and racism.
- Establish good two-way communication to ensure staff involvement, particularly during periods of organisational change. To develop a culture based on trust, support, and mutual respect within the workplace.

As an employer we aim to create and promote a culture where employees can talk openly about their job and mental health problems and to report difficulties without fear of discrimination or reprisal.

- Give non-judgmental and proactive support to individual staff who experience mental health problems.
- Deal sympathetically with staff suffering from mental health problems due to circumstances outside the workplace, and who consequently find it difficult to do their jobs properly.
- Give new employees a comprehensive induction program providing an understanding of the organisation, the established policies and procedures, and the role they are expected to carry out.

To provide support and assistance for employees experiencing mental health difficulties.

- Ensure individuals suffering from mental health problems are treated fairly and consistently and are not made to feel guilty about their problems.
- Encourage staff to consult our Employee Assistance Programme, their own GP or a counsellor of their choice.
- Investigate the contribution of working conditions and other organisational factors to mental ill health and remedy this where possible.
- In cases of long-term sickness absence, put in place, where possible, a graduated return to work
- Make every effort to identify suitable alternative employment, in full discussion with the employee, where a return to the same job is not possible due to identified risks or other factors.

Treat all matters relating to individual employees and their mental health problems in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.

To positively encourage the employment of people who have experienced mental health problems by providing fair and non-discriminatory recruitment and selection procedures.

As an employer we recognise that people who have or have had mental health problems may have experienced discrimination in recruitment and selection procedures. This may discourage them from seeking employment. While some people will acknowledge their experience of mental health issues openly, others may fear that stigma will jeopardies their chances of getting a job.

Given appropriate support, most people who have experienced mental health problems continue to work successfully, as do many with ongoing issues.

- Make it clear, in any recruitment or occupational health check undertaken, that people who have experienced mental health issues will not be discriminated against and that disclosure of a mental health problem will enable both employee and employer to assess and provide the right level of support or adjustment.
- Do not make assumptions that a person with a mental health problem will be more vulnerable to workplace stress or take more time off than any other employee or job applicant.
- Ensure all line managers have information and training about managing mental health in the workplace.
- To recognise that workplace stress is a health and safety issue and acknowledge the importance of conducting risk assessments to eliminate stress or control the risk from stress.
- Provide training in good management practices, including those related to health and safety and stress management.
- Provide Employee Assistance Programme for staff affected by stress caused by work or external factors.
- Provide adequate resources to enable managers to implement the organisation's agreed workplace mental wellbeing policy.

Responsibilities

Everyone has a responsibility to contribute to making the workplace mental wellbeing policy effective. Managers have a responsibility to:

- Monitor the workplace, identify hazards and risks, and take steps to eliminate or reduce these as far as is reasonably practicable.

- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Assist and support employees who are known to have mental health problems or are experiencing stress outside work – for example due to bereavement or separation.
- Ensure staff are provided with the resources and training required to carry out their job.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking and monitor holidays.

Senior management will ensure that staff performing a management or supervisory function have sufficient competence to discharge that function in a manner consistent with the maintenance of mental health in the workplace.

Human resources staff have a responsibility to:

- Provide advice and support to employees and managers in relation to this policy.
- Monitor and report on levels of sickness absence which relate to mental health problems including stress-related illness with Health & Safety and departmental managers.

Employees have a responsibility to:

- Raise issues of concern and seek help from their safety representative, line manager, human resources or use the Employee Assistance Programme.
- Accept opportunities for counselling when recommended.

Human Resources and the Safety Team have a responsibility to:

- Provide specialist advice and awareness training on mental wellbeing.
- Train and support managers in implementing stress risk assessments.
- Support individuals who have been off sick with mental health and stress problems and advise them and their management on a planned return to work.
- Refer individuals to Employee Assistance Programme.
- Monitor and review the effectiveness of measures to promote mental wellbeing.
- Inform the employer and the health and safety committee of any changes and developments in the field of stress at work.

Business Assurance Team should be:

- Consulted on change in practices or work design that could precipitate stress.
- Able to consult with members on the issue of stress, including conducting workplace surveys.
- Involved in the risk assessment process.
- Allowed access to collective and anonymous data from human resources.
- Able to conduct joint inspections of the workplace at least once every three months, to ensure that environmental stressors are properly controlled.

Review and monitoring:

The Human Resources and the Safety Department will be responsible for reviewing the workplace mental wellbeing policy and for monitoring how effectively the policy meets its aims and objectives.

Indicators to measure effectiveness could include:

- Working hours and patterns
- Accidents at work
- Staff complaints
- Staff sickness levels
- Staff turnover
- Use of occupational health or counselling services
- The employee surveys
- Early retirement through ill health
- Exit interviews.



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