



Human Resources

Wellbeing Policy

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WELLBEING POLICY

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This policy applies to all employees on Nationwide terms and conditions, including Senior Executive level and above, and employees of Nationwide (Isle of Man) Ltd.

For further information on how we use your data, visit the [Employee Personal Information Site](#).

This policy is non-contractual, and does not form part of your terms and conditions. Nationwide reserves the right to amend or modify the terms of this policy, subject to consultation with the Nationwide Group Staff Union (NGSU).

1. What does this policy cover?

Nationwide is committed to providing a positive and proactive working environment that supports the health and wellbeing of our employees, which in turn enables you to maximise both your performance and attendance at work.

We all have a responsibility to take steps to promote our own wellbeing and to ask for help when we need it. We have a range of support services to protect and promote your physical and mental wellbeing. Guidance is also available to assist you if you are experiencing issues outside of work that could affect your wellbeing. This policy sets out the assistance available to you and explains how and when you can access it.

This policy does not cover the following areas, which are covered in other policies:

- Absence
- Drug and Alcohol
- Ill health Capability
- Private Healthcare
- Sick Pay and Benefits
- Smoking
- Time Off for Medical/Dental Appointments

It is important that you read and understand your obligations under our Health and Safety policies which can be found separately – these play a key role in ensuring we can protect the wellbeing of everyone who works at Nationwide. Many of the support processes and services outlined in this policy support our Health and Safety Policy.

We have a number of separate HR policies to support you when you are suffering from ill health, to provide you with assistance or benefits to maintain your general wellbeing and promote work-life balance, these can be found in the HR Policy Point.

2. When does this policy apply?

We want everyone at Nationwide to enjoy a healthy and safe working environment and to enjoy a good standard of overall wellbeing. You have an active role in managing your own health and wellbeing, however we recognise that there may be times when you need some additional support or guidance from us; this policy applies when you need this.

2.1 What services are provided by our Occupational Health (OH) service?

Occupational Health is a medical specialism which deals with the relationship between your health and the role that you do.

We have an external occupational health partner which provides an Occupational Health service for us, to enhance the health of our employees and to assist in meeting our requirements under health and safety and employment legislation.

Occupational Health is not primarily concerned with the diagnosis and treatment of illness, so it is different from going to see your GP or specialist. It provides us with information on the impact your condition has on your ability to work and advises us on what adjustments we could consider making to assist you.

You may, with your consent, be referred to OH by your manager for one or more of the following reasons:

- so that you can be confident that you are receiving the most appropriate advice, support and treatment
- to understand what specific arrangements are appropriate for you if you are suffering from a particular medical condition or disability

- to better understand how best to support you in your return or remaining at work
- to understand how your condition or disability affects your ability to perform your role

We may also seek a referral to Occupational Health when decisions are being considered under our Sickness Absence and Ill Health Capability policies, and to gather information regarding the duration of your absence.

When medical information from Occupational Health is to be supplied to your manager your consent will be obtained. Medical information held and known by the OH professional is confidential. An exception to this rule would only arise if the OH professional believed that keeping the information confidential would pose a serious risk to you or other people, for example if you were suicidal or someone's life was being threatened through violence. However this would be discussed with you at the time.

Although you cannot refer yourself to Occupational Health, if you believe that a referral could help you please discuss this with your manager or by contacting AskHR Option 5.

More information regarding Occupational Health can be found in the Occupational Health – Employee Guide and from the occupational health pages on the Nationwide intranet. More information for managers, who are supporting employees who are absent or affected by ill health can be found through the manager toolkit.

2.2 What support is available for Workplace Adjustments (formerly known as Bodycare)?

We recognise that disorders may be as a result of a disability, physical injury or through interaction between you and your workstation/work activity. These can be avoided or alleviated if you and your manager recognise the problem and take action early.

If you experience any challenges in your work environment due to a medical condition or have a disability, we may be able to provide support and where appropriate specialist advice and equipment to assist you.

We will work with you to consider any appropriate and reasonable adaptations to the workplace to meet your individual requirements. A review of your work routine and workplace may need to take place so we can assess what support or help you may require. We might also ask if we can obtain further information from your doctor or consultant, via our Occupational Health service (see section 2.1 above) if you have a particular condition or are receiving medical treatment. Having the right information allows us to respond more quickly and appropriately to your individual needs.

More information is available on the [Workplace Adjustments](#) (formerly known as Bodycare) Intranet site.

2.3 What Eyecare support is available?

If you use Display Screen Equipment (for example, desk based computer, laptop or tablet device) as part of your normal work, Nationwide will support you in the cost of an authorised eye test and make a contribution towards the cost of spectacles, if applicable.

More information on how to access this support, or if you have concerns about your eyes, is available in the Eyecare Guide.

2.4 What is Disability Leave and who is eligible?

We recognise that there will be times when you may need to take time off as a direct result of your disability, for example to attend regular hospital appointments, or assessment centres. Further information can be found in the Medical Appointments section of the Time off for Other Reasons Policy. Similarly there may be times when you are unable to perform your current role and duties whilst you await workplace adjustments. In these circumstances you may be entitled to disability leave on full pay. This will need to be agreed with your manager and the amount of leave granted will depend on individual cases and circumstances.

You are eligible for disability leave if you have:

- a disability as defined under the Equality Act 2010. Under the Act a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities *and*
- authorised us to refer you to Occupational Health and where applicable authorised the Occupational Health Service provider to obtain a medical report from your doctor, or specialist chosen by Occupational Health confirming details of your disability. We will pay for any medical report we request

We reserve the right to withdraw the offer of disability leave where we are not satisfied that the eligibility criteria have been met.

The employee and manager guides to Disability Leave set out the principles and procedure that you and your manager should use to progress requests for disability leave and how it should be recorded.

2.5 What counselling and advice services are available?

Life is not always easy. If you find yourself in a difficult situation or with a problem or concern that you don't feel able to discuss with your manager, we provide an independent and confidential counselling and advice service called EmployeeCare.

EmployeeCare is a free confidential telephone support service that provides a counselling, legal information and debt support for employees. This service can help you deal with work-related or personal problems that may be affecting your wellbeing or that you simply just want some advice on.

In appropriate circumstances EmployeeCare may also recommend face to face counselling, and where appropriate they will discuss this with you. You can contact EmployeeCare on 0800 756 9804. The service is available 24 hours a day, although debt counselling is only available weekdays between 8am-9pm and Saturdays 9am-3pm. The Minicom contact number is 0800 039 7879 and is available 24 hours a day.

Anything you discuss with EmployeeCare is dealt with in the strictest confidence between you and the counsellor. No information will be disclosed to Nationwide or any other person without your consent, with the only exception being if the counsellor considers that you or someone else is in danger of being harmed either by you, or through the actions of someone else.

More information on the EmployeeCare service is available on the Nationwide intranet.

2.6 What support is available if you are suffering from domestic violence?

We recognise that there may be some employees who are experiencing domestic violence, and that this can have an impact on all parts of your life, including work. We believe it is important to provide guidance so that employees who are experiencing domestic violence can be appropriately supported at work, and given information on sources of external support.

Domestic violence is defined as any violence between family members. This will include current or former partners either heterosexual or same sex, whenever and wherever the violence occurs. It may also be controlling behaviour or threats of a physical, sexual, emotional or financial nature. It harms women and men of all ages, cultures and backgrounds.

If you are experiencing domestic violence, or if you are the perpetrator of domestic violence, we encourage you to seek help. If you are experiencing domestic violence the most important thing you can do is tell someone. You can speak with your manager or HR who will consider how we can support you. If it is too difficult to speak to someone at work the EmployeeCare service can also provide counselling and guidance.

Although it is not our responsibility to take action against an employee who is suspected of being violent to a partner or ex partner, if an employee commits acts of abuse or violence at work or whilst attending work functions, this will be considered under our Disciplinary Policy.

More information for employees dealing with domestic violence, their colleagues, or managers supporting their employees is available in the Domestic Violence - Employee Guide or Domestic Violence - Manager

Guide. These guides include information on the support available under other policies, and contact details of organisations that can provide practical assistance.

2.7 What approach do we take to stress and trauma management?

We recognise that stress (including work related stress, see section 3 Definitions) is a serious concern and therefore we are committed to working with you to identify it and then take the appropriate measures to deal with it. We provide guidance, toolkits and risk assessments for managers to assess the risks of stress-related ill health arising from working activities and to consider actions to reduce or prevent this.

We will not discriminate against you if you suffer from any form of stress or trauma.

If you have had a traumatic experience at work or suffer from any form of stress or stress-related illness, you will be offered counselling support. Such counselling will be provided by independent and trained counsellors, more information can be found in section 2.5 above. Where appropriate, we may also seek further support and guidance from our occupational health service.

If stress or trauma causes a deterioration in your performance this will be treated as a health problem. You will be encouraged and assisted to seek support. If this does not resolve the concern it may be necessary to manage your ill health under the Ill Health Capability policy.

If you have any concerns, please speak with your manager or contact HR as early as possible.

All Senior Executives and managers, will be responsible for implementing our approach to Stress and Trauma Management.

More information regarding how to reduce stress, a stress risk assessment and stress management

toolkit for managers is available on the Nationwide intranet.

Additional guidance is available for employees and managers to help you deal with managing the after effects of traumatic incidents, including a specific guide for employees on dealing with the after effects of a raid.

The Strategic Health and Safety Committee monitors the impact of stress on employee wellbeing and reviews relevant policies and procedures to ensure they meet the necessary management standards to manage the causes of work related stress.

2.8 Work and cancer

We have partnered with Macmillan in their Working and Cancer campaign. Our joint aim is to ensure that people affected by cancer in Nationwide are supported and that managers and HR teams have the right information and guidance to do that. Access to their website is available to all employees and the Macmillan Helpline is free and confidential. They are there to help anyone who is affected by cancer. For any concerns or questions about living with cancer, welfare rights, or specialist cancer information please phone 0808 808 00 00.

More information for employees and managers on the support available from Macmillan's Work and cancer campaign can be found on the intranet.

The Nationwide Specialist Support team also provides a free tailored and confidential support service for Nationwide employee customers who are affected by cancer and dealing with financial concerns. More information can be found [on the intranet](#).

3. Definitions

Work Related Stress: The adverse reaction that people have to excessive pressures or other types of demand placed upon them with the workplace.

Work Related Trauma - Trauma is an experience that is outside of our normal life experience and is seen as threatening to ourselves and or, others. Post traumatic stress is the normal reaction of people to an abnormal event.

DOCUMENT CONTROL

CHANGES SINCE LAST VERSION

Section 2.5 of this policy has been updated with the new telephone contact number for EmployeeCare.

VERSION HISTORY

Version	Date
15.0	1 July 2019

SUPERSEDED DOCUMENTS

Bodycare and Eyecare	15 October 2003
Domestic Violence	22 May 2009
Stress and Trauma Management	7 April 2010
Assistance available to employees	undated

ISSUE CONTROL

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Approver:	Director of Employee Relations and Group Legal