

Employee Wellbeing Policy

Version Number	2
Revision Date	29 January 2024
Department	Business Support and Transformation
Author	Head of HR and OD
Reason for Policy Creation/Revision	Development following introduction of our annual wellbeing programme
Data Protection	This policy complies with our data protection policy and procedure
Equalities	This policy ensures that we have equal protection in place for our employees
Sustainability	N/A
Proof Read By	Health, Safety and Wellbeing Manager
Date Approved	31 January 2023
Approved By	SMT
Next Review Due	31 January 2026 or following legislation changes
Audience – Training and Awareness Approach	An awareness campaign will be required
Effective Date	6 February 2023
Internal References – Policies & Procedures (Located on The Hub)	Dignity At Work Policy Equality, Diversity and Inclusion Policy Family Friendly Policy Maximising Attendance Policy People and Engagement Strategy Time Off Policy Violence at Work Policy
External References	ACAS HSE

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1. Policy Purpose

- 1.1 Hanover has developed an employee wellbeing policy as part of its care and commitment to employee health and wellbeing.
- 1.2 The policy sets out the key roles and responsibilities of everyone, including managers and employees, to help facilitate positive health and wellbeing in Hanover. This policy operates in accordance with our People and Engagement Strategy and recognises the importance of placing wellbeing at the heart of everything we do. By having knowledge of our wellbeing resources and programmes, our managers will be able to demonstrate strong leadership, role modelling our values and behaviours framework and empower our employees to do their best work, enhancing the customer experience along the way.
- 1.3 Hanover is fully committed to its legal obligations under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 to manage risks to the health and safety of employees. In addition to reducing safety risks, this means operating in a way that maximises positive health and wellbeing for our employees.
- 1.4 Hanover will put in place measures that prevent and manage risks to employee wellbeing as well as developing an Annual Wellbeing Programme that enables our employees to adopt good self-care practices and, in turn, be happy, present, and supported at work. This will be accompanied with appropriate training and individual support which seeks to foster a wellbeing first approach. By incorporating these principles into training, leadership development programmes and regular wellbeing initiatives, we will be able to normalise conversations about wellbeing issues at work and ensure that this becomes a visible part of our culture.

2. Employee Responsibilities

- 2.1 Wellbeing is very much a two-way responsibility and so employees must take responsibility for managing their own health and wellbeing by adopting good self-care practices. This may include diet, alcohol consumption and smoking and informing us if they believe their individual work or work environment poses a risk to their health and wellbeing. Any health-related information disclosed by an employee during discussions with managers, the HR Team or the occupational health service is treated in confidence.

3. Hanover Responsibilities

- 3.1 Hanover has a legal duty of care to employees to ensure positive health and wellbeing at work, as set out in the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. We will ensure that our policies and practices reflect this duty and continue to regularly review our wellbeing support networks and resources. Any changes to process or practise shall be linked to our Health, Safety and Wellbeing Plan.

4. Manager responsibilities

- 4.1 Managers will put in place measures to minimise risk to employee health and wellbeing, particularly from negative pressure at work. For example, managers should ensure that they and the employee understand roles within the team and receive the necessary wellbeing information, training and support.
- 4.2 Managers, together with employee input and feedback, should use our one-to-one framework as an opportunity to discuss and capture individual wellbeing needs. Managers are encouraged to engage in learning and development opportunities to support them to hold wellbeing-led conversations during one-to-ones, ensuring that an empathetic and

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people first approach is adopted. Wellbeing conversations, however, are not limited to one-to-ones and managers should use their discretion and best judgement as to when a wellbeing check-in may be required, based on the knowledge and relationship they have with the employee.

- 4.3 It's important that managers familiarise themselves with our policies on Equality, Diversity and Inclusion and Dignity at Work and ensure that they are tackling inappropriate behaviour to support employees, for example, on bullying and harassment issues.
- 4.4 Managers should take steps to reduce the risks to employee health and wellbeing by:
- ensuring that the right people are recruited to the right jobs and that a good match is obtained between individuals recruited and job descriptions/specifications.
 - keeping employees in their team up to date with changes at work and how these might affect their job and workload.
 - ensuring that employees know who to approach with problems concerning their role and how/when to pursue issues.
 - making sure jobs are designed fairly and that work is allocated appropriately between teams.
 - ensuring that workstations are regularly assessed to ensure that they are appropriate and fit for purpose.

5. Annual Wellbeing Programme

- 5.1 To support the responsibilities set out in this Policy, Hanover will make an Annual Wellbeing Programme available each financial year. This will sit on our Wellbeing HAPI site and be communicated and shared with all teams for the year ahead. We will do so via email, posters and other appropriate communications, with managers being encouraged to place this plan on local noticeboards and discuss in team meetings.
- 5.2 Our Annual Wellbeing Programme, led by the wellbeing group and not to be confused with our Health, Safety & Wellbeing Action Plan, will outline the campaigns, events, and initiatives we will be supporting and incorporating into our yearly wellbeing programme. To ensure a holistic approach is taken, this plan will ensure equal coverage of our five wellbeing pillars which are, emotional wellbeing, financial wellbeing, mental wellbeing, physical wellbeing and social wellbeing. Facilitated campaigns and events will be informed by employee feedback, including from planned surveys and our employee engagement activities.
- 5.3 By taking a proactive and planned approach to wellbeing, we can give our employees awareness and knowledge of the wellbeing events and initiatives that we have planned for the year ahead, helping to maximising their attendance and engagement with these sessions which we hope will deliver positive and meaningful experiences.
- 5.4 The Annual Wellbeing Programme will be frequently monitored and evaluated as wellbeing initiatives are delivered. Attendees to our wellbeing sessions will be sent individual evaluation forms to comment on their experiences which may result in the Programme being adapted so that approaches to wellbeing continue to develop and adapt to feedback.

6. Occupational Health and Employee Assistance

- 6.1 Our occupational health provider will provide a comprehensive service designed to help employees stay in work, or to return to work, after experiencing issues relating to their health and wellbeing.

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This will include preparing medical assessments of individuals' fitness for work following referrals, liaising with healthcare professionals and working with the employees themselves to help them maximise their time at work, and, in turn, retain employment.

- 6.2 Occupational health will play a critical part in supporting us to develop rehabilitation plans for employees returning to work after absences related to wellbeing, particularly mental ill health.
- 6.3 Hanover will work with our occupational health provider to design and implement health promotion and lifestyle behaviour management programmes, including initiatives on managing pressure and ongoing health conditions at work.
- 6.4 Workplace wellbeing services provided by the occupational health provider can include but are not limited to:
 - Pre-employment screening.
 - Night worker health assessment.
 - Fitness-for-work assessments.
 - Post-incident support.
 - Designing and advising on health promotion initiatives; and discussions between employees and the occupational health professionals are confidential, although the occupational health team is likely to provide a report on the employee's fitness to work, and any recommended adaptations to the working environment, to the HR Team.
- 6.5 Other measures available to support our employees in maintaining their health and wellbeing include, but are not limited to:
 - The Wellbeing HAPI site.
 - Annual Wellbeing Programme (our yearly programme from the wellbeing group which sets out Hanover's wellbeing programme for each specific year).
 - Employee benefits platform including health cash plan, cycle to work scheme, Techscheme and high street discounts.
 - Occupational Health services.
 - An employee assistance programme.
 - Mental health first-aiders.
 - Procedures for reporting and handling inappropriate behaviour (for example bullying and harassment).
 - Wellbeing Action Plans.
 - Special leave arrangements.
 - Opportunities for flexible working, including from day one of employment.
 - Support for workers with disabilities.
 - A return-to-work plan for employees returning from absence, particularly long-term cases

7. Wellbeing Group

- 7.1 Hanover has a Wellbeing Group which will meet on a cyclical basis to deliver our Annual Wellbeing Programme. The group will be composed of as many different teams as possible to encourage equality, diversity and inclusion. Members of the group will be required to demonstrate a vested interest in wellbeing, bringing ideas and suggestions to discussions and attending at least one meeting per business quarter. Each member of the wellbeing group will be given responsibility to deliver a wellbeing campaign or initiative set out in the plan, ensuring good planning, delivery and evaluation takes place.

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- 7.2 The Annual Wellbeing Programme will set out a range of health and wellbeing initiatives to promote awareness events, campaigns and any other health, wellbeing and lifestyle issues that our employees wish to see featured within our wellbeing programme.
- 7.3 Hanover will facilitate initiatives in discussion with employees as part of the development of our wellbeing programme and because of any surveys that we undertake. Our wellbeing programme will be regularly evaluated to determine their effectiveness.
- 7.4 Each of our yearly Wellbeing programmes will include coverage and promotion of the following 'pillars of wellbeing', although this list is not exhaustive:
- **Emotional Wellbeing** including practical advice and guidance on resilience and how well we can process emotions and cope with either work or personal challenges.
 - **Financial Wellbeing** including our employee benefits/discounts schemes, financial planning and budget management.
 - **Mental Wellbeing** including mental health first aid, anxiety, depression, and stress management.
 - **Physical Wellbeing** including fitness, nutrition, alcohol and substance awareness, smoking prevention and support handling violence and potential trauma.
 - **Social Wellbeing** including how we build social inclusion and collaboration within our own team and with others to support and evolve Hanover's culture.
- 7.5 Employees will also be encouraged, within our Annual Wellbeing Programme, to establish clubs and groups designed to foster wellbeing and collaboration, for example, lunchtime walking, recipe sharing or dancing clubs.
- 8. Training and communication**
- 8.1 Managers and employees will regularly discuss, in one-to-ones and within our wider performance management framework, individual training needs to ensure that employees have the necessary skills to adapt to ever-changing job demands. An examination of learning needs will be particularly important prior to, and during, periods of organisational change.
- 8.2 Regular one-to-one and employee performance management discussions will be a key part of ensuring we are continually speaking about and monitoring wellbeing.
- 8.3 Managers and employees are encouraged to participate in communication/feedback exercises, including discussion of OH correspondence, return to work planning, stress risk assessments and employee surveys.
- 8.4 All employees are expected to be aware of the importance of effective communication in relation to health and wellbeing and to use the media which is most appropriate to the message, for example team meetings, one-to-one meetings, digital communications and organisation-wide methods. We will ensure that structures exist to give employees regular feedback on their performance, and for them to raise any challenges and/or concerns they may be experiencing in relation to their wellbeing, whether that be related to emotional, financial, mental, physical or social factors.
- 8.5 We will consider special communication during periods of organisational change and improvement changes.
- 9. Monitoring and evaluation**

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9.1 The wellbeing group will develop and review the outcomes of planned initiatives within the Annual Wellbeing Programme. This will inform future development of the wellbeing project plan and the actions that are required to evaluate the success of the initiatives set out in our annual plans.

10. Reporting requirements

10.1 KPI's specifically around health and wellbeing will be reported to SMT monthly with regular updates being provided to the People Committee as part of the People statistics.

11. Review

11.1 This policy will be reviewed every three years or where legalisation changes.