



POL/23

Integrated Management System

Last Review: 12th May 25

Next review: 12th May 26

Occupational and Mental Health Policy

H&M Security Services believes that its employees are its most valuable resource and that their wellbeing is vital to effective performance at work and the continued provision of high-quality services. To this end H&M Security Services is committed to providing, maintaining and promoting a healthy and supportive working environment:

- Under the terms of the Health and Safety at Work Act 1974, H&M Security Services has a duty to ensure the health and safety of its employees as far as is reasonably practical.
- The Management of Health and Safety at Work Regulations 1999 place a duty on H&M Security to assess and control the degree of stress in the workplace.
- The Equality Act 2010 places a duty on H&M Security not to discriminate against employees who suffer from a disability under the act which includes long term ill health caused by stress at work.

While H&M Security Services has no control over external or personal factors it is committed to managing stress and risks within its control, and to providing support to employees who are suffering from stress.

Aims of the Policy

- To ensure the physical and mental health of all employees
- To promote a healthy, safe and friendly working environment and control and reduce risks to mental health
- To help provide and maintain a supportive and non-judgmental working environment
- To provide effective support to all employees in managing stress and other mental health problems, and to encourage better recognition of mental health issues
- To recognise that the prevention of stress is easier than dealing with it once it has arisen

Occupational Health

H&M Security Services recognises that it is important to prevent work-related injuries. It is important to understand whether employees are physically suited to the job requirements and where possible amend tasks to make them more accessible. It is also important to identify any pre-existing conditions that may make an employee more at risk of certain hazards. H&M Security ensure we keep all staff up to date with any changes we implement and advise staff on where they can find potential solutions to issues, they may be suffering.

We provide this information by varying means listed below but not limited to:

- Monthly newsletters – Advising staff of external helplines and organisations they can contact for varying issues (For staff that may not feel comfortable approaching employer)
- Toolbox Talks – Advising staff of differing health issue topics and how they can prevent and combat them
- H&M have a trained mental health first aider who is available for all staff (details provided in newsletters, toolbox talks, assignment instructions etc.)

Stress and its Recognition

Stress is a natural reaction to excessive pressure that is experienced by everybody. When stress is experienced consistently over a period of time its effects can become detrimental and lead to further and more serious psychological and physical illnesses. Stress itself can be caused by an infinite number of variables which will vary enormously in different individuals and personal factors like family problems can easily affect an individual's work, while work based factors like bullying, lack of training or poor working conditions can just as easily spill over into the home.

Recognising stress can be difficult as its effects will vary from person to person, but the following signs can sometimes indicate that someone is experiencing difficulty:

- Changes in behaviour
- Indecisiveness



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- Absenteeism

Although H&M Security Services has no control over external factors which may be more difficult to identify the Health and Safety Executive has identified 6 main causes of stress at work which H&M Security Services can affect:

1. Demands made on employees
2. The level of control employees have over their work
3. The support employees receive from managers and colleagues
4. The clarity of an employee's role within the organisation
5. The nature of relationships at work
6. The way that changes are managed

H&M Security Services is aware that stress is easier to manage before it becomes a problem and with that in mind will endeavour to operate in a fashion that takes all the above factors into account and to ensure clear timeframes are given to allow time to plan work. H&M Security Services will also always be open to discuss how an alteration of one or more of these factors might produce a better working environment.

Principles

- H&M Security Services will always listen to any concerns that employees may have. The individuals responsible for such concerns are the H&M Security Services directors. All such concerns will be treated with respect and dignity, and employees will be provided with the necessary information to make informed decisions.
- H&M Security Services recognises that stress and other mental health issues may require periods of sick leave or absence to recover from stress.
- Where necessary H&M Security Services will facilitate the managed return to work of employees who have been absent due to stress.
- All cases will be dealt with in accordance with H&M Securities Services policy on equality and diversity
- All discussions, requests for help and advice will be kept strictly confidential and the information gathered will be held in accordance with the GDPR Policy statement.

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

A handwritten signature in black ink, appearing to read 'Ian Henderson', written over a horizontal dotted line.

Ian Henderson
Managing Director
H & M Security Services