

Smartwatch Solutions provides Static Guard, Mobile Patrol, Alarm Response and Keyholding, Virtual Guard, CCTV and Access Systems & Services to a wide range of Organisations.

## 1. Scope

We are committed to protecting your health, safety and well-being and that of all those who work for us. We will endeavour to maintain a working environment in which everyone treats one another with dignity and respect and is able to co-operate with and trust their colleagues. This policy covers all employees' working for the Company and does not form part of any employee's contract of employment, and it may be amended at any time.

We recognise that, whatever its source, stress is a health and safety issue in the workplace. We acknowledge the importance of a supportive environment and working culture and of identifying and reducing workplace stressors.

We are committed to a programme of action to make this policy effective and to bring it to everyone's attention. However, this policy can only be effective if everyone co-operates to achieve its aims. This policy is non-contractual in its effect and does not form part of normal terms and conditions of employment, unless otherwise stated in your contract of employment.

This policy covers all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, contractors, trainees, homeworkers, part-time and fixed-term employees, casual and agency staff (collectively referred to as **staff** in this policy).

Third parties who enter the workplace (including customers and visitors) are also required to comply with this policy.

## 2. What is stress?

Stress is the adverse reaction experienced in response to excessive pressures or demands. Stress is not an illness but, sustained over a period of time, it can lead to mental and/or physical illness.

There is an important distinction between working under pressure and experiencing stress. Certain levels of pressure are acceptable and normal in every job. They can improve performance, enable individuals to meet their full potential and provide a sense of achievement and job satisfaction. However, when pressure becomes excessive it produces stress.

Pressures outside the workplace, whether the result of unexpected or traumatic events such as accidents, illness, bereavement, family breakdown or financial worries, can result in stress. They can also compound normal workplace pressures.

We recognise that what triggers stress and the capacity to deal with stress vary from person to person. Individuals react to similar situations in different ways.

## 3. Obligations

We have a legal duty to take reasonable care to ensure that your health is not put at risk by excessive pressures or demands arising from the way work is organised.

This policy takes account of our obligations under the Health and Safety at Work etc Act 1974, Management of Health and Safety at Work Regulations 1999, Employment Rights Act 1996, Protection from Harassment Act 1997, Working Time Regulations 1998 and Equality Act 2010.

## Purpose of this policy

We are committed to identifying, tackling and preventing the causes of work-related stress and to providing appropriate support and consideration to staff suffering from stress, on a confidential basis where appropriate.

We are committed to:

- a) Promoting a culture of open communication, participation and encouragement. Through training, effective planning and allocation of workloads and ensuring feedback is provided on performance, we want staff to develop their skills and confidence and to feel able to raise any concerns they have about their work or working environment.
- b) Using staff development, staff support systems and policies reflecting current good practice to help staff understand and recognise the causes of stress and to address work-related stress and the impact of external stressors at work.
- c) Providing a workplace free from harassment, bullying and victimisation.
- d) Addressing violence, aggression and other forms of inappropriate behaviour through disciplinary action.
- e) Ensuring risk assessments include or specifically address workplace stress.
- f) Facilitating requests for flexible working where reasonably practicable in accordance with our flexible working policy.
- g) Following comprehensive change management procedures.
- h) Providing support for staff affected by or absent by reason of stress.

## 4. Stress at work

If you believe you are suffering from stress you should discuss this with your Line Manager in the first instance. If you feel unable to do so you should contact the HR Department.

Once an issue affecting your health comes to the attention of your Line Manager or the HR Department steps will be taken to address that issue. Those steps may include any of the following:

- a) A workload review, reallocation of work, monitoring of future workload or possible redeployment. Our Capability Procedure may be applied.
- b) Where appropriate, investigation under our Disciplinary and/or Grievance Procedures.
- c) If you are on sickness absence, discussion of an appropriate return to work programme. Our Sickness Absence Policy may be applied.

## 5. Confidentiality

Confidentiality is an important part of this policy. Every member of staff is responsible for observing the high level of confidentiality that is required, whether they are suffering from stress, supporting a colleague who is suffering from stress or because they are otherwise involved in the operation of a policy or procedure dealing with stress.

Breach of confidentiality may give rise to disciplinary action.

However, there are occasions when matters reported by a member of staff suffering from stress may have to be put to third parties. For example, where duties need to be reallocated within a team or where, as the result of reported bullying or misconduct, a disciplinary investigation and/or proceedings take place. If this is the case, matters will be discussed with the member of staff concerned before any action is taken.

## 6. Protection

Staff who report that they are suffering from stress, who support a colleague in making such a report or who participate in any investigation connected with this policy in good faith will be protected from any form of intimidation or victimisation.

Any member of staff who considers that they have been subjected to any such intimidation or victimisation should seek support from the HR Department. They may alternatively or additionally raise a complaint in accordance with our Grievance Procedure.

Any member of staff who is, after investigation, found to have acted in bad faith or to have provided false information will be subject to action under our Disciplinary Procedure.

Signed:

Position: Managing Director



Name: Neil Jones

Date: 30/07/2025