

Mental Health & Wellbeing Policy

headlam

Talking about feelings can help maintain a colleague's mental health. Colleagues are therefore encouraged to identify someone they feel comfortable with and who will be supportive, and talk to them about how they're feeling.

Colleagues can talk to a professional from Telus Health (formerly Lifeworks) in complete confidence by calling **0800 169 1920**.

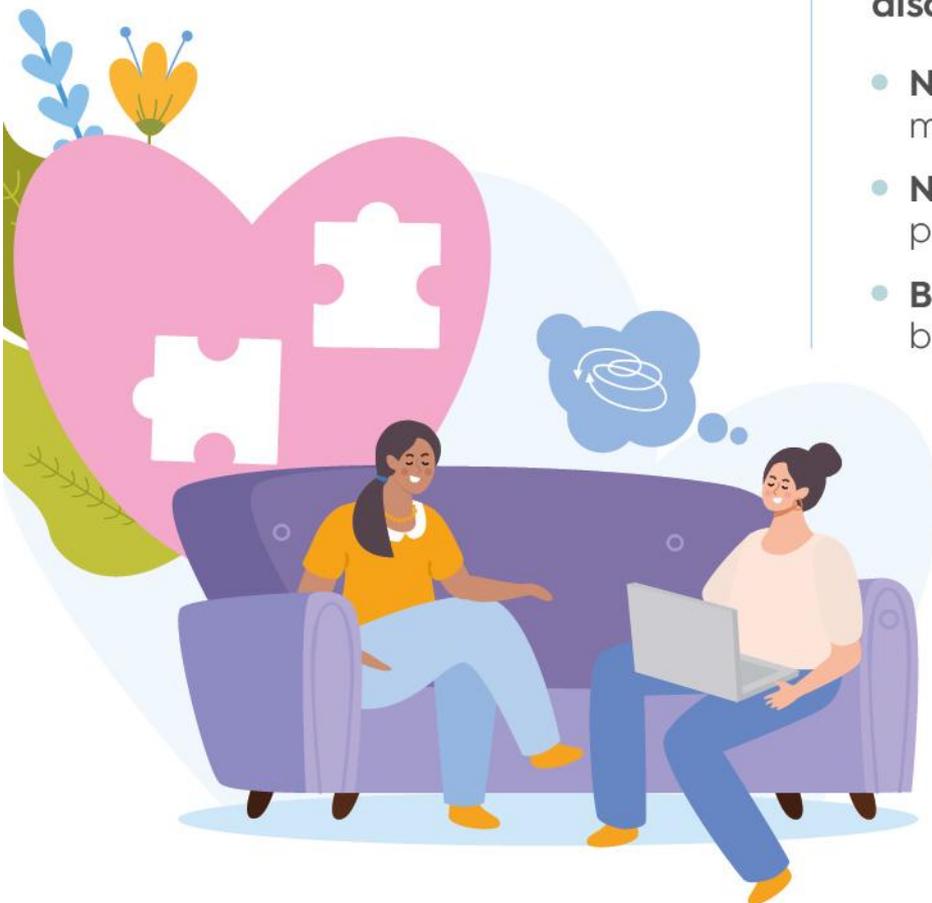
At Headlam we have a number of **Mental Health First Aiders**, to find out who our Mental Health first aiders are please **refer to MyHub** under the **wellbeing section**.



Help Headlam **combat stigma** and **discrimination** by:

- **Not** labelling people who are mentally unwell
- **Not** using disrespectful terms for people with mental ill-health
- **Being** a role model for promoting better mental health.

To help managers **effectively** and **confidently** support their team's mental health and wellbeing, there are **dedicated resources** on the Managers Area in MyHub.





Mental Health and Wellbeing Policy

Purpose:	The mental health and wellbeing of our colleagues is just as important as their physical health, and this policy set out how Headlam will encourage and facilitate working practices and services that support mental health and wellbeing; to minimise wherever possible the impact of work-related stress on all colleagues.
Scope:	<p>This policy applies to colleagues at the Headlam group of Companies, who work in UK Distribution, Head Office or PLC in the UK only.</p> <p>This policy does not form part of any colleague's contract of employment.</p>
Issuing Department:	The HR Department.
Issue/Last Review Date:	March 2026
Date of Next Review (if applicable):	March 2027

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Introduction

Keeping each other safe is our first and most important value at Headlam. This relates to both our physical and mental wellbeing. With this in mind, Headlam operates in a culture of care and concern; committed to protecting the health, safety and wellbeing of our colleagues.

We recognise the importance of identifying and tackling the causes of work-related stress. We also understand personal stress, while unrelated to the workplace, can adversely affect the wellbeing of colleagues at work. We are therefore committed to championing a wellbeing program which encourages and enables colleagues take responsibility for their own wellbeing. This policy sets out the details of that program, and how we will encourage and facilitate working practices and services that support this.

It is important to note that we also recognise that work can have a very positive impact on a colleague's mental health and wellbeing, so it's vital that we promote these benefits to colleagues and nurture a positive culture.

Definitions

Mental Health	Mental Health is a term to describe our emotional, psychological and social wellbeing; it affects how we think, feel and act and how we cope with the normal pressures of everyday life. Positive mental health is rarely an absolute state since factors inside and outside work affect mental health, meaning we move on a spectrum that ranges from being in good to poor mental health.
Stress	<p>Stress is the adverse reaction people have to excessive pressures or demands placed on them. Stress is not an illness, but sustained over a period, it can lead to mental and/or physical illness.</p> <p>Pressures outside the workplace, whether the result of unexpected or traumatic events such as accidents, bereavement, family breakdown or financial worries, can result in stress or poor mental health. They can also compound normal workplace pressures.</p> <p>We recognise that individuals react to similar situations in different ways and that what triggers stress and poor mental health varies from person to person.</p>

Responsibilities

All Colleagues (including Managers)

We all have a responsibility to take care of ourselves and each other. It is therefore the responsibility of all colleagues (including managers) to:

- Take reasonable care of their own mental health and wellbeing and the wellbeing of their colleagues.
- Speak to their line manager in the first instance so that appropriate signposting and support can be put in place. If colleagues don't feel comfortable speaking to their line manager, they may speak to any manager they feel comfortable speaking to or their HR Business Partner.
- Talking about feelings can help maintain a colleague's mental health. Colleagues are therefore encouraged to identify someone they feel comfortable with and who will be supportive, and talk to them about how they're feeling.
- Take advantage of the support measures available, including making use of the employee assistance programme and engaging in any wellbeing initiatives run by the business.
- Help Headlam combat stigma and discrimination by:
 - Not labelling people who are mentally unwell
 - Not be afraid of people who may have a mental illness
 - Not using disrespectful terms for people with mental ill-health
 - Not being insensitive to people with mental illness or blame them
 - Being a role model for promoting better mental health

Managers

All managers have a responsibility to recognise potential issues of mental ill-health, work related stress and the overall wellbeing of the colleagues they manage. They should:

- Be familiar with and treat colleagues fairly and consistently in accordance with this policy and other Headlam policies likely to affect wellbeing.
- Ensure colleagues to engage in wellbeing initiatives run by Headlam.
- Be familiar with colleague support services and contact the relevant HR Business Partner for support and assistance.
- Ensure that all colleagues receive induction, training and development for their job role and, through the colleague review process, receive regular feedback on their progress at work.
- Always operate an open-door policy and encourage colleagues to raise any concerns at any time, and not wait for the colleague review process.
- Make reasonable adjustments in the workplace following advice from the HR Business Partner.

Menopause and Andropause

Menopause

All women will experience menopause at some point during their life. Menopause can also impact trans, intersex and non-binary people who may not identify as female in the same manner. It is a natural event during which they stop having periods and experience hormonal changes such as a decrease in oestrogen levels. Every person's experience of menopause will be different, and the changing hormones can affect physical, emotional and mental health.

Some people might also experience early menopause or go through surgical menopause earlier in their lives. These types of menopause can be medically complicated and should also be considered when supporting a colleague.

All stages and types of the menopause are different, and symptoms can vary from person to person, and range from very mild to severe. Symptoms can start a few months or years before menopause, known as perimenopause, during which the body prepares itself for menopause. On average, most symptoms last around 4 years from the last period. However, around 1 in every 10 women experience them for up to 12 years.

Common symptoms include:

- Hot flushes
- Night sweats
- Difficulty sleeping
- Low mood or anxiety
- Problems with memory and concentration
- Headaches
- Fatigue

This list is not exhaustive and symptoms will vary from person to person.

Colleagues should speak to their GP, nurse or a pharmacist to gain advice and help with their menopause symptoms.

Each of these symptoms can have a significant adverse effect on a colleague's personal life and at work. We appreciate managing symptoms at work can be especially hard where a colleague finds it difficult to talk about menopause at work. Therefore, we ask colleagues who might be experiencing menopause symptoms to which may impact or have an effect on their work, to be as open as possible and speak to their manager. Early notification will help line managers to determine the most appropriate support.

Andropause

Andropause (more commonly clinically referred to as late-onset hypogonadism or testosterone deficiency syndrome) refers to the symptom's men experience as their testosterone production levels decrease with age. Andropause is not the male equivalent to female menopause, however after the

age of 40, testosterone levels start to decline steadily, although it is unlikely to cause any problems. Testosterone levels can also decline due to medications and lifestyle choices

Symptoms that are common in men at this age include:

- Depression
- Anxiety
- Erectile dysfunction
- Mood swings and irritability
- Loss of muscle mass and reduced ability to exercise
- Lack of energy
- Difficulty sleeping or increased tiredness
- Poor concentration and short-term memory

These symptoms are not exhaustive and specific to andropause, however they can interfere with everyday personal life and at work, so it's important to find the underlying cause and work out what can be done to resolve it. Colleagues should speak to their GP, to gain advice and help with their symptoms.

Support

We have a variety of initiatives to support colleague wellbeing such as our colleague assistance program, Telus health. Details of how to access Telus health and other resources are further down in this policy.

Confidentiality

Information about mental health and wellbeing is highly sensitive, therefore all colleagues and managers are responsible for respecting the high level of confidentiality that is required when supporting a colleague.

Respect in the Workplace Policy

Where it is thought that a colleague's wellbeing has been affected by bullying or harassment, the procedure set out in the Respect in the Workplace Policy will be followed.

If colleagues are absent due to work related stress or mental ill health, they should follow the reporting procedure set out in the Attendance Management Policy.

Mental Health First Aiders

A mental health first aider is someone a colleague can call, email, or have a coffee with to quite simply, have a chat. Mental health first aiders provide peer support to colleagues and signpost people to the relevant support and help where appropriate. To find out who our Mental Health first aiders are this can be found on MyHub under the wellbeing section.

Check-Ins

Colleagues and managers can request time to discuss a colleague's goals and expectations, wellbeing, career or development. Colleagues should refer to the Conversations and Appraisals Policy for more information on check-ins.

Engagement Surveys

Engagement surveys will take place across the group to enable our colleagues to give us honest and anonymous feedback.

Employee Assistant Programme (EAP)

Colleagues can talk to a professional from Telus Health in complete confidence. Telus Health are a free and confidential independent Company who support those who are experiencing a wide variety of problems including stress, health concerns, family matters and much more.

Telephone: 0800 169 1920

Website: headlam.lifeworks.com

Username: headlam

Password: lifeworks

Occupational Health

Where there are concerns that work could be affecting a colleague's health or that a health problem could be affecting a colleague's ability to do their job, a referral will be made to occupational health for advice and assistance in managing such concerns effectively. Occupational health can provide specialist advice on work-related stress and wellbeing, support colleagues who have been off work and advise on return-to-work plans, they can also make referrals for additional support for the colleague

Mind

Help and information can also be obtained from Mind, the mental health charity, www.mind.org.uk, telephone 0300 123 3393, or they have a text service: text MIND to 86463.

The Samaritans

The Samaritans also offer a dedicated 24hour support service by phone (116 123, in person (at their local branches, by email or letter. Visit www.samaritans.org.

Supporting our Managers

The role of line managers in colleague well-being is vital. They are often the first port of call for a colleague needing help and are most likely to see warning signs of poor mental health among colleagues.

To help managers effectively and confidently support their team's mental health and wellbeing, there are dedicated resources on the Managers Area in MyHub. Managers should also seek support from their HR Business Partner or a Mental Health first aider in managing colleague mental health and wellbeing.

We appreciate that managers may too feel their wellbeing or mental health has been affected and this should not be ignored. Managers should too follow the guidelines set out in this policy and engage with the support services and any wellbeing initiatives run by the business. Managers should speak with their line manager where possible in the first instance so that appropriate support can be put in place. If managers are open about how they feel in the workplace, it might encourage others to do the same.

End of Policy