

Mental Health & Wellbeing Policy

Introduction

At Advance TRS Ltd., we recognise that mental health is as important as physical health. Mental health challenges can significantly impact an individual's happiness, productivity, and collaboration. Our Mental Health & Wellbeing Policy outlines the provisions we have in place to prevent and address mental health issues among our employees.

Our goal is to foster a supportive and healthy workplace where everyone feels valued, appreciated, and treated fairly. Mental health challenges and stress can affect anyone, regardless of their role or position within the organisation.

The **Group Business Operations Director**, in collaboration with the **Mental Health First Aider**, is responsible for communicating this policy and ensuring its effective implementation. We actively consult employees, senior management, and mental health professionals to regularly review and enhance this policy.

Understanding Mental Health Issues

Mental health issues in the workplace refer to conditions that affect employees' emotional and psychological well-being. These conditions may range from mild depression and stress to severe anxiety, burnout, or substance abuse.

Mental health issues manifest differently for each individual. While some may experience physical symptoms such as increased blood pressure, lethargy, or changes in eating habits, others may have no visible physical signs.

Common Factors Contributing to Mental Health Issues

While some causes of mental health challenges may be beyond an employer's control (e.g., hereditary factors or personal circumstances), workplace-related factors can contribute, such as:

- Job insecurity
- Excessive workload or pressure
- Poor work-life balance
- Lack of appreciation
- Hostile workplace conditions
- Unsatisfactory job roles or responsibilities
- Strained relationships with colleagues or managers

At Advance TRS, we strive to identify and address workplace factors that may contribute to mental health challenges.

Company Actions

We are committed to:

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Advance TRS Ltd. Womersley House, The Guildway, Old Portsmouth Road, Guildford GU3 1LR
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- Treating mental health concerns with seriousness and empathy.
- Proactively identifying and addressing potential issues.
- Supporting employees facing mental health challenges.
- Creating a positive and inclusive workplace environment through collaboration with managers, employees, unions, and health experts.

Promoting Mental Health Awareness

To raise awareness and reduce stigma around mental health, we will:

- **Host Quarterly Awareness Sessions:** Regular workshops for employees and managers on recognising mental health challenges, eliminating stigma, and accessing support.
- **Provide Mental Health Training for Managers:** Our Mental Health First Aider delivers annual training sessions to equip managers with the skills to support their teams effectively.
- **Offer Resources:** Employees can access articles, videos, and infographics on mental health via the company intranet.
- **Communicate Available Support:** Regular updates on support resources will be shared through the monthly internal bulletin and the intranet's Wellness Page.
- **Provide Counselling & Professional Support:** A confidential Employee Assistance Helpline is available to all staff from day one, along with access to additional healthcare services through our Health Insurance Programme (for enrolled employees).

Roles and Responsibilities

Managers

Managers play a key role in supporting mental health and are expected to:

- Monitor the workplace for risks or hazards and address them proactively.
- Foster clear communication between management and staff, especially during organisational changes.
- Provide support to employees experiencing mental health challenges or external stressors, such as bereavement or separation.
- Ensure employees have the resources and training required to perform their roles effectively.
- Monitor workloads to prevent excessive pressure.
- Encourage staff to use their full holiday entitlement and maintain a healthy work-life balance.
- Provide meaningful development opportunities for team members.

Human Resources (HR)

HR will:

- Organise training sessions and awareness initiatives on mental health in collaboration with experts.
- Offer guidance and support to employees and managers in implementing this policy.
- Monitor and report mental health-related absence data, working with occupational health services and departmental managers as needed.

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Employees

Employees are responsible for:

- Raising concerns about their mental health with their line manager, HR, or the Mental Health First Aider.
- Seeking support when needed, including using the Employee Assistance Programme.
- Participating in recommended counselling or other support initiatives.

Mental Health First Aider

The Mental Health First Aider will:

- Provide expert advice and raise awareness about mental well-being.
- Deliver training sessions on stress management and mental health awareness.
- Support employees returning to work after mental health-related absences and guide their reintegration.
- Refer employees to workplace counsellors or specialist services when needed.
- Monitor and evaluate the effectiveness of mental health initiatives and report updates to senior management and the health and safety committee.

Andy Ridout



Managing Director

January 2025

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