

Acuity Staff Welfare Policy

1. Statement

Acuity recognises that its employees and associates are its most valuable resource and that their health, safety and welfare are essential to achieving the organisation's mission and objectives. The wellbeing of all employees is a primary concern, and by investing in staff welfare the Company is investing in its overall effectiveness and sustainability. Acuity is committed to providing a caring, supportive and inclusive working environment which enables staff to develop towards their full potential.

The Company as an employer has a duty to ensure the health, safety and welfare of its employees as far as reasonably practicable. It is also required to have in place measures to mitigate, as far as practicable, factors that could harm employees' physical and mental well-being, including work-related stress. This duty extends only to those factors which are work-related and within Acuity's control.

Acuity supports flexible working arrangements, where appropriate, understanding that employees have different lifestyle choices and responsibilities to balance outside of work.

This policy recognises that there are many sources of work-related stress and that stress can result from the actions or behaviours of managers, employees, clients or the public.

This duty is exercised in accordance with the Health and Safety at Work etc. Act 1974, the Equality Act 2010, and all other relevant health, safety and wellbeing legislation.

2. Aim

To provide a framework for the provision of staff welfare support.

3. Roles of Responsibility

3.1 All staff have a role to play with regards to their own health and well-being at work and are advised to raise any matters of concern. Staff have a responsibility to be sensitive and responsive to the welfare of other colleagues at work.

3.2 Staff who have a concern regarding their welfare should address this initially to



their Line Manager or a Director.

3.3 Staff also have a responsibility to co-operate as far as possible with any initiatives, recommendations, introduced in relation to their welfare and to follow any guidance provided by the company or medical/health professionals.

3.4 The Company recognises the importance of professional relationships. Managers have primary responsibility for the welfare at work of the staff under their supervision. They should respond to staff in a supportive manner, taking into account their feelings and difficulties, in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated in a fair, sensitive and confidential manner, at all times they are to be aware of the company welfare policy

3.5 Line Managers or Directors should offer confidential advice and support will be provided to staff who have personal, family, medical or work-related problems with a view to assisting them to identify solutions. It is not the role of Line Managers/Directors to provide ongoing counselling for staff; the role is to:

- Provide quality listening and helping service, offering support and information
- Intervene and facilitate where appropriate in assisting to resolve welfare problems
- Signpost other areas of specialist support, information and advice
- To assist with contacting external organisations' medical/health professionals and other relevant agencies and to maintain up to date knowledge of welfare discipline

4. Information, advice and support

Information, advice and support will be provided as far as possible by Line Managers/Directors. The range of information and advice available will include:

- Company policies and procedures relating to staff health and welfare
- Legislation relating to the health and welfare of staff
- Occupational health services/medical referrals
- Contact details for support groups and organisations to tailor to the individual's welfare needs, see section 7.



- Opportunity to attend twice-weekly informal Acuity drop-in sessions to talk amongst staff. These are facilitated by Acuity's Wellbeing Lead, Lesley Vuskans.
- Access to signposting and support by trained Mental Health First Aiders within Acuity.

5. Confidentiality

Individual consultation with a Line Manager or Director regarding a welfare issue is confidential. However, if the Line Manager/Director believes that it is in the member of staff's interest to consult with another person, permission from the member of staff will be obtained.

Full confidentiality cannot be extended to disclosures that identify:

- A breach in company regulations
- A breach of criminal law
- A situation where an individual may be at risk of harming either themselves or other people

All personal information will be handled in accordance with data protection legislation and the Company's Data Protection Policy.

6. Monitoring, evaluation and review

The implementation and effectiveness of this policy will be monitored through management oversight, staff feedback, absence data and the uptake of welfare support. The policy will be formally reviewed annually by the Directors, or sooner if required in response to changes in legislation, organisational structure, or emerging welfare needs.

7. Confidential Contact Numbers

Mental Health Support:

1. Samaritans (24/7 support for anyone in emotional distress):
 - Phone: 116 123
 - Website: <https://www.samaritans.org>



2. Mind (Mental health charity offering advice and support):

- Phone: 0300 123 3393
- Text: 86463
- Website: <https://www.mind.org.uk>

3. SHOUT (24/7 confidential text support for mental health):

- Text: "SHOUT" to 85258
- Website: <https://www.giveusashout.org>

4. Mental Health at Work (Resources and support for workplace mental health):

- Website: <https://www.mentalhealthatwork.org.uk>

Bereavement Support:

1. Cruse Bereavement Support:

- Phone: 0808 808 1677
- Website: <https://www.cruse.org.uk>

Financial Well-being:

1. StepChange (Debt advice and financial support):

- Phone: 0800 138 1111
- Website: <https://www.stepchange.org>

2. Citizens Advice (General advice on financial and legal matters):

- Phone: 0800 144 8848
- Website: <https://www.citizensadvice.org.uk>

Domestic Abuse Support:

1. National Domestic Abuse Helpline (24/7 confidential support):

- Phone: 0808 2000 247
- Website: <https://www.nationaldahelpline.org.uk>

Substance Misuse Support:

1. FRANK (Advice on drugs and substance misuse):



- Phone: 0300 123 6600
- Text: 82111
- Website: <https://www.talktofrank.com>

Housing and Welfare Support:

1. Shelter (Housing advice and support):

- Phone: 0808 800 4444
- Website: <https://www.shelter.org.uk>

2. Turn2us (Help with accessing welfare benefits and grants):

- Website: <https://www.turn2us.org.uk>

Contact details are correct at the time of review but may change. Employees are encouraged to speak to their Line Manager if additional or alternative support is required.

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