

Mental Health First Aid Policy

At Landsec, we build and invest in buildings, spaces and partnerships to create sustainable places, connect communities and realise potential. We create places that make a lasting positive contribution to our communities and our planet. We bring people together, forming connections with each other and the spaces we create. And we provide our customers, partners and people with a platform to realise their full potential.

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 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 is 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.

The Mental Health Support Network is how we refer to our community of colleagues who have received mental health first aid training at Landsec. The network provides mental health first aid and wider guidance and signposting on mental health support available to Landsec employees.

Role of the Mental Health First Aider

Mental Health First Aiders can:

- Understand the important factors affecting mental ill health.
- Identify the signs and symptoms for a range of mental health conditions.
- Use a five-step action plan to provide mental health first aid to someone experiencing a mental health issue or crisis.
- Listen non-judgementally and hold supportive conversations using the mental health first aid action plan.
- Signpost people to professional help, recognising that their role as a Mental Health First Aider does not replace the need for ongoing support.

Mental health first aid courses do not teach people to be counsellors, or provide ongoing support or diagnosis. Instead, the course prepares them to act as a point of contact, reassure a person who may



be experiencing a mental health issue or emotional distress, and signpost them to professional support.

The Mental Health First Aider must:

- Hold a current Mental Health First Aid certificate endorsed by Mental Health First Aid England and be available for any additional training as required;
- Either spend most of their working hours at the workplace for which they are nominated, or be available remotely during working hours as required;
- 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 workers.

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 manner;
- Complete available refresher training as directed or 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 outside the scope of Mental Health First Aid;



- Remind Mental Health First Aiders that their role is voluntary and that if it starts to impact on their own wellbeing, they should consider stepping down.
- 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;
- Provide support for the overall Mental Health Support Network through quarterly calls for all Mental Health First Aiders.
- 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.

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 or one of our health providers who will be able to provide confidential guidance and signposting to available support.

Ownership

The Executive Leadership Team is responsible for the operation of this policy.

Mark Allan
Chief Executive

31 March 2022