

## Our Mental Health & Wellbeing Policy

### Why do we need this policy?

1 in 4 people in the UK will experience a mental health problem in their lifetime. Mental health problems are common- most are mild, tend to be short term and can be successfully treated through professional therapies, self-help techniques, medication, or a combination of all.

Mental health problems can often be triggered by a difficult life event, such as bereavement, but can also be caused by work-related issues. As an employer who cares it is our duty to promote and protect the mental health and wellbeing of our workforce.

The aim of this policy is to nurture a culture that promotes and supports the mental wellbeing of all Creative UK people. This will cover the following areas:

### Promotion of mental wellbeing, we will:

- ✓ Provide information and raise awareness through our Slack channels, primarily #all-in-this-together
- ✓ Promote policies and practices that support mental wellbeing and spotlight best practice on our dedicated Diversity & Inclusion page on our website

### Support, we will:

- ✓ Signpost to our 'Mental Health Guardians', a pool of employees trained in mental health first aid that can offer support to those who reach out. All contact will be strictly confidential.
- ✓ Provide a work environment that supports mental health and wellbeing and reduces stigma around speaking up when experiencing mental health issues
- ✓ Support for staff returning after a period of absence due to mental health issues
- ✓ Promote our Health Assured Employee Assistance Programme

### Our Manager and Leaders will:

- ✓ Recognise and respond to mental health issues within teams
- ✓ Promote the mental wellbeing of Creative UK employees

### Helping our people get back to work after a period of absence due to mental illness, we will:

- ✓ Make reasonable adjustments such as alternative working patterns
- ✓ Retain and support staff who are experiencing mental health issues

### Scope

Mental health problems can affect anyone, regardless of their position within our organisation. This policy applies equally to all employees within Creative UK. The implementation of this policy will also be supported by our diversity and inclusion, bullying and harassment and professional conduct policies.

### Objective

**To tackle workplace factors that may negatively affect the mental wellbeing of Creative UK employees and to develop management skills to promote mental wellbeing and manage mental health problems effectively.**

**Key actions we take:**

- ✓ Provide employees with information and increase their awareness of mental wellbeing
- ✓ Deliver non-judgemental support to any staff member experiencing a mental health issue
- ✓ Set employees realistic targets that do not require them to work unreasonable hours
- ✓ Ensure all staff have clear job descriptions, objectives and responsibilities, as well as the training to do their job well
- ✓ Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination and racism
- ✓ Offer employees flexible working arrangements that promote their mental wellbeing
- ✓ Ensure good communication between managers, staff and teams

**To provide support and guidance for any employees experiencing mental health issues we:**

- ✓ Ensure staff members with mental health issues are treated fairly and without judgement
- ✓ Check how working conditions and policies are having an effect on mental health
- ✓ Treat all matters in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned
- ✓ Encourage staff to talk to a Guardian, HR, Employee Assistance Programme or GP
- ✓ If a team member has been on long term sickness absence, ensure a gradual return to work with support at each stage

**To encourage employment of individuals who have experienced mental ill-health we:**

- ✓ Show a positive attitude to employees and job applicants with mental health issues, including having positive statements in recruitment literature
- ✓ 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 we have the skills to manage mental health in the workplace

**To recognise that workplace stress is a health and safety issue, and acknowledge the importance of identifying and reducing workplace stressors we:**

- ✓ Provide training in good management practices
- ✓ Provide resources to help managers implement the workplace mental wellbeing policy
- ✓ Provide confidential support and signposting for staff affected

**Responsibilities****Management and Leadership have a responsibility to:**

- Encourage working practices that promote mental wellbeing
- Promote Mental Health Guardians as a point of contact for support
- Ensure good communication between management and staff
- Provide meaningful developmental opportunities
- Ensure employees are provided with the appropriate training and support
- Offer assistance and support for employees who are known to have mental health issues

**Our People team will:**

- Promote Mental Health Guardians as a point of contact for support
- Keep information up to date and relevant
- Organise training and awareness courses on the topic of mental health

- 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

**All Creative UK employees have a responsibility to:**

- Support and contribute to providing a mentally healthy and supportive environment
- Raise issues of concern and seek help from line managers, HR or EAP
- Take reasonable care of their own mental health and wellbeing, including physical health
- Take reasonable care that their actions do not affect the health and safety of other people

**Our 'Mental Health Guardians' have a responsibility to:**

- Spot the early signs and symptoms of mental ill health
- Start a supportive conversation with a colleague
- Listen to the person non-judgementally
- Assess the risk of suicide or self-harm
- Encourage the person to access appropriate professional support or self-help strategies
- Escalate to the appropriate emergency services, if necessary
- Maintain confidentiality as appropriate- unless you identify a risk to the individual or others
- Keep yourself safe and well, and only performing the role at times that are appropriate for your own wellbeing

*At no time does the Mental Health Guardian role supersede company policy: first and foremost, they are all employees of the company*

**Review and Monitoring**

Our People team will be responsible for reviewing the workplace mental wellbeing policy and for monitoring how effectively this policy meets its aims and objectives.

Indicators to measure effectiveness of this policy could include:

- Feedback from staff, including via our annual People Happiness Survey
- Staff sickness, presenteeism and staff turnover levels
- Exit interviews
- Staff complaints
- Use of Employee Assistance Programme/Mental Health Guardians

To ensure it stays relevant, the policy will be reviewed six months after the policy start date, then every year after that.