

## Mental health first aider policy

Our purpose is to create long-term financial, physical and social value. We do this by providing the right space for our customers and communities so that businesses and people can thrive.

This Mental Health First Aid Policy outlines Landsec's approach to Mental Health First Aiders in the workplace by setting out guidance in terms of the role of the Mental Health First Aider, the Responsibilities for Employers and Expectations and support for Employees. This policy is applicable to all of our employees.

### General definitions

Mental Health First Aid is the help offered to someone developing a mental ill health problem, experiencing a worsening of an existing mental illness or a mental health crisis. The first aid given until appropriate professional help is received, or the crisis resolves.

A Mental Health First Aider is a person who has been formally accredited to administer mental health first aid in their workplace, by attending a Mental Health First Aid Course that has been delivered by an Accredited Mental Health First Aid Instructor.

### Role of the mental health first aider

The Mental Health First Aider must:

- Hold a current Metal Health First Aid certificate endorsed by Mental Health First Aid England and be available for any additional training as required;
- Spend the vast majority of their working hours on site at the workplace for which they are nominated;
- Be able to be called away from their normal duties at short notice if required;
- Be able to maintain confidentiality as appropriate;
- Demonstrate an ability to relate well to other works.

It is the responsibility of the Mental Health First Aider to:

- Maintain their Mental Health First Aider accreditation with Mental Health First Aid England
- Provide mental health first aid within their worksite as needed, at their level of competence and training;
- Escalate and document any matters if required in a prompt and appropriate fashion;
- Complete available refresher training as directed/required.

### Confidentiality

Landsec recognises that respecting the privacy of information relating to individuals who have received mental health first aid or may be experiencing a mental health problem or a mental health crisis at work is of high importance.

All mental health first aiders and Human Resources representatives are obligated to treat all matters sensitively and privately in accordance with Landsec's confidentiality protocols.

If at any time the Mental Health First Aider assesses there is a risk of harm to another individual, they must escalate the matter to HR and they will advise on next steps.

If there is an urgent risk identified, emergency services should be contacted immediately.

### **Responsibilities of the employer**

It is the responsibility of the employer to:

- Allow the Mental Health First Aider to undertake appropriate training as required;
- Advise the Mental Health First Aider if there are any psychological hazards in the workplace;
- Clearly communicate to workers how they can access the help of a Mental Health First Aider in suitable public areas;
- Provide an appropriate space within the workplace that is accessible and suitable for private conversations;
- Ensure workers have access to accredited Mental Health First Aiders at all time, where possible;
- Instruct Mental Health First Aiders not to exceed providing help, which is outside the scope of the mental health first aid;
- Ensure workers know what to do in a mental health crisis situation;
- Provide the funding and time for the Mental Health First Aider to maintain their Mental Health First Aid Accreditation.
- Insurers have been made aware of our Mental Health First Aiders and therefore adequate insurance cover is in place.

### **Expectations of all workers**

It is expected that all workers will take reasonable care for their own health, safety and wellbeing whilst at work and also take reasonable care to ensure their acts or omissions do not adversely impact and affect the health, safety and wellbeing of other workers.

All workers are encouraged to speak to a Mental Health First Aider at any time should they feel they may be developing a mental health problem, experiencing a worsening of an existing mental illness or experiencing a mental health crisis, this link may help [Wellness Action Plan](#).

If at any time a worker forms a belief that another worker may be developing a mental health problem, suffering from a mental illness or experiencing a mental health crisis they should contact a Mental Health First Aider, one of our Health providers Employee Assistance – UNUM, Nuffield Health, Line Manager or HR who can signpost to the relevant support available.

### Supporting tools and information

- Refer to our Health and Wellbeing Guidance Document [here](#)
- Nuffield Virtual GP [here](#)
- Employee Assistance Programme [here](#) (user ID: unum password: lifeworks) or call 0800 048 2702
- Contact the [Samaritans](#) 116123
- Secondary Mental Health First Aid Training sessions are available. Please contact [kim.brearley@landsec.com](mailto:kim.brearley@landsec.com)



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