

Mental Health Awareness in the Workplace Policy

1.0 PURPOSE

One in four people of working age will suffer from a mental health condition at some point in their lives. By training Supervisors and Managers in Mental Health Awareness, this can help ensure that there is someone at work who can recognise the signs of mental ill health in employees. This can mean that someone struggling with their mental health can get the help they need much earlier on and be signposted accordingly.

This policy outlines Taylor & Fraser's approach to Mental Health in the workplace.

2.0 SCOPE

This policy is applicable to all Taylor & Fraser employees.

3.0 GENERAL DEFINITIONS

- 3.1 Mental health first aid is the help offered to someone developing a mental 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.
- 3.2 A mental health first aider is a person who has been trained to administer mental health first aid that has been delivered by an Accredited Mental Health Awareness Instructor.

4.0 ROLE OF T&F MENTAL HEALTH AWARENEES STAFF

4.1 The Mental Health First Aider should:

- Have been on a Mental Health Awareness session 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; or be available on the telephone for site-based staff;
- 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 employees.

4.2 It is the responsibility of the Mental Health Awareness trained staff to:

- Where possible, provide mental health first aid within their worksite as needed, at their level of competence and training;
- Escalate and document (bearing in mind confidentiality) any matters if required in a prompt and appropriate fashion;
- Complete available refresher training as directed/required.

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5.0 CONFIDENTIALITY

- 5.1 Taylor & Fraser 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.
- 5.2 All T&F staff are obligated to treat all matters sensitively and privately in accordance with the Company's confidentiality protocols.
- 5.3 If at any time the Mental Health trained staff assesses there is a risk of harm to another individual, they must escalate the matter immediately.
- 5.4 If there is an urgent risk identified, emergency services should be contacted immediately.

6.0 RESPONSIBILITY OF THE EMPLOYER

- 6.1 It is the responsibility of the employer to:
- Allow those interested in Mental Health First Aid to undertake appropriate training as required;
 - Advise the Mental Health First Aiders if there are any psychological hazards in the workplace;
 - Clearly communicate to employees how they can access the help of a Mental Health First Aider;
 - Ensure employees have access to Mental Health First Aiders at all times, where possible;
 - Instruct Mental Health First Aiders not to exceed providing help, which is outside the scope of the mental health first aid;
 - Ensure employees know what to do in a mental health crisis situation;
 - Provide the funding and time for the Mental Health First Aiders to maintain their Mental Health awareness certification.
 - Employees have access to the EAP System Programme

7.0 EXPECTATIONS OF ALL EMPLOYEES

- 7.1 It is expected that all employees 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 employees.
- 7.2 All employees are encouraged to speak to one of the Mental Health Awareness trained staff 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.
- 7.3 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.

8.0 SUPPORTING TOOLS AND INFORMATION

Information to follow when available.

Name: Andrew Norris

Position: Managing Director

Signed: 

Date: 03.09.2026

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