

Rigby Morrison FM Ltd – Employee Health and Well-Being Policy

Rigby Morrison FM Ltd, as an employer, has a duty to ensure the health, safety, and welfare of its employees is managed delicately and in accordance with the legal requirements. This duty extends only to those factors which are work-related and within our control. Here at Rigby Morrison, we are passionate about ensuring that our employees are fit and healthy and have a high level of well-being.

Scope

This document forms part of the Company's policy arrangements as well as contributes to the promotion of good health. It encompasses such matters as smoking, alcohol and substance misuse, physical activity, and stress. Rigby Morrison FM Ltd recognises the role we play in supporting staff with improving their health, safety, and well-being. We will fulfil this commitment by:

- Identifying potential hazards or circumstances that might contribute to inappropriate levels of workrelated stress and will conduct risk assessments where appropriate.
- To eliminate or control the risks from such stress.
- Increasing the awareness and understanding of stress-related issues and the importance of good health and well-being through identification, prevention control and monitoring causes of stress at work including, where appropriate training and health promotion.
- Provide statutory mandatory training in all subjects.

Rigby Morrison FM Ltd is committed to providing a working environment that will promote staff wellbeing and good health. The following sections outline specific health and well-being issues.

Smoking

Under the health and safety legislation, Rigby Morrison FM Ltd has a responsibility to ensure the health, safety and welfare of all employees, including the working environment, 'so far as is reasonably practicable.' We are committed to fulfilling this duty by providing a smoke-free environment for all staff. Employees are requested not to smoke immediately outside any work base unless it is a designated or agreed staff smoking area. Rigby Morrison will allow employees who smoke, reasonable smoking breaks, provided these do not prevent them from satisfactorily carrying out their duties and responsibilities or have a significant effect on service delivery. It would then be the expectation of the business that time taken for agreed smoking breaks will be made up from their daily break time/allowance. We are committed to providing opportunities and support for staff that wish to give up smoking. Further information about stop-smoking networks and support can be found on the NHS website

<https://www.nhs.uk/smokefree>

Promoting Positive Mental Health

Rigby Morrison strives to promote a positive working environment and prevent and manage, as far as possible risks to mental health. We recognise there are many challenges in the working environment which can include:

- staff shortages • financial pressures and
- organisational change.

The aim is to ensure that any risks are minimised with good, clear, two-way communication. Managers have a key role in promoting the well-being of their team and ensuring that employees are given regular supervision. In addition, they are given reasonable influence over how they do their jobs, have scope for varying conditions and are given opportunities to develop and fully utilise their skills. Managers should ensure that individuals have clearly defined objectives and responsibilities and are provided with good support, appropriate training, and adequate resources to do their job.

Managers need to ensure that the Working Time Directive 1998 (as amended) is adhered to. It is your right to work in an environment that is not detrimental to your mental health and well-being and not be discriminated against on the grounds of mental health problems. It is your responsibility to protect your own health and safety (including mental health), and that of other colleagues and not to discriminate against or stigmatise those experiencing mental health problems.

It is your responsibility to report matters of concern regarding health and safety, including risks to the mental health of yourself or others, to your line manager. Those suffering from mental distress will be managed fairly and consistently in line with legal legislation and Rigby Morrison's procedures, whatever the cause. All matters relating to individual members of staff and mental health problems will be treated in the strictest confidence. It is our aim to create a culture of support within the workplace where you can talk about mental health problems without the fear of stigma or discrimination.

Remember, it is everybody's responsibility to report any risks, including mental health problems that may put themselves or others at risk. The Absence Management Policy and Procedure should be followed if a member of staff reports any health concern that means that they must take time off work.

Misuse of Drugs and Alcohol

This policy applies to all staff employed by Rigby Morrison FM Ltd. All staff should ensure they are fit to undertake their full range of duties and responsibilities in the workplace. Being under the influence of alcohol or smelling of alcohol whilst on duty is not acceptable and may cause distress to colleagues. Employees must not consume alcohol during contracted working hours including when on call unless authorised by your line manager for a staff event. Alcohol should not be consumed before work or during worktime breaks (e.g., at lunchtime). Any employee driving or using machinery must ensure that they are alcohol free. Employees should be aware that heavy drinking the previous evening may impair their capacity to work the following morning. If you have a problem with alcohol or drugs, or if you have concerns about a colleague, you have a responsibility to raise this with your manager. This will be treated in the strictest confidence where possible. If your manager suspects that you are under the influence of alcohol or drugs whilst on duty, they may relieve you from duties and send you home pending further investigation. You will be invited into a meeting with your manager to discuss the alleged incident. You are entitled to an impartial representative to accompany you at this meeting. (e.g., a Trade Union representative or an employee). The outcome could include being temporarily removed from your duties (suspension of a member of staff from duty will be in line with the Disciplinary Policy & Procedure). The problem will be dealt with as either a health or conduct issue, depending on individual circumstances. Where problems concerning alcohol or drug misuse do not come under the disciplinary rules, then these matters will be subject to the Absence Management Policy and/or Managing Performance. Employees who have recognised they have an alcohol problem may seek help. In some cases, an alcohol/drug problem will be identified by a manager during discussions with the employee relating to sickness absence, poor work performance or other problems. Where a consideration of an employee's work performance reveals an alcohol/drug problem, the manager should initially seek to offer the employee assistance and time to overcome the problem and any more formal management action will be suspended. Incidents, where Rigby Morrison FM Ltd will invoke the Disciplinary Policy would include:

- If you endanger life
- If you adversely affect the well-being of others
- If you damage property
- If you cause distress/disquiet to customers/staff/visitors/other stakeholders •
If you refuse to co-operate with us in relation to this matter
- If you commit an illegal act.

Domestic Abuse

Domestic abuse can be defined as the misuse of physical, emotional, sexual, or financial control by one person over another, who is or has been in a relationship. This includes family members. Domestic abuse can include being threatened with abuse. It can happen in all groups and sections of society which include Race, sexuality, disability, age, religion, culture, class, and mental health. A person has the right to work in a supportive and confidential environment that does not discriminate against or stigmatize if you are experiencing domestic abuse.

You are of course not obliged to tell anyone at work about your domestic situation, but there is a whole range of people within the business that you may find it helpful to talk to, including your manager, and Trade Union representative. It is certainly advisable to talk to someone if you feel that your personal situation is affecting your work.

Managers will provide support by:

- Responding sympathetically and confidentially to members of staff who may be experiencing domestic abuse.
- Giving information about support services which the member of staff may wish to contact.
- Allowing the member of staff time off to visit solicitors and other agencies (paid or unpaid at your manager's discretion)
- Reassuring the member of staff that their job is guaranteed should extended leave be required to flee violence. Finance is often difficult in this situation and an advance on pay may be considered.
- Offering relevant training to the abused member of staff, where appropriate (for example assertiveness training as domestic abuse can affect self-esteem).

Managers will ensure confidentiality by:

- Ensuring discussions will be private and always gaining consent from the individual to share any information – except in cases where there are potential child protection issues which must be reported under safeguarding regulations (See below for more information).
- Reporting of child protection issues: - Where child protection issues are raised: For instance, if a member of staff reveals anything which suggests that a child is at risk from abuse (whether physical, emotional, sexual, or neglected), the manager must discuss concerns with the member of staff and encourage them to contact Social Services. If they feel unable to or refuse, the manager should refer the matter to Social Services, preferably with consent. If the manager has concerns about doing this, they should speak with the company director for clarification.
- Managers have a duty to maintain a secure environment for all employees and this will be made easier if colleagues are aware of potential risks. However, it is important that the manager agrees with the individual on what information can be disclosed. In these circumstances, colleagues that have

knowledge of the situation must be reminded that the information shared is confidential and there are risks to the member of staff if it is disclosed.

- Ensure that all team members are aware that under no circumstances should the workplace or personal details of individuals be divulged unless consent is given by the individual concerned.
- Information contained in the staff members' personal files will not be divulged to anyone without the permission of the individual and the manager.

Whilst bearing in mind the confidentiality arrangements detailed above, managers will ensure safety by:

- Reminding employees not to divulge any information about other staff members, especially personal details such as telephone numbers, addresses or meeting details.
- Drawing up an agreement with the person experiencing abuse about what information can be disclosed to their colleagues and how they should respond when dealing with contact from the abuser. Providing colleagues with a photograph and other relevant details of the abuser e.g., car make and registration.
- Making sure that the systems for recording staff's whereabouts are adequate and if work requires going out of the office/department, considering how to minimise the risks.
- Considerations may need to be taken for when a member of staff must leave work at the end of their day.
- Recording any incident using the incident report forms. Bear in mind that these reports may be used in court or civil proceedings. Details of all witnesses should also be included in these records.
- Ensuring staff are aware of procedures for dealing with violence/threatening incidents.
- Arranging security if needed for members of staff working alone.
- Seeking redeployment for a member of staff if they request a change of work site.
- Considerations may need to be taken for changes in working hours or other temporary measures.
- Establishing how to contact the member of staff outside of work; contacting them at home may not be appropriate.
- Managers will record a summary of any discussion together with any agreed outcomes. The manager should keep this confidentially on their own files.

If a member of staff is convicted of domestic abuse and this clearly conflicts with their role within Rigby Morrison FM Ltd, appropriate action will be taken. Advice should be sought from the Managing Director.

Outdoor Working – Sun Exposure

Rigby Morrison FM Ltd is committed to ensuring we care for our employees. This will include guaranteeing that employees are fully educated and aware of the hazards surrounding working outdoors. If an employee is exposed to more sunlight than is considered healthy (20 minutes) then we have a duty of care to ensure appropriate precautions are taken. These precautions will include:

- The supply of Hats through uniform orders.
- Sunscreen is offered to all employees who work externally and can be obtained via the direct management team at your site.
- Extra water will be supplied, and in extreme heat cases, extra breaks may be applied at your manager's discretion.

Further guidance and information can be found on the HSE website or on the sun smart website at www.sunsmart.org.uk.

Statement of Compliance with the Equality Act 2010

All relevant persons are required to comply with this document and must demonstrate sensitivity and competence in relation to the nine protected characteristics as defined by the Equality Act 2010. The Act prohibits discrimination on the basis of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex or sexual orientation. It also means that each manager or member of staff involved in implementing the policy must have due regard to the need to eliminate unlawful discrimination, harassment, and victimisation. If you, or any other group, believe you are disadvantaged by anything contained in this document please contact The Managing Director.

Monitoring Compliance and Effectiveness

The policy and procedure will be reviewed periodically by the office manager in conjunction with operational managers and trade union representatives. Where review is necessary due to legislative change, this will happen immediately.

Review

This policy will be reviewed every 3 years but can be reviewed at any time if the business deems it necessary to do so or a review is requested by management or employees.

Signed:



Andrew Shepherd
Managing Director
Rigby Morrison FM Ltd.
02 March 2025