

WORKFORCE AND WELLBEING POLICY

Organisation: Test TS Business

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Business Name: Test TS Business

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1. Introduction

Test TS Business is committed to creating a workplace environment in which all employees are valued, supported, and enabled to perform their roles effectively. As a professional services provider, our workforce represents our most significant asset. The quality of our service delivery, client relationships, and business reputation depend fundamentally upon the health, wellbeing, and satisfaction of our team members.

This Workforce and Wellbeing Policy sets out our commitment to supporting the physical health, mental wellbeing, and professional development of all employees. The policy applies to all individuals employed by Test TS Business, regardless of employment contract type, working arrangement, or seniority level.

The aim of this policy is to establish clear principles and practical support systems that promote a positive workplace culture, reduce workplace stress, encourage healthy behaviours, and ensure that our employees feel supported throughout their employment with Test TS Business. We recognise that employee wellbeing is not merely a human resources matter but a business imperative that directly impacts productivity, staff retention, service

quality, and our ability to attract talented professionals to our organisation.

Test TS Business operates within the professional services sector, where the demands upon staff can be significant. Project based work, client requirements, and professional standards create an environment in which appropriate support systems are essential. This policy demonstrates our commitment to managing these pressures responsibly and to creating a sustainable working environment for all team members.

2. Wellbeing Approach

2.1 Our Commitment to Holistic Wellbeing

Test TS Business adopts a holistic approach to employee wellbeing. We recognise that wellbeing encompasses physical health, mental health, emotional resilience, social connection, and professional development. Our approach is preventative as well as responsive, recognising that early intervention and supportive systems can help prevent wellbeing challenges from developing or escalating.

Our wellbeing approach is built upon the following core principles:

Firstly, we recognise the individual circumstances and needs of each employee. Wellbeing support is personalised where possible, acknowledging that different individuals may require different types of support at different stages of their employment.

Secondly, we foster a culture in which discussing wellbeing concerns is normalised and supported. We actively discourage stigma around mental health and physical health challenges and encourage open communication between employees and management.

Thirdly, we take responsibility for aspects of working life that impact wellbeing. This includes workload management, flexible working arrangements where operationally feasible, and ensuring that professional development opportunities are available.

Fourthly, we recognise that wellbeing is a shared responsibility between the organisation and individual employees. Whilst Test TS Business commits to providing support systems and a positive workplace culture, individual employees are encouraged to take active steps to maintain their own wellbeing.

2.2 Workload and Stress Management

Professional services work can involve periods of intensive activity, tight deadlines, and client driven demands. Test TS Business is committed to managing workloads in a way that is sustainable and does not routinely lead to excessive stress or burnout.

Managers are responsible for monitoring workload distribution within their teams and ensuring that individual employees are not consistently overloaded. Regular one to one meetings provide an opportunity to discuss workload, concerns, and support needs. Where an employee raises concerns about workload, these concerns will be taken seriously and explored constructively.

Test TS Business recognises that occasional periods of intense work may be necessary to meet client needs or business objectives. However, we are committed to ensuring that such periods are time limited and that employees have the opportunity to recover and rebalance their workload in subsequent periods.

Employees who feel that their workload is unsustainable or is adversely affecting their wellbeing are encouraged to raise concerns with their line manager or, where appropriate, with senior management or the HR function.

2.3 Flexible Working

Test TS Business operates in a sector where client responsiveness and professional standards are important. However, we recognise that flexible working arrangements can contribute positively to employee wellbeing and work life balance.

Where operationally feasible, the organisation supports flexible working arrangements. This may include flexible start and finish times, remote working on specified days, compressed working weeks, or part time arrangements.

Requests for flexible working should be made through the formal request process, submitted to the employee's line manager. The organisation will consider all requests seriously and discuss possible arrangements. Where a request cannot be accommodated, the organisation will explain the business reasons and explore alternative arrangements where possible.

2.4 Mental Health and Emotional Wellbeing Support

Test TS Business recognises that mental health is as important as physical health. We are committed to creating a workplace in which employees feel comfortable discussing mental health concerns and in which appropriate support is available.

All employees have access to an Employee Assistance Programme (EAP), which provides confidential counselling and support services. Information about the EAP is provided to all staff at induction and is available on request. The EAP offers a range of services including short term counselling, coaching, and access to resources covering stress management, anxiety, depression, and other wellbeing concerns.

Line managers receive training in recognising signs that an employee may be experiencing mental health challenges and in responding supportively. Managers are trained to listen without judgment, to take concerns seriously, and to signpost employees to appropriate support services.

Test TS Business does not discriminate against employees who are experiencing or have experienced mental health challenges. Employees are entitled to the same support, reasonable adjustments, and career progression opportunities regardless of mental health status, provided they are able to perform the essential functions of their role with appropriate support.

2.5 Physical Health and Healthy Behaviours

Test TS Business encourages and supports healthy behaviours among our workforce. We recognise that physical health contributes to overall wellbeing, resilience, and professional performance.

The organisation provides access to occupational health services, available to all employees. Occupational health can provide advice on work related health concerns, fitness for duty assessments, and recommendations for workplace adjustments.

Test TS Business encourages employees to maintain regular activity and healthy lifestyle choices. Where operationally feasible, the organisation may facilitate access to fitness facilities, subsidised gym memberships, or wellness activities. All such arrangements are communicated to staff and take up is entirely voluntary.

Employees are encouraged to take their allocated annual leave and to use that leave to rest, recover, and pursue activities that contribute to their wellbeing. Taking leave is viewed as normal and healthy practice, and employees are supported in planning and taking leave.

2.6 Work Life Balance

Test TS Business is committed to supporting work life balance. We recognise that employees have lives and responsibilities outside work and that a healthy balance between professional and personal life contributes to overall wellbeing and sustainable performance.

The organisation does not expect employees to work excessive hours on a routine basis. Where additional hours are necessary to meet business or client needs, the organisation recognises the impact upon employees and manages this carefully. Employees are entitled to take time off in lieu or equivalent compensation where they work significant additional hours.

Line managers are responsible for modelling and supporting healthy work life balance within their teams. Managers should not routinely expect employees to check work communications outside working hours or to work during designated leave or rest days.

2.7 Social Connection and Workplace Culture

Test TS Business recognises that social connection, positive relationships, and a sense of belonging contribute to employee wellbeing. We are committed to fostering a workplace culture that is inclusive, respectful, and supportive.

The organisation facilitates regular team meetings, social events, and opportunities for professional interaction. These contribute to team cohesion, knowledge sharing, and the development of positive working relationships.

New employees are provided with a structured induction process that helps them to integrate into the organisation, understand our culture and values, and establish working relationships with colleagues.

3. Support Systems

3.1 Access to Support

Employees who are experiencing wellbeing concerns, difficulties at work, or personal circumstances affecting their work have access to a range of support services. These include

line manager support, human resources advice, occupational health services, and the Employee Assistance Programme.

Employees can access support by speaking confidentially with their line manager, contacting the human resources function directly, or accessing external services such as the EAP. All support services operate on a confidential basis. Information about support available is provided at induction and is available on request at any time.

3.2 Absence Management

Test TS Business recognises that employees may require time away from work due to illness, personal circumstances, or other reasons. Our approach to absence management is supportive and fair.

Employees who are unwell or unable to work should notify their line manager as soon as practically possible. For absences of more than three consecutive working days, employees are required to provide medical certification from their General Practitioner.

Test TS Business does not view absence due to legitimate illness or personal circumstances as a disciplinary matter. The organisation monitors absence levels to identify patterns and to offer support where needed. Where an employee experiences significant or recurrent absence, the organisation will explore whether support or reasonable adjustments could help the employee to remain in work or to return to work.

Employees who are experiencing mental health challenges or other wellbeing concerns should not delay in seeking support. Line managers and the human resources function will work with employees to explore what support, flexibility, or adjustment might help them to manage their situation and to remain in work where this is safe and feasible.

3.3 Grievance and Dispute Resolution

Test TS Business is committed to resolving workplace concerns fairly and promptly. Employees who have concerns about their work, treatment by colleagues, working conditions, or other workplace matters are encouraged to raise these concerns constructively.

In the first instance, employees are encouraged to raise concerns informally with their line manager. Many concerns can be resolved through open discussion and collaborative problem solving.

Where informal resolution is not possible or appropriate, employees have access to a formal grievance procedure. Details of the formal grievance procedure are provided in the staff handbook and are available on request.

Test TS Business is committed to resolving grievances fairly, promptly, and confidentially. Employees raising grievances in good faith are protected from victimisation or retaliation.

3.4 Return to Work Support

Employees returning to work following significant absence due to illness, injury, or personal circumstance may benefit from a structured return to work process. This may include temporary adjustments to duties, flexibility in working arrangements, or phased return to full duties.

A return to work discussion between the employee, their line manager, and where appropriate the human resources function helps to identify any support that might facilitate a successful return and to address any concerns the employee may have.

Test TS Business recognises that some employees returning to work following mental health challenges or significant stress may benefit from particular sensitivity and support. Return to work arrangements are individualised to meet the needs of the employee and the requirements of the business.

4. Review

This Workforce and Wellbeing Policy will be reviewed on an annual basis, with the next formal review scheduled for 17 July 2027. The review will consider feedback from employees, changes in business circumstances, relevant legal or regulatory developments, and best practice in workforce wellbeing.

Employees are invited to provide feedback on this policy and on wellbeing support at any time. Feedback should be directed to the human resources function or senior management. We value employee input and are committed to continuously improving our approach to workforce wellbeing.

Test TS Business is committed to ensuring that this policy is implemented consistently and

fairly across the organisation. Line managers receive training on the application of this policy. Employees are provided with information and support to access the wellbeing systems described in this policy.

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