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## MENTAL HEALTH AND WELLBEING POLICY

### Introduction

MW Fire Ltd recognises that mental health is as important as physical health and that the nature of work in the fire and security sector can place particular demands on the people who carry it out. Engineers working alone, attending sites out of hours, responding to night call-outs, and dealing with unfamiliar or occasionally distressing environments face pressures that are not always visible and are not always easy to raise.

This policy sets out the Company's commitment to supporting the mental health and wellbeing of everyone who works on its behalf. It applies to all employees and to subcontractors engaged by the Company in any capacity. Where this policy refers to subcontractors, it does so in recognition of the Company's duty of care for their wellbeing whilst working on its contracts, and not in any way that affects or diminishes their status as independent contractors.

### 1. Commitment

The Company is committed to creating an environment in which people feel able to raise concerns about their mental health without fear of stigma, judgment, or negative consequence. Poor mental health can affect anyone regardless of role, experience, or personal circumstance, and the Company takes seriously its responsibility to respond with care and sensitivity when concerns are raised.

No employee or subcontractor will be treated less favourably as a result of disclosing a mental health concern. Where a concern is raised, the Company will respond promptly, sensitively, and in confidence.

### 2. Lone Working and Field-Based Risk

The Company acknowledges that lone working, particularly out-of-hours and night call-outs, carries specific risks to mental wellbeing. Working alone in unfamiliar buildings, responding to alarms at unsociable hours, and occasional exposure to threatening or distressing situations can have a cumulative effect on an individual's mental health that may not be immediately apparent.

Any engineer or subcontractor who has experienced a threatening, distressing, or unsettling incident in the course of their work is encouraged to speak to the HR Manager at the earliest opportunity. There is no threshold for what constitutes a significant enough experience to warrant raising. If something has affected you, it is worth talking about.



The Company will not treat the raising of such concerns as a performance or conduct matter. The priority is the individual's wellbeing.

### **3. Recognising the Signs**

Managers and those in supervisory or coordinating roles are expected to remain attentive to changes in behaviour or demeanour that may indicate a colleague or subcontractor is struggling. These may include withdrawal, irritability, fatigue, reduced engagement, or a change in the standard of work. Where such signs are observed, the appropriate response is a sensitive and private conversation, not a formal process.

### **4. Support Available**

The primary point of contact for anyone wishing to raise a mental health concern is the HR Manager, Elizabeth Walker, who can be reached through the office during normal hours and whose contact details are held by all field staff and subcontractors as part of the standard out-of-hours information.

Where professional support is needed beyond what the Company can provide internally, the following free resources are available:

- Samaritans: available 24 hours a day, 365 days a year, on 116 123
- Mind: information and support at [www.mind.org.uk](http://www.mind.org.uk)
- NHS Every Mind Matters: self-help tools and guidance at [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)
- Construction Industry Helpline: operated by the Lighthouse Club, providing mental health support specifically for construction and trade workers, on 0345 605 1956

The Company will keep this list under review and update it as better or more relevant resources become available.

### **5. Confidentiality**

All mental health disclosures will be treated in strict confidence. Information will only be shared beyond the HR Manager where the individual consents, or where there is a serious and immediate risk to their safety or the safety of others. In such circumstances the Company will act responsibly and with the individual's best interests at the forefront of any decision.

### **6. Policy Review**

The HR Manager holds day-to-day responsibility for this policy. The Managing Director holds overall responsibility for the Company's commitment to mental health and wellbeing. This policy will be reviewed annually alongside the Company's Welfare Policy to ensure both remain current, relevant, and reflective of the working conditions experienced by the Company's employees and subcontractors.