

Mental Health and Wellbeing Policy

ProCook has a duty of care to look after the health, safety and wellbeing of all colleagues. Many factors can influence the physical and mental health of colleagues, but by addressing these issues, we can improve general wellbeing, increase productivity, reduce absenteeism and colleague turnover, and help promote the employment of those experiencing or have experienced mental ill health.

Through promoting physical activity and encouraging healthy eating, colleagues can help manage their stress levels, maintain a healthy weight and improve their concentration and alertness.

Scope

This policy applies equally to all ProCook colleagues, mental ill health and stress can affect anyone, regardless of their position in the organisation.

The implementation of this policy will be supported by other policies, e.g., sickness absence, alcohol, drug and substance abuse, and bullying and harassment.

Policy

Aim:

- Create a workplace environment that promotes and supports the mental wellbeing of all colleagues
- Equip colleagues with the skills and resources to support their own mental health
- Encourage colleagues to do regular physical exercise
- Encourage colleagues to make healthy eating choices

Objectives:

- To improve workplace wellbeing and tackle factors that may negatively affect mental health
- To provide resources and training to manage mental ill health problems effectively

ProCook acknowledges that some working conditions and practices can impact our colleagues health and wellbeing. Therefore, we are committed to developing a working culture based on respect, trust and support. We aim for colleagues to talk openly and honestly about their mental health and feel able to freely report struggling in their work or home life without fear of judgement or discrimination.

Policy actions:

- Provide information and resources to colleagues to increase mental wellbeing awareness.
- Deliver non-judgemental, non-discrimatory support to colleagues.
- Continue to train mental health first aiders across the business and strive to have mental health first aid champions in each department.
- Offer flexible working to promote mental wellbeing and work-life balance.
- Give all colleagues access to the mental health policy.

- Provide opportunities for boosting mental wellbeing, e.g., through physical activity, stress-relieving activities, lunchtime activities and social events.
- Allow individuals to influence how they do their jobs (e.g., adjusting the role for autistic colleagues) and opportunities to develop and fully utilise their skills.
- Have realistic targets that do not require unreasonable working hours.
- Ensure all colleagues have clearly defined job descriptions, objectives and responsibilities. Provide colleagues with good management support, appropriate training and adequate resources to develop and do their job well.
- Effectively manage and deal quickly with conflict. Ensure the workplace is inclusive and supportive - free from bullying and harassment, discrimination and racism.
- Establish great communication across the business to ensure high colleague engagement and involvement, particularly during organisational change.
- Identify stress factors in the workplace and carry out risk assessments, continually work to minimise these stressors. Ask for colleague feedback and implement changes based on the results.
- Provide proactive and non-judgemental support to individuals experiencing mental ill health. Listen respectfully but point people in the right direction for counselling or further professional help.
- Deal sympathetically with colleagues struggling with their role and suffering from mental ill health due to non-workplace related circumstances.
- Give new starters a clear, comprehensive induction providing an understanding of ProCook, our policies and procedures, and their job role expectations.

Mental Wellbeing

Create a supportive, workplace culture, acknowledge and tackle factors that may lead to a negative impact on mental health, and ensure managers are trained correctly with important skills to support colleagues.

- Ensure all colleagues are treated fairly, without judgement and with the strictest confidence
- Encourage colleagues to use the resources available through ProCook. Use the Employee Assistance Programme (EAP) with a 24/7/365 free confidential helpline, speak to a mental health first aiders, the HR department, counsellor or GP.

Physical Activity

Promote physical activity for managing stress and maintaining mental wellbeing. Raise awareness and incorporate information into colleague training (e.g., Lunch and Learns) and on SharePoint.

- Provide gym facilities on site at the Store Support Centre.
- Provide details on the Bike to Work Scheme
- Assign awareness training on physical activity benefits through our online learning platform
- Encourage lunchtime activities, walks, getting up from the desk and walking meetings

Healthy eating

Promote the importance of healthy eating for both physical and mental wellbeing. Encourage colleagues to make healthier eating choices through providing resources and information.

- Provide nutritionally balanced meals in the Store Support Centre cafe with vegetarian and healthier options
- Provide food storage/fridge space for own meals
- Provide access to cold and hot water throughout workplaces where possible
- Assign awareness training on healthy eating benefits through our online learning platform
- Provide resources and information on our SharePoint
- Encourage colleagues to use the breakout areas to enjoy food/their lunch away from desks

Communication of this policy

All colleagues will be made aware of this policy and be able to access it on the ProCook SharePoint. Colleagues will be made aware of their own responsibilities to their mental wellbeing and how to raise issues to HR, mental health first aiders or other appropriate bodies.

Reviewing and monitoring

The HR department are responsible for reviewing the mental health and wellbeing policy and monitoring the policies effectiveness, through colleague feedback, exit interviews, counselling service use, colleague complaints or referrals and feedback from the qualified mental health first aiders.

This policy and guidance is reviewed and approved by the Board of Directors, it is assessed and updated annually.

Approved by the Board of Directors

18 June 2026