

HEALTH & WELLBEING POLICY

Policy: The McSence Group fully endorses that being in employment has a positive impact on employees with regard to their physical health, mental health, and wellbeing. In turn healthy and well-motivated employees have a positive impact on customer experience, productivity, quality, effectiveness etc. As a group are committed to providing a supportive working environment where it is not just having a job that is important but having a good job with security for the greater wellbeing.

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- ✦ All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- ✦ McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

Purpose: At McSence Group the responsibility for health and wellbeing at work belongs to both the McSence group and our employees' where some key factors determine whether workers will have a positive or negative relationship with work which include but are not limited to:

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| ✦ Adverse & Hot Weather | ✦ Involvement Of Employees' Organisational Issues And Being Part Of The Decision-Making Process |
| ✦ Alcohol And Drugs Misuse | ✦ Lone Working |
| ✦ Behavioural Safety | ✦ Mental Health In The Workplace |
| ✦ Bereavement And Loss | ✦ Occupational Health Issues |
| ✦ Defined Job Roles & Documented Job Descriptions | ✦ Positive Employee And Line Manager Relationship |
| ✦ Family Friendly Arrangements | ✦ Wellbeing And Workplace Performance |
| ✦ Fatigue & Hours of Work | ✦ Working hours with average working weekly hours & maximum shift lengths |
| ✦ Fit For Work & Return To Work Meetings | ✦ Working Time Regulation |
| ✦ Flexible Working Arrangements | |
| ✦ Holiday's Allocation Guidance | |

Crisis and/or Listening Services 24 Hour Services: The following are sources of additional support available to all Midlothian and Edinburgh residents 24 hours a day:

- ✦ **Childline:** UK Helpline for children and young people up to age 19: 0800 11 11
- ✦ **Edinburgh and Midlothian Emergency Social Work:** 0800 731 6969
- ✦ **HSE:** Health & Safety Executive 0151 922 9235
- ✦ **Mental Health Assessment Service MHAS:** 0131 537 6000 for an emergency mental health assessment, if for child/adolescent in an emergency ask for specialist child and adolescent psychiatrist
- ✦ **National Scottish Domestic Abuse Helpline:** 0800 027 1234
- ✦ **NHS 24:** Tel: 111 or 999
- ✦ **Police for Non-Emergencies:** 101
- ✦ **Police/Ambulance/Emergency:** 999
- ✦ **Royal Edinburgh Hospital Assessment Services:** 0131 537 6000 and provides a 24/7/365(6) emergency services
- ✦ **Samaritans:** Helpline: 116123
- ✦ **Sexual Assault Referral Centres (SARCs):** sexual assault self-referral phone service 24 hours a day, 7 days a week on 0800 148 88 88

Other Crisis and/or Listening Service (not 24 hours): The following are sources of additional support available to all during normal office / working hours:

- ✦ **Alcohol Anonymous:** Helpline 0800 917 7650
- ✦ **Anxiety UK:** www.anxietyuk.org.uk, 03444 775 774 Monday-Friday 9.30am-10pm, Saturday/Sunday 10am-8pm
- ✦ **Breathing Space:** Scottish helpline for those experiencing low mood, depression, or anxiety. (Monday-Thursday 6pm-2am; Friday 6pm to Monday 6am): 0800 83 85 87
- ✦ **CAMHS Child and Adolescent Mental Health service:** advice and support line for professionals concerned about a young person in Midlothian 9am-11am Monday to Friday: 01968 671 330
- ✦ **CLEAR:** Midlothian drug and alcohol peer support project for adults: 0131 663 1616
- ✦ **Crew 2000:** Information regarding drugs: 0131 220 3404
- ✦ **Edinburgh Rape Crisis Centre:** (Daily 6pm -Midnight): 08088 010302
- ✦ **Edinburgh Samaritans:** 0131 221 9999. Call in to 25 Torphichen St. 9am -10pm daily
- ✦ **Fenicks:** Counselling & support for Central East European community in Edinburgh & Scotland: 07510 122 425
- ✦ **GP Services:** Contact local practise for support
- ✦ **Heads Together:** www.headstogether.org.uk
- ✦ **HOPELineUK:** Helpline for young people up to age 30 who are feeling suicidal or those concerned about them (Monday to Friday 10am to 10pm. Weekends and Bank holidays 2pm to 5pm): 0800 068 41 41
- ✦ **LGBT Health and Wellbeing Helpline:** Tuesday and Wednesday 12pm to 9pm: 0300 123 2523
- ✦ **MELD Midlothian:** Promoting Recovery From Drug & Alcohol use: 07843 339 958
- ✦ **Mens SHARE:** (Suicide Harm Awareness Recovery Empathy). Support for men in Midlothian aged 25-50: 0131 663 1616
- ✦ **Midspace:** Midlothian Wellbeing Service for adults living with long terms conditions or facing challenging situations (Monday to Friday 9.00am to 5.00pm)
- ✦ **Mind:** www.mind.org.uk, [0300 123 3393](tel:03001233393)
- ✦ **MYPAS Midlothian Young Peoples' Advice Service:** Support to improve health and wellbeing of young people aged 12 to 21: 0131 454 0757
- ✦ **NHS Living Life:** Cognitive behaviour therapy telephone service Monday to Friday 1pm to 9pm: 0800 328 9655
- ✦ **Orchard Centre Early Intervention Crisis Service / Health in Mind, Midlothian service:** (Monday to Friday 4pm to 10pm, Sat-Sun 10am to 4pm): 0131 663 5533
- ✦ **Orchard Centre Services / Health in Mind:** Range of mental health services in Midlothian: 0131 663 1616
- ✦ **Saheliya:** Support for black and minority ethnic women: 0131 556 9302
- ✦ **Sands:** Supports anyone who has been affected by the death of a baby before, during or shortly after birth Helpline 0808 164 3332
- ✦ **Stop Smoking NHS Scotland:** 0800 84 84 84
- ✦ **Women's Aid East & Midlothian Support Line:** 9am to 2pm: 0131 561 5800

Websites: The following websites give a range of support information which can be accessed 24/7/365(66) days a year:

- ✦ www.midspace.co.uk - Midlothian mental health and wellbeing information (includes service directory)
- ✦ www.edspace.org.uk - Edinburgh mental health and wellbeing information (includes service directory)
- ✦ www.hsl.gov.uk/workplace-fatigue-management - Workplace Fatigue Management
- ✦ www.chooselife.net - National Choose Life strategy website

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:
David Maxwell | Chief Executive

Policy Amendments & Revisions: This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.

POLICY