



Mental Health at Work Policy

Objective:

The goal of this policy is to promote a supportive and inclusive workplace where mental health is prioritised as an essential component of employee well-being. This policy establishes that managing mental health challenges is a shared responsibility between the employer and employee, recognising the impact that both work-related and personal factors can have on mental health.

1. Commitment to Mental Health

ClubsComplete is committed to supporting employees' mental health and fostering an environment where employees feel safe, valued, and empowered to seek help when needed. We recognise that mental health is just as important as physical health, and that mental health challenges can arise for reasons or challenges both related and unrelated to the workplace. ClubsComplete supports employees Mental Health by; regular check-ins with your Line Manager in 1 to 1 formats, regular opportunities to feedback about your mental wellbeing in your weekly declarations as part of your weekly checklists and monthly declarations as part of your monthly checklists (for full time staff) and regular staff surveys (for part time staff), regular reviews of KPI's, value of the month, wins of the week highlighted each week, clear values set with clients/ staff and policies in place to ensure all staff are treated fairly and respectfully by any stakeholders. ClubsComplete also supports employees' financial wellbeing (which can affect Mental Health and Wellbeing) via annual pay reviews, performance based bonuses, points to the top reward scheme to earn rewards, discounts to services for employee dependents.

2. Shared Responsibility

Mental health management is a joint responsibility between the employer and employee. We encourage open communication, understanding, and take proactive measures to ensure that mental health concerns are recognised and addressed promptly.

- **Employee Responsibility:** Employees are encouraged to be aware of their own mental health, seek support when necessary, and communicate with their manager about any challenges that might affect their well-being whether this be inside or outside of work. Employees should take steps to practice self-care and reach out for professional help if needed.
- **Employer Responsibility:** The employer is responsible for creating a supportive environment that encourages mental health well-being. This includes providing resources, offering flexibility where possible, and ensuring that employees feel comfortable discussing mental health concerns without fear of discrimination or stigma.

3. Mental Health Support and Resources

Employees will have access to resources and support to help manage their mental health.

This includes:

- **Regular 1 to 1 Meetings with your Line Manager:** This is a great opportunity to discuss your Mental Health and Wellbeing and put together proactive steps to support yourself and your working environment
- **Mental Health First Aid Training:** Training available to managers to help them recognise early signs of mental health struggles in their teams and provide appropriate support.
- **Flexible Working Arrangements:** Where feasible (for clerical staff only, not those needed in ratio), flexible working hours, work-from-home options, and adjustments to workloads will be considered as per our flexible working and remote working policies
- **Team Planning Days, Regular Staff Training and AGM's:** Access to company initiatives that promote mental well-being, such as mindfulness workshops, stress management tools, creating vision boards, understanding the team and their 'why',

understanding the vision of the company and goals set out and other mental health awareness initiatives.

4. Workplace Mental Health

The workplace should be a supportive and understanding environment where mental health challenges are treated with the same care and attention as physical health challenges. To promote positive mental health at work, employees and managers should:

- Encourage open conversations around mental health, reducing stigma and promoting understanding.
- Recognise that work-related stressors, such as excessive workloads, unrealistic deadlines, or lack of support, can impact an employee's mental health. These concerns should be addressed in a timely manner with your Line Manager to prevent further strain.
- Promote work-life balance and respect for personal boundaries, ensuring that colleagues have time to recharge and maintain a healthy work-life integration.

5. Recognising Mental Health Struggles

Mental health challenges can manifest in various ways, and it is important to recognise the signs in yourself and your colleagues, which may include but are not limited to:

- Decreased productivity or motivation
- Increased absenteeism
- Changes in behaviour or mood
- Difficulty concentrating or completing tasks
- Withdrawal from social interactions

Employees are encouraged to inform their manager if they are experiencing any of the above challenges or believe that any of their colleagues are, so that appropriate support can be provided.

6. Confidentiality and Respect

All discussions about mental health challenges will be treated with the utmost confidentiality and respect. Employees seeking support will not face judgment, discrimination, or any form of negative consequence for discussing mental health struggles. Any medical or personal information shared with the employer will be handled in accordance with privacy regulations and company confidentiality policies.

7. Reasonable Adjustments

Employees experiencing mental health difficulties may require reasonable adjustments to their work environment or responsibilities. These adjustments may include:

- Modifications to working hours or work location
- A reduced or modified workload or responsibilities or KPI's
- More frequent breaks or rest periods
- Temporary changes in job duties

The company is committed to providing reasonable accommodations that will help employees manage their mental health while remaining engaged in their roles.

8. Training and Awareness

Your Line Manager will receive regular training to better understand the challenges employees may face with mental health, how to provide appropriate support, and how to create a mentally healthy work environment. Training will also include how to recognize signs of mental health distress and how to approach these conversations with sensitivity and care. If you have concerns about how your Line Manager is dealing with your Mental Health, please contact a company Director so that this can be resolved.

9. Preventive Measures

ClubsComplete is committed to take proactive steps to prevent mental health issues from arising by:

- Promoting a healthy work-life balance for employees
- Reducing excessive work-related stressors where possible

- Encouraging social connections and team-building activities
- Offering regular feedback and support to employees
- Fostering a culture of inclusion, support, and respect
- Hiring and retaining colleagues who are in line with the company values
- Being transparent about any company changes, goals etc to prevent anxiety
- Committing wholeheartedly to the company values with the team, external staff and clients

10. Reporting and Support

Employees who feel they are struggling with mental health issues, or those who notice mental health challenges in their colleagues, are encouraged to report these concerns to their manager. Employees can seek support in the following ways:

- Directly contacting your Manager via email, call or by making a declaration on your weekly or monthly checklist
- Reaching out to a Director if you are not satisfied with the response of your Manager
- For more minor Mental Health concerns you may choose to wait until your next 1 to 1 meeting

Managers are expected to provide support and help find practical solutions to enable the employee to maintain or return to work with minimal disruption to their mental health.

11. Conclusion

By working together, both the employer and employee can ensure that mental health remains a priority within the workplace. This collaborative approach will contribute to a healthier, more productive work environment where employees feel supported and valued in managing both their work and personal well-being.

Note: This policy is subject to ongoing review and will be updated as necessary to meet the evolving needs of the company and its employees. Last review: 10th February 2025, due for review 10th February 2026