



# Wellbeing

Setting out our approach to promoting and supporting  
the wellbeing of our colleagues

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## Introduction and aim of policy

At Careys, we care. It's in our name and can be felt in the conversations we have, the decisions we make and the way we go to work. Promoting and supporting the wellbeing of our colleagues is critical to being a Great Place to Work and in ensuring each of us go Safe Home Every Day.

The aim of this policy is to set out the Carey Group's commitment to supporting the wellbeing of our colleagues holistically. This policy will cover our responsibilities as an employer, the role different functions and specialists play and outline the range of policies, support, and resources available to help foster a culture of wellbeing.

## Who does this policy apply to?

All colleagues who are directly employed on a PAYE (pay as you earn) basis.

For advice and support on the services available for individuals engaged on a self employed or third party basis, please see the [support section](#)

## Why wellbeing matters

There are many factors that can influence our wellbeing both in and outside of work. We may think of wellbeing from a safety perspective as being solely physical due to the physical risks and hazards in the environments we work in. It is important to recognise that our emotional and financial health are of equal importance as they are interlinked to our overall wellbeing.

 **Example:** A physical illness or injury can affect how we feel and impact our emotional health.

Alternatively, stress can impact our emotional wellbeing, which can also have an impact on our physical health.

Fostering the wellbeing of our colleagues is good for our people and good for business. It encourages our colleagues to flourish, be their authentic selves and reach their full potential. Promoting wellbeing can help to prevent stress and create a positive working environment, whilst ensuring colleagues have the resources in place to support their wellbeing.

## Who is responsible for wellbeing?

We are all responsible for prioritising our own wellbeing as well as the wellbeing of our colleagues. It is important that we check in or talk with one another and utilise the resources available when in need of some support.

We have several dedicated teams and external partners that support wellbeing at the Carey Group, including:

Internal Sources	External Partners
<ul style="list-style-type: none"><li>• Every colleague and line manager</li><li>• Mental Health First Aiders</li><li>• Health, Safety, Sustainability and Quality Team (HSSQ) and Committees</li><li>• SHED Hotline</li><li>• The People Team</li><li>• Careys Foundation</li></ul>	<ul style="list-style-type: none"><li>• Lighthouse Club</li><li>• Occupational Health</li><li>• Benefits Partner</li><li>• Whistleblowing Hotline</li></ul>

Contact details for the above teams and external partners can be found in the [support section](#).

## Our responsibilities as an employer

The company has legal responsibilities under health and safety legislation to manage risks to the health and safety of our colleagues. In addition to reducing physical safety risks, this means operating in a way that minimises harm to colleagues' emotional wellbeing (see more below in the section entitled [managing stress](#)). For example, by ensuring that the demands of jobs are not unacceptable and having policies and procedures in place to support colleagues experiencing mental ill health at work.

As a company, we are committed to raising awareness and supporting in improving mental health in the construction industry and we have signed and committed to the Building Mental Health Charter. For more information on what this charter means and the principles aligned to it, please [click here](#).

The company will monitor wellbeing and ensure appropriate measures are in place to prevent and manage risks to colleagues' wellbeing. Together with promoting appropriate training for line managers and colleagues and running wellbeing initiatives, the company will signpost to relevant policies, support, and resources available.

## The role of our Business Leaders

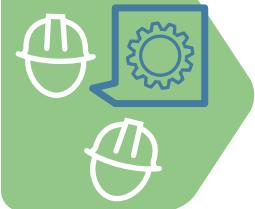
Promoting wellbeing at all levels of the business is key to creating a safe and healthy working environment. Our leaders are responsible for demonstrating and holding others accountable for behaviours aligned to our values of care, humility, authenticity, and passion.

This includes actively promoting and being involved in wellbeing initiatives themselves by practicing wellbeing and self-care and encouraging others to do the same. Our business leaders should provide the space for colleagues to share feedback on workplace wellbeing in a safe and confidential environment, to help drive innovative solutions to support the wellbeing of our colleagues.

## The role of Line Managers

Line managers are encouraged to foster the kind of working environment that ensures colleagues feel respected, valued, and supported. This means checking in with team members regularly, listening to understand and putting in place measures to minimise potential risks to colleagues' wellbeing.

### Check ins



Under our value of care, we check in with each other, listen to understand and have each other's backs. Line managers are responsible for ensuring that they are checking in with their team members regularly to create the opportunity to listen and connect on a one-to-one basis and better understand if or how they can support.

### Managing stress



Stress can occur when colleagues experience too much pressure or pressure that lasts for a long time. It is recognised that pressure is part of life and keeps us motivated and productive, but too much pressure, leading to stress can negatively affect both the physical and emotional wellbeing of colleagues.

Line managers should familiarise themselves with the [Health and Safety Executive's Stress Management Standards](#) and use these standards to mitigate psychological risks in their teams.

For further assistance on how to support a colleague showing signs of stress, please reach out to your HR Advisor.

### Examples of line manager support include:

- Regularly checking in with team members on an individual basis
- Keeping the team up to date with developments at work and how these might affect their job and workload
- Ensuring colleagues know who to approach with problems concerning their role and how to pursue issues with senior management or via relevant policies
- Making sure jobs are designed fairly and that work is allocated appropriately between teams
- Ensuring that workstations are regularly assessed with the support of the HSSQ or People teams to ensure that they are appropriate and fit for purpose
- Discussing possible causes of stress with team members and creating an action plan to mitigate any risks to the colleague's emotional and physical wellbeing
- Ensuring that team members are aware of the support and resources available to them both internally and externally

## Familiarisation with company policies and procedures

Line managers are responsible for familiarising themselves and adhering to the guidance set out within our Carey Group People Policies that underpin and support the wellbeing of our colleagues:

- Our Doing the Right Thing Guide
- Additional Leave Policy
- Flexible Working Policy
- Holiday Policy
- Homeworking Policy
- Respect in the Workplace Policy
- Whistleblowing Policy
- Drug and Alcohol Misuse Policy
- Grievance Policy
- Family Matters Policy
- Diversity & Inclusion Policy
- HSSQ Policy

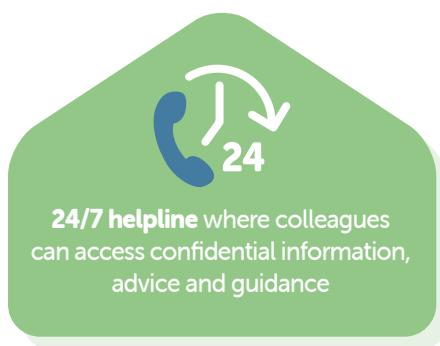
Our People Policy Hub can be found >> [here](#)

## Employee Assistance Programme (EAP)

Employee Assistance Programmes or 'EAP' services are in place to help colleagues deal with personal problems that might adversely impact their health and wellbeing. Our Employee Assistance Programme is provided by the Lighthouse Club's Construction Industry Helpline.

We recognise that not everyone is comfortable sharing sensitive issues or concerns with colleagues, which is why as of January 2022, the Lighthouse Club Construction Industry Charity is our partner of choice for providing external support for our colleagues and their families. The Lighthouse Construction Industry Charity is the only charity that provides emotional, physical, and financial wellbeing support to construction workers and their families.

### Some of the support available from the Lighthouse Club includes:



Contact details for the Lighthouse Club can be found in the **support section** of this policy or please visit the Lighthouse Club website for further information. [www.constructionindustryhelpline.com](http://www.constructionindustryhelpline.com)

## Wellbeing Hub

At the Carey Group, we recognise wellbeing under three headers: emotional, physical and financial wellbeing. Colleagues have access to a wealth of resources that support and promote wellbeing, including pre-made toolbox talks covering wellbeing topics. Our wellbeing hub can be accessed via [CareysConnect](#).

### Mental Health First Aiders (MHFA)

Our Mental Health First Aiders are trained volunteers within the Carey Group who act as a first point of contact to anyone who may be experiencing poor mental health or emotional distress.



The role of a Mental Health First Aider is to:

- **Assist colleagues**
- **Listen non-judgementally**
- **Give reassurance and guidance**
- **Encourage appropriate self-help or professional support**
- **Help to reduce the stigma around mental health**

We recognise that our Mental Health First Aiders play an important role in supporting colleagues and know that they themselves may need some support from time to time. Our Mental Health First Aiders have access to wellbeing first aid support via the Lighthouse Club, which can include counselling debriefs. Our Mental Health First Aiders also have access to voluntary reflective drop-in sessions ran by external psychologists, the sessions include anonymous cases studies and reflective feedback from peers to broaden MHFA knowledge and skillset.

### Mental Health Awareness and First Aid Training

There are several options available both internally and via our external partners for colleagues to receive training on mental health. Some of these options are listed below:

- **Mental Health Awareness Toolbox Talk (available to colleagues via our [Wellbeing Hub](#))**
- **Managing Mental Health in the Workplace (delivered externally via the [Lighthouse Club](#))**
- **Mental Health Awareness (Half Day)**
- **Mental Health First Aider Training (2 Day Course)**

For further information on training available or for more details on how to become a mental health first aider at the Carey Group please contact [learninganddevelopment@careys.co](mailto:learninganddevelopment@careys.co)

### Health, Safety, Sustainability and Quality Team (HSSQ)

The HSSQ team develop policies and procedures to protect the health and safety of our colleagues, provide technical guidance, support, mentor and train our operational teams and support services, to ensure residual risk is reduced and accidents prevented. The HSSQ Team provide one to one support for colleagues identified with an occupational illness and ensure suitable control measures are implemented to safeguard the individual.

For any concerns with regards to health and safety, please reach out to your line manager, HSSQ Advisor or a member of the HSSQ team at [HSSQteam@careys.co](mailto:HSSQteam@careys.co). Alternatively, please contact our internal SHED hotline on **0800 032 7433**.

## Safe Home Every Day (SHED) Programme

Safe Home Every Day (SHED) is a behavioural safety change programme that emphasises our expectations towards prioritising health and safety at the Carey Group in all circumstances. The purpose of the programme is to remind everyone that accidents could happen to anyone, and we all play a vital role in ensuring each of us go Safe Home Every Day. The programme emphasises that at the Carey Group there is no reason for anyone to take short cuts, cut corners or rush a job at the expense of the health and safety of ourselves, our colleagues, fellow contractors or members of the public.

Our colleagues attend a SHED briefing session and unlike a training course, there should be nothing new to learn or any facts and figures to memorise. The SHED programme puts the health and safety of everyone at the forefront of our minds and reiterates our belief that accidents can be prevented by ensuring we are operating in the safest way possible. Through the use of case studies, SHED highlights both the physical and emotional impact that accidents can have not only on the person involved but for others around them including their family, friends and work colleagues.

At the Carey Group, Safe Home Every Day means doing the right thing and following all the measures put in place to safeguard the health and safety of ourselves and others.

Our SHED ethos is demonstrated across all levels of the company and in the words of our CEO Jason Carey:



There is never anything that important that we are asked to do, that we can't take the time to do it safely!

Jason Carey, CEO

For further information on the next available SHED programme, please reach out to [learninganddevelopment@careys.co](mailto:learninganddevelopment@careys.co).

## People Team

The People Team will develop policies and procedures to protect the wellbeing of colleagues, assist line managers in supporting their teams, and liaise as appropriate with Occupational Health and other medical professionals, with the objective of helping colleagues to maintain their wellbeing.

The People Team will develop and support with initiatives to help raise awareness of wellbeing issues to promote and foster a culture of wellbeing.

## Occupational Health Services

Our external Occupational Health services can provide support if a colleague is experiencing emotional or physical health issues; and the colleague doesn't have to be absent from work to receive this support.

Occupational Health referrals can be made by line managers to obtain information on a colleague's medical condition. Any plan to make a referral will be discussed with the colleague, who may be asked to provide consent prior to the referral being made. Colleagues can also self-refer by speaking to their line manager if in need of support. The information will be used to assess how the colleague's health impacts them at work, and to allow line managers to consider potential workplace adjustments.

Following the assessment Occupational Health will provide a report to the colleague and the company which summarises the findings. They may make recommendations for reasonable adjustments which the company could implement to ensure the correct measures of support are in place.

## Careys Foundation

Careys Foundation is a registered charity and was established by the Carey family in 2012 before becoming registered in 2015. Based on the strong Carey family values which have underpinned the wider Group since 1969, the Foundation focuses on supporting those in need via three key areas: People, Charity, and Volunteering.

## Whistleblowing Policy

"Whistleblowing" is the reporting of suspected wrongdoing in a company. This may include matters such as criminal activity, fraud, money laundering, offering or accepting a bribe, unethical conduct, danger to health and safety, failure to comply with, or breach of legal or regulatory requirements.

It also covers engaging in, or threatening to engage in detrimental conduct against a person who has made a disclosure (a "whistleblower") or is believed to have, or be planning to make, a disclosure.

It is not necessary for colleagues to have proof that such an act is being, has been, or is likely to be, committed – a reasonable belief is sufficient. Colleagues do not have the responsibility to investigate the matter – it is our responsibility to ensure that an investigation takes place.

We encourage colleagues to speak with their line manager in the first instance if they have any concerns either in person, or in writing. They may be able to agree a way of resolving concerns quickly and effectively. In some cases, they may refer the matter to the Whistleblowing Officer, alternatively colleagues can call our confidential and independently provided reporting service. **Contact details can be found in the [support section](#) of this policy.**



## People

Our colleagues play a vital role in the positive work of the Foundation in giving back to the communities they work and live in by supporting local community initiatives. In return, we endeavour to support our colleagues in their various times of need.



## Charity

We encourage and support our colleagues to fund raise for charitable causes. Fuelled by their efforts and the support of the clients and trustees we have helped contribute over £2 million for a variety of charitable causes since establishing the Foundation in 2012.



## Volunteering

We assist and provide opportunities for all Carey Group colleagues to apply their skills outside of the workplace.

Through our volunteering scheme every colleague is entitled to one paid day of leave a year to volunteer and support a charity of their choice.

For further information on Careys Foundation, please contact [careysfoundation@careys.co](mailto:careysfoundation@careys.co)

## Benefits Platform

There are benefits on offer that can help colleagues to lead a healthier lifestyle and positively impact physical, emotional, and financial wellbeing. Our dedicated online benefits platform gives colleagues access to all the elements that make up the reward package and offers voluntary rewards. Colleagues can enjoy some big savings through our range of exclusively negotiated benefits that are split into three categories: Health, Wealth and Lifestyle.



## Support

We care about the health and wellbeing of everybody who works with us. We would always encourage colleagues to reach out to their line manager or another colleague when in need of some support.

There is a wealth of resources available on our [Wellbeing Hub](#) which cover emotional, physical and financial wellbeing topics and these can be accessed on CareysConnect.

### Support and resources for individuals engaged on a self employed or third party basis

We want to ensure that we each look out for our own wellbeing and that of others regardless of how people are engaged with us. Individuals engaged on a self employed or third party basis have access to support from various sources including; our Mental Health First Aiders, our HSSQ Team, the Lighthouse Club Construction Industry Helpline and via our Whistleblowing policy. Contact details for each can be found below.

As the nature of engagement with individuals engaged on a self employed or third party basis is primarily business to business, we would always advise self-employed workers to speak with their Carey Group contact in the first instance to discuss any concerns.

#### Internal Support



#### External Support



## External Support – Lighthouse Club

We recognise that not everyone is comfortable sharing sensitive issues or concerns with colleagues, which is why as of January 2022, the Lighthouse Club Construction Industry Charity is our partner of choice for providing external support for our colleagues and their families.

The Lighthouse Club can provide free, confidential and impartial advice and support to anyone working within construction in a variety of ways including:

Free access to a confidential, 24/7 helpline for support

Access to a free "Construction Industry Helpline" self help app available to download via your mobile phone

Access to up to 6 sessions with a counsellor for free, which can be accommodated in a range of languages

Advice on occupational health and wellbeing issues as an employee or an employer

Support and advice for sufferers of stress and addiction-related illnesses

Emergency financial aid in times of crisis following an illness, accident, injury or bereavement that forces a family into a state of poverty

Advice on matters ranging from employment, divorce and managing debt

Advice on specific tax-related issues concerning employment within the construction sector

Help to understand the benefits system and your entitlement, especially if you are caring for others



Construction  
Industry Helpline

UK 0345 605 1956  
ROI 1800 939 122



