

Health & Wellbeing Policy – Mayflower Active

Mayflower Theatre - January 2022

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1. Introduction

Both an employer and individual employees have obligations to ensure, so far as is reasonably practicable, everyone's health, safety, and welfare at work. Mayflower Theatre has a duty of care towards its employees. However, it is necessary that, as with any successful workforce, everyone takes a share of responsibility towards the health and safety of others. The Health and Wellbeing Policy outlines our commitment towards this.

We recognise that the benefits of achieving high levels of wellbeing include; higher productivity, reduced sickness absence, reduced number of accidents at work, better attraction and retention of staff, improved staff engagement and motivation. We believe that we should look at each wellbeing area to promote a healthy workforce across the Theatre.

The measures currently available to support permanent employees in maintaining good health and wellbeing include:

- Medicash/Aviva;
- an employee assistance programme;
- flu vaccinations;
- eye care vouchers;
- occupational sick pay scheme;
- pension scheme
- discounted gym membership;
- complimentary and discounted theatre tickets;
- discounts in the theatre bars;
- child care vouchers;
- procedures for reporting and handling inappropriate behaviour (for example bullying and harassment);
- opportunities for flexible working;
- support for workers with disabilities;
- financial support available for various activities.

Through Mayflower Active we will continue to develop and run a range of health promotion initiatives (subject to demand) designed to raise awareness of health and lifestyle issues affecting mental and physical wellbeing. The HR department will have primary responsibility for leading these programmes, but Line Managers and employees will be encouraged to participate and take ownership. These programmes will be regularly evaluated to determine their effectiveness.

These initiatives will include:

- health screening/hearing tests
- subsidised massage and other similar treatments
- workshops on healthy eating and fitness
- sessions on mindfulness and meditation
- lunchtime groups and activities including walking club, book club, slimming club, language classes, dance classes and other activities (or timings to suit)
- blood donation

2. Who is this policy for?

This policy applies to Mayflower Theatre employees.

3. Who is responsible for what?

Our Responsibilities:

Mayflower Theatre will take all reasonable steps within its power to:

- Comply with the requirements of the *Health & Safety at Work Act (1974)*, associated regulations and any other relevant health and safety legislation.
- Maintain safe access to a healthy and risk-free workplace.
- Ensure all workplaces, workstations and equipment are safe.
- Provide adequate welfare facilities and support.
- Provide sufficient information, instruction, training, and supervision to enable employees to avoid hazards and to contribute positively to the health and safety of everyone while at work.
- Comply fully with the requirement for elected Health and Safety representatives and training to fulfil their functions. Details of elected safety representatives e.g. First Aiders, will be available on notice boards and SharePoint.

Your Responsibilities:

As an employee you are required to help us to maintain standards by:

- Taking reasonable care of your own health and safety and that of others who may be affected by what you do or do not do.
- Correctly using any equipment.
- Wearing appropriate clothing and footwear including Personal Protective Equipment as necessary.
- Co-operating with us on health and safety and adhering to health and safety policies.
- Not interfering with, or misusing, anything provided for your health, safety or welfare.
- Reaching out to your Line Manager or the Health & Safety Manager if you have any concerns about yours, or a colleagues, health, safety or welfare.

Please be aware that any breach of Health and Safety Policies may lead to disciplinary action being taken.

Please point out to your Line Manager anything that could be considered as a danger to yourself or colleagues. You should also ensure that you are aware of all fire exits and the actions that should be taken in the event of an emergency evacuation.

4. Procedural Considerations

First Aid

The first aid boxes are maintained and kept in on each floor. There are a number of appointed first aiders, and a current list of first aiders can be found on notice boards, reception, stage door and on the company Intranet.

Accidents

All accidents, no matter how minor, must be reported immediately to a Line Manager and logged on My Compliance. These records are reviewed regularly to prevent similar accidents happening in the future.

Eye Care

Under the *Health & Safety (Display Screen Equipment) Regulations 1992*, Mayflower Theatre is obliged, under certain circumstances, to provide eye tests to staff, and where deemed

necessary, provide suitable corrective appliances (usually spectacles). If you require a DSE assessment, please contact your Line Manager.

Definition of User

It will generally be appropriate to classify someone as a Display Screen Equipment User if most or all of the following criteria apply:

- The individual depends on the use of display screen equipment to do the job, as alternative means are not readily available for achieving the same results;
- The individual has no discretion as to the use or non-use of the display screen equipment;
- The individual normally uses display screen equipment for continuous spells of an hour or more at a time;
- The individual uses display screen equipment in this way more or less daily;
- The performance requirements of the job demand high levels of attention and concentration by the user, for example, where the consequences of error may be critical.

Procedure

Eye tests will be organised through a local optician and Mayflower Theatre will pay for the test. To be cost-effective and to simplify the process, tests will be available only through Mayflower Theatre's appointed optician, currently Specsavers.

Contact the HR department to obtain an eye care voucher.

Should you require glasses specifically for Visual Display Use (VDU); Mayflower Theatre will follow the procedure of other employers and pay for the standard issue spectacles. Should you wish to purchase more expensive frames, Mayflower Theatre will contribute the amount for the standard issue; you would then be required to pay the difference.

Should the optician recommend use of spectacles because of general or other specific eyesight problems, Mayflower Theatre will still pay the cost of the eye test but will be unable to provide payment for spectacles.

Individuals wishing to undertake eye tests should speak with their Line Manager. You should then make your own appointments.

Manual Handling

Many injuries that happen at work are caused by failure to move or handle objects safely. You can protect yourself and minimise the risks by following these guidelines:

- Assess how heavy or awkward the item is and, if appropriate, ask for help.
- Plan how to hold the object and get a good grip (wear gloves if necessary).
- Stand close to the object with your feet apart and spread your weight evenly. Bend your knees and lift with your legs keeping your back in a natural line.
- Lift smoothly and keep the load close to your body. Avoid twisting your body.
- When carrying an object keep your arms tucked in and make sure you can see where you are going.
- If equipment is provided, make sure you use it correctly.

Manual handling training is provided for new starters via the iHASCO online system and then refreshed every 3 years.

5. Mental Health

Stress management

Mayflower Theatre is an inclusive employer, and we are committed to providing you with the support and assistance necessary to enable you to carry out your job duties in an environment that is as stress-free as possible. Mayflower Theatre's aim is to ensure your health and safety at work and that you are not subjected to an excessive workload, bullying, onerous working practices or a detrimental work environment.

Mayflower Theatre recognise that stress affects people differently. If you feel that your work performance or your health is suffering because of stress-related matters, whether those matters are occurring outside the workplace or within the work environment, you should first raise this with your Line Manager. Your Line Manager will arrange a meeting with you to discuss the matter with a view to taking the appropriate steps to remove the cause of the stress or to assist you to deal with it. This may include evaluating the amount and complexity of your workload, your work environment and/or referring the matter to a more Senior Manager who may be in a better position to provide guidance and to take the appropriate steps to assist.

Mental Health

Mayflower Theatre recognises the prevalence and significance of mental health concerns. This policy uses the term 'mental health concern' to include signs of stress and anxiety, and mental health conditions that have been diagnosed by a medical professional, such as depression or PTSD. We encourage you to speak to your Line Manager or colleagues about any mental health concerns you may have, as it may help you and others in the same situation.

Mayflower Theatre understands the positive impact that healthy and engaged employees make to the success of the business. As such, Mayflower Theatre pledges to provide initial, and ongoing, support and help for employees going through mental health concerns. The purpose of this policy is to assist with creating an open and honest workplace where Line Managers and employees can discuss mental health concerns, and to ensure the necessary support is known and offered to employees when needed.

Legal obligations

Mayflower Theatre understands the role it has in ensuring that health and safety legislation is adhered to. Mayflower Theatre creates a safe workplace where risks to mental health and wellbeing are limited as far as possible. Additionally, Mayflower Theatre understands the protection employees with a disability have against discrimination under the Equality Act 2010, including the obligation for employers to introduce reasonable adjustments for disabled employees.

Recruitment

All employees are required to undertake an online medical questionnaire prior to joining. If any medical issues are flagged then these will be discussed with the HR department. If anyone has a particular medical condition e.g. epilepsy, diabetics etc. it is expected that these will be disclosed to the HR department. Everyone is encouraged to disclose any medication that is being taken. All information will be treated in strict confidence but the HR department may request certain information being provided to the relevant first aiders.

Indicators

To prevent mental health concerns escalating, early intervention is important. In many cases, obvious indicators that an employee is suffering from a mental health concern may not be present, however, early signs can include:

- behavioural, mood or temperament changes, especially when communicating with others;
- decrease in productivity and focus;

- inability to make decisions and problem solving;
- showing signs of tiredness or being withdrawn and unable to take part in hobbies they usually participate in;
- reducing intake of food or increasing intake of addictive or unhealthy substances.

Line Manager Responsibilities

If an employee raises, or they are raised on their behalf or for their own welfare, mental health concerns, Line Managers should be open, welcoming and friendly. They should invite the employee to an initial private discussion and ask them to talk openly about their mental health concerns. These discussions can become more frequent at the employee's discretion. The Line Manager should not make presumptions about how the mental health concern is impacting on the employee personally and professionally. Initial action should be to check how the employee is getting on at work, in the same manner as if the employee was suffering from a known physical health concern.

Employee responsibilities

Any support required by the employee is likely to be known by the employee themselves. Mayflower Theatre actively encourages employees to be open and honest about their mental health and to inform their Line Manager of any issues at an early opportunity to allow these to be addressed. There is also an expectation on all employees to conduct themselves in a helpful and open-minded manner towards colleagues who have mental health concerns.

Action planning

Where a Line Manager identifies a mental health issue, they should support the employee to create a personal wellness action plan that provides for proactive management of their mental health. This will support ongoing open communication between Line Managers and employees and will result in mutually agreed steps being set in place that can be monitored on an ongoing basis.

A wellness action plan should cover:

- actions and measures that can support the employee's mental health
- symptoms and triggers for poor mental health
- the impact mental health concerns have, or could have, on the employee's performances
- any workplace supported required from their Line Manager or colleagues
- any positive actions the employee can take when suffering from poor mental health
- a review process to ensure the workplace support is having the required effect.

To ensure the plan meets the employee's requirements, it should be drafted by the employee themselves, with medical support as necessary, and then set in place with their Line Manager. Any information in the plan, and the plan itself, should be kept confidential and reviewed on an ongoing basis by both the employee, their Line Manager and HR.

Workplace adjustments

Mayflower Theatre will endeavour to consider all reasonable workplace adjustments for any employee who is experiencing a mental health issue(s). Please see the Reasonable Adjustments Policy for more information.

Managing absence and return to work

Where the employee is absent by reason of their mental health concerns, their Line Manager will adhere to the Sickness and Absence Policy.

Confidentiality

Information concerning an employee's mental health is classed as a special category of personal data. This information will only be disclosed to others in line with Mayflower Theatre's policies on data protection which are available within this handbook.

Employee Assistance Programme

Our Employee Assistance Program (EAP) policy outlines our provisions for supporting our employees through hardships, worries and crises in their personal or work lives.

EAPs are confidential counselling programs that help employees and their families cope with stress, mental illness and other issues. They are part of our broader Mental Health Policy.

We strive to ensure our employees are healthy both mentally and emotionally. Whether it's a slight feeling of worry or a more serious problem, we want employees to feel free to reach out to our EAP.

Scope

This policy applies to all our employees. Employees' children and spouses/domestic partners may also benefit from our program's services.

Health Assured manages our EAP and is responsible for updating Line Managers and employees on relevant changes. Union representatives are aware of this programme, so they can assist their union members.

What is the scope of issues the EAP addresses?

Our EAP can help employees with various work-related and personal problems. Examples are:

- Personal worries, doubts or fears
- Grief (death, mourning, separation)
- Work-related stress/ problems with colleagues
- Addiction (e.g. substance abuse, gambling, smoking)
- Domestic violence
- Health issues
- Financial problems
- Retirement

This list isn't exhaustive. Our EAP supports anyone who experiences problems that affect their well-being and work performance.

Also, our EAP is open to those who need advice on how to assist someone else (colleague, friend or family member).

To communicate our EAP and encourage employees to use it, leaflets are on notice boards and on the Intranet.

How employees can access our EAP

Free 24 Hour Confidential Helpline 0800 030 5182

Full details are on SharePoint.

6. Other policies you may find useful

- Bullying, Harassment & Discrimination Policy
- Capability Policy
- Family Friendly Policies
- Diversity and Inclusion Policy
- Mid-life/Menopause Policy
- Reasonable Adjustments Policy
- Recruitment Policy
- Sickness & Absence Policy