



GROUP

GLOBAL WELLBEING POLICY 2023

1. Why do we have this policy?

At RS we believe the health and wellbeing of those who work within our business is of paramount importance.

This policy should be read in conjunction with our Code of Conduct and Global Diversity and Inclusion Policy.

For every location we operate in we will always adhere to the local legislation with regard to wellbeing and mental health and any/all forms of discrimination.

We are committed to developing procedures and support systems that help all employees understand and recognise the nature and causes of stress. We want them to take positive steps to manage stress effectively when it occurs, including encouraging employees to achieve a good work-life balance in order to enhance their wellbeing and seek support when things get difficult.

2. What is the policy?

In order to realise this commitment, our aim is to:

- a) be aware of, identify, and monitor levels of occurrence of stress and of sickness absence;
- b) take action to, so far as is reasonable, eliminate or reduce workplace stressors, which could be changes to the work or way of working, caring responsibilities – sickness, death in the family;
- c) provide appropriate training and/or resources where required, to support managers and employees with identifying and dealing with wellbeing, including sessions such as mental health awareness, time management, financial management, and dealing with difficult situations;
- d) address any absence or performance issues caused by work-related stress sympathetically and support reasonable return to work arrangements.
- e) provide guidance for managers regarding modification of work for employees who are stressed, e.g. reviewing work responsibilities; return to work arrangements after sickness absence; and
- f) provide access to professional support for mental and physical health through provision of EAP and/or private medical healthcare (specific support determined by geography and local legislation).

3. Supporting Information

What is Stress?

The World Health Organisation (WHO) defines stress as ‘the reaction people may have when presented with demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope’. It is important to note that stress and pressure are not the same thing. A certain level of pressure can be positive and improve performance and quality of life. However, too much pressure can be detrimental to health and can lead to stress. Individuals react to pressure differently and the amount of pressure you can cope with may differ to that of other people.

Stress can be caused by a number of different factors. These could include demanding (or undemanding) work, lack of supervision, direction or support, conflicts with colleagues, uncertainty or change. Stress can also be caused by non-work aspects, such as financial problems, relationship difficulties, illness, moving house, starting a new job or bereavement. In many cases, stress is caused by a combination of factors.

What are the indicators of stress?

Stress might affect any one of us; depending on the individual circumstances there can be various indicators of a person experiencing stress.

The table below summarises possible symptoms:

<p style="text-align: center;">Work performance</p> <ul style="list-style-type: none"> • declining/inconsistent performance • uncharacteristic errors • loss of control over work • loss of motivation/commitment • indecision • lapses in memory • increased time at work • lack of holiday planning/usage 	<p style="text-align: center;">Regression</p> <ul style="list-style-type: none"> • crying • arguments • undue sensitivity • irritability/moodiness • over-reaction to problems • personality clashes • sulking • immature behaviour
<p style="text-align: center;">Withdrawal</p> <ul style="list-style-type: none"> • arriving late to work • leaving early • extended lunches • absenteeism • resigned attitude • reduced social contact • elusiveness / evasiveness 	<p style="text-align: center;">Aggressive behaviour</p> <ul style="list-style-type: none"> • malicious gossip • criticism of others • vandalism • shouting • bullying or harassment • poor employee relations • temper outbursts
<p style="text-align: center;">Other behaviours</p> <ul style="list-style-type: none"> • out of character behaviour • difficulty in relaxing • increased consumption of alcohol • increased smoking • lack of interest in appearance / hygiene • accidents at home or work • reckless driving • unnecessary risk taking 	<p style="text-align: center;">Physical signs</p> <ul style="list-style-type: none"> • nervous stumbling speech • sweating • tiredness/lethargy • upset stomach/flatulence • tension headaches • hand tremor • rapid weight gain or loss • constantly feeling cold

4. Management of stress and support available

Usually, you have some control over how you manage work-related or non-work-related events to ensure that they do not cause you to feel stressed. As an employee you have a responsibility to seek assistance as early as possible if you are experiencing symptoms of stress. It is also your responsibility to take steps to manage situations that may cause you to feel stress. This might include undergoing training to develop new skills, getting adequate rest, taking breaks, and using your time effectively.

Speaking to someone at an early stage may help prevent the situation becoming worse and you may be able to find a way of reducing the pressure. If you have any concerns about the level of pressure you are under and need support (whether this is work-related or non-work-related) you have a number of options.

1. Speak to your manager or a colleague to make them aware, if you are comfortable to do so
2. Speak with a trained counsellor (in confidence) via our global Employee Assistance Programme or a local health professional
3. Talk to a member of the people team who can point you to additional resources
4. Talk to a Mental Health First Aider (MHFA) who can signpost resources. A list of MHFA's can be found on the Healthy and Safety section on your local intranet

Stress-Related Absences

If you are absent from work with a stress-related illness, please follow your local sickness absence procedures. You should also speak to your line manager and/or a member of the People team to inform them of the situation.

Your line manager and/or a member of the People team will discuss with you what support can be given in order to enable you to return to work. In the case of longer-term absence this process at the employee's request may involve your line manager or Occupational Health Nurse visiting you at home to discuss support and/or obtaining a medical report in order to understand what adjustments or support are necessary.

Our aim is to enable you to return to work and be fully effective as soon as possible. On your return to work following a period of absence your line manager will meet with you to identify what further support/adjustments are necessary.

5. Your Responsibilities

People Managers

Your personal responsibility as a People Manager is to:

- Support measures to develop a culture of cooperation, trust and mutual respect.
- Champion good management practices and establish a work ethos which encourages a healthy work-life balance.
- Promote effective communication that enables an open and constructive feedback culture.
- Encourage initiatives and events that promote wellbeing.
- Promote positive work relationships and take appropriate action when issues are brought to your attention.

- Ensure that individuals whom you line manage are clear about the requirements of their role(s) and that they have the necessary tools and support to perform to the best of their capability.
- When appropriate, incorporate discussions about wellbeing into one-to-one meetings and catch-ups with staff, including prompting employees where (for example) there has been a sudden and/or unexplained change in performance or behaviour.
- Encourage good communication within your team, which enables employees to raise wellbeing-related concerns, and seek advice at an early stage.
- Check in with staff who work remotely and take steps to ensure that all staff feel included and involved.
- Look out for the signs where it might reasonably be ascertained that an employee may be struggling with their wellbeing, e.g. if there is a sudden and/or unexplained change in appearance and/or behaviour.
- Where an employee shares that their wellbeing is being negatively impacted due to factors in and/or outside work, take timely and appropriate steps to support them. Depending on the circumstances, this may include seeking HR advice to inform the most appropriate support.
- Escalate appropriately where work-related stressors or other identifiable factors may be negatively impacting an employee's wellbeing.
- Seek further advice in a confidential and appropriate manner (e.g. from your People Business Partner) before taking formal action in relation to wellbeing concerns, e.g. where there has been an unexplained change in an employee's conduct and/or performance.
- Take appropriate action where an employee's performance and/or conduct may be negatively impacting on the stress or general wellbeing of others.
- Engage with relevant wellbeing-related training and resources (and encouraging staff to do so).

Employees

Your personal responsibility as an employee is to:

- Treat colleagues and all other persons with whom you interact during the course of your work with consideration, respect and dignity taking into account colleagues' wellbeing.
- You are encouraged to take responsibility for your own wellbeing and to access relevant resources where required.
- You are encouraged to share with your line manager (or another colleague) if work (or other) issues are causing you stress or are otherwise having a negative impact on your wellbeing. If the business is not aware of your stress or wellbeing concerns, it is much harder for us to help.

HR

Your responsibility as an HR Professional is to:

- Provide support and advice to line managers and employees, including working with employees and managers where supportive measures are required.
- Treat information shared in relation to a wellbeing problem confidentially and only sharing on a strictly 'need to know' basis.
- Work in conjunction with line managers to seek specialist advice (such as via an Occupational Health referral) where required, including where stress may be a contributing factor.
- Assist and support managers to undertake local stress risk assessments, where required.

6. Status and application of this policy

This policy applies to all RS Group employees.

Application of this policy to RS Group acquisitions made after the date of this policy will be agreed as part of their integration plan.

7. What to do if you have a complaint?

If you believe that this policy is not being followed, please speak to a member of the People Team.