

# WORKFORCE AND WELLBEING POLICY

Organisation: Staffordshire Chambers Of Commerce

---

## WORKFORCE AND WELLBEING POLICY

Staffordshire Chambers Of Commerce

Effective Date: 22 May 2026

Review Date: 22 May 2027

Document Prepared By: CSR Complete

---

### 1. Introduction

Staffordshire Chambers Of Commerce is committed to creating and maintaining a workplace environment in which all employees feel valued, supported, and able to perform to their full potential. This Workforce and Wellbeing Policy outlines the organisation's commitment to the physical, mental, and emotional wellbeing of all staff members, alongside fair working practices and professional development opportunities.

As a professional services provider, Staffordshire Chambers Of Commerce recognises that the quality of our workforce directly influences the quality of service we deliver to our members and stakeholders. The organisation operates within a competitive professional services landscape, and we understand that employee wellbeing, retention, and engagement are fundamental to our long term success.

This policy applies to all employees, whether employed on a permanent, fixed term, or part time basis. It sets out the framework through which the organisation manages workforce matters, supports employee health and wellbeing, and ensures compliance with relevant legislation including the Health and Safety at Work etc. Act 1974, the Equality Act 2010, and

the Employment Rights Act 1996.

The policy has been developed in consultation with staff representatives and reflects best practice within the professional services sector. Regular review and update of this policy ensures that it remains aligned with legislative requirements, sector standards, and the evolving needs of our workforce.

---

## **2. Wellbeing Approach**

### **2.1 Holistic Wellbeing Framework**

Staffordshire Chambers Of Commerce adopts a holistic approach to employee wellbeing that recognises the interconnectedness of physical health, mental health, financial security, and social connection. The organisation believes that supporting wellbeing is not solely the responsibility of human resources but requires commitment from management at all levels and active participation from employees themselves.

The wellbeing framework encompasses the following key areas: mental health support, physical health and fitness, work related stress management, financial wellbeing, flexible working arrangements, and access to professional development. Each element contributes to a comprehensive approach designed to support the whole person within the workplace.

### **2.2 Mental Health and Psychological Support**

The organisation recognises that mental health is as important as physical health and commits to creating a workplace culture in which mental health matters are treated with appropriate seriousness and without stigma. Managers receive training on recognising signs of mental health difficulties and on having supportive conversations with team members who may be struggling.

All employees have access to the organisation's Employee Assistance Programme, which provides confidential counselling and support services at no cost. This service is available to employees and their immediate families and covers a range of issues including stress, anxiety, depression, relationship difficulties, and financial concerns.

Line managers are trained to recognise workplace stress and to implement reasonable

measures to reduce stress within their teams. This includes workload management, clear communication of expectations, and regular one to one meetings to discuss wellbeing concerns. Should an employee be signed off work due to stress related illness, a graduated return to work plan will be put in place with appropriate support.

### **2.3 Physical Health and Safety**

The organisation maintains a safe working environment and complies fully with the Health and Safety at Work etc. Act 1974 and all associated regulations. A Health and Safety Officer is appointed with responsibility for implementing and monitoring health and safety practices across the organisation.

Regular health and safety risk assessments are conducted, and any identified hazards are addressed promptly. All employees receive health and safety induction training upon joining the organisation and annual refresher training thereafter. The organisation provides ergonomic assessments for employees who spend extended periods at desks, and adjustments are made to workstations where necessary.

Employees are encouraged to maintain physical fitness through access to subsidised gym memberships and participation in workplace activities including walking groups and team sports. The organisation recognises that physical activity supports both physical and mental health and promotes an active workplace culture.

### **2.4 Work Life Balance and Flexible Working**

The organisation is committed to supporting work life balance and recognises that employees have responsibilities and interests outside work that are equally important to their wellbeing. Flexible working arrangements are available to all employees and are considered on a case by case basis in consultation with line managers and the human resources function.

Flexible working may take various forms including flexible hours, compressed working weeks, remote working, job sharing, or phased retirement. All requests for flexible working are assessed carefully against operational requirements and customer service needs. The organisation takes a supportive approach and seeks to accommodate requests wherever possible.

Core hours are identified during which all employees are expected to be available, but there is flexibility around these hours to enable employees to manage personal commitments. Employees are encouraged to take their full holiday entitlement each year and to use this

time to rest and pursue personal interests. Management do not expect employees to work during holiday periods or to respond to work communications whilst on leave.

## **2.5 Occupational Health Services**

The organisation has arrangements in place with an occupational health provider to offer confidential health assessments and advice to employees and managers. These services are available to support employees returning to work after illness or injury, to assess fitness for work, and to provide advice on workplace adjustments where medical conditions may impact work capacity.

All occupational health referrals are handled with strict confidentiality and in accordance with data protection legislation. Information is shared only with the individual's consent and only to the extent necessary to support their continued employment and wellbeing.

## **2.6 Substance Misuse and Alcohol Policy**

The organisation is committed to supporting employees who may be struggling with substance misuse or alcohol dependency. The policy takes a supportive approach and recognises that addiction is a health matter rather than a disciplinary issue.

Employees who are concerned about their own substance use or that of a colleague are encouraged to speak confidentially with the human resources team or to use the Employee Assistance Programme. Where substance misuse is affecting work performance, the organisation will work with the employee to agree support and treatment options. Disciplinary action will be considered only where an employee refuses support or where safety is compromised.

Drug and alcohol testing is conducted only where there is reasonable suspicion of impairment or in roles where safety is particularly critical. Any testing is conducted with the knowledge and consent of the individual and in accordance with legal requirements.

---

## **3. Support Systems**

### **3.1 Line Management and One to One Meetings**

Effective line management is central to employee wellbeing and engagement. All line managers are required to hold regular one to one meetings with their team members, typically on a monthly basis. These meetings provide an opportunity to discuss workload, performance, professional development, and wellbeing concerns in a confidential setting.

Line managers receive training on people management skills, emotional intelligence, and recognising signs of distress or disengagement. Managers are expected to listen actively to their team members and to take concerns seriously. Where a manager identifies that an employee is struggling, they will discuss with the employee what support might be helpful and will involve the human resources team where appropriate.

### **3.2 Professional Development and Training**

The organisation believes that investment in professional development supports both individual career progression and organisational capability. All employees are encouraged to identify development needs and to work with their line manager to create a personal development plan.

Training and development opportunities are offered throughout the year and may take various forms including formal qualifications, professional certifications, conference attendance, and on the job coaching. The organisation supports relevant professional memberships and continues professional development for those working towards recognised qualifications in the professional services sector.

An annual training budget is allocated per employee and managers work with their team to prioritise development activities that align both with individual aspirations and organisational needs.

### **3.3 Grievance and Dispute Resolution**

The organisation maintains a fair and transparent grievance procedure through which employees can raise concerns or complaints about their work environment or treatment. All grievances are handled confidentially and investigated thoroughly with the aim of reaching a fair resolution.

Employees are encouraged to raise concerns informally with their line manager in the first instance, as many issues can be resolved through open conversation and collaborative problem solving. Should informal resolution not be possible, a formal grievance can be raised in writing with the human resources team.

The organisation is committed to alternative dispute resolution methods including mediation and conciliation, and will utilise these approaches where appropriate to resolve workplace disputes without recourse to formal proceedings.

### **3.4 Absence Management**

The organisation recognises that employees will occasionally need to take time off work due to illness or personal circumstances. A supportive approach to absence management is taken, and employees are expected to communicate with their line manager as soon as practicable when they are unable to work.

For short term sickness absence, employees should notify their manager on the first day of absence. For absences of more than three consecutive days, a medical certificate is required. The organisation does not require medical certification for shorter absences and trusts employees to manage their own health.

For longer term or recurring absences, the organisation will work with the employee and occupational health services to identify any underlying concerns and to develop a return to work plan. Absences related to mental health are managed with particular sensitivity and appropriate support is put in place.

### **3.5 Parental Leave and Family Friendly Policies**

The organisation is committed to supporting employees through major life events including the birth or adoption of a child. Statutory parental leave provisions are enhanced where possible, and employees are supported through the transition back to work.

Employees expecting a child are encouraged to discuss their circumstances with human resources early to ensure appropriate support and reasonable adjustments are put in place during pregnancy and after return to work. Flexible working and part time working options are available for parents and carers, and the organisation seeks to accommodate requests for adjusted working patterns.

Dependent care support is recognised as important for employee wellbeing and the organisation promotes awareness of childcare and elder care options within the local area.

### **3.6 Equality and Inclusion**

The organisation is committed to equality and inclusion and recognises the value that diversity brings to the workplace. Recruitment and promotion decisions are made on merit and without discrimination on grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Reasonable adjustments are made for employees with disabilities to enable them to work effectively and access all workplace opportunities. The organisation recognises that disability is diverse and adjustments are personalised to individual needs.

The organisation maintains a zero tolerance approach to harassment and bullying and all employees are expected to treat colleagues with respect. Any incidents of harassment or bullying are investigated and appropriate action is taken. Training on equality and inclusion is provided to all staff annually.

---

#### **4. Review**

This policy is reviewed annually to ensure continued relevance and effectiveness. The review takes into account feedback from employees, absence and turnover data, feedback from line managers, and changes in legislative requirements or sector best practice.

Any significant amendments to the policy are communicated to all employees and discussed at team meetings. The policy is made available to all employees via the personnel handbook and the organisation's internal systems.

The next formal review of this policy is scheduled for 22 May 2027.