



Karlson Utilities Management Procedure for:
Occupational Health and Wellbeing

Reference: KAR/ANT/OH/03

Issued: September 2024

1. Introduction

This procedure relates to the provision of the occupational health and wellbeing service.

The employer must ensure the health, safety, and welfare of their employees at work, as stipulated in the following legislation:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999

This includes minimising the risk of work-related occupational health issues and injury

Occupational health (OH) focuses on the relationship between health and work. The main objective is to ensure work activities do not adversely affect people's health and to provide support for employees to help manage health conditions.

Employee wellbeing helps us to create an environment where our people feel supported and valued.

Employee wellbeing is good for our people and for Karlson Utilities. Promoting wellbeing can help prevent stress and creates positive working environments where individuals and organisations can thrive.

This procedure does not include the provision of health surveillance, and fitness to work medicals, nor will it cover psychological wellbeing (mental health and stress management) both of which are covered in a separate procedure.

2. Scope

Employers have a fundamental duty of care for the health, safety, and welfare of their workers. Under the Management of Health and Safety at Work Regulations 1999, Karlson Utilities has a duty to assess the risks to the health of the workforce and make appropriate arrangements for their elimination or control. We must also ensure that we help to reduce the impacts of work on any health conditions and provide appropriate support for our people to enable them to thrive.

The purpose of this management procedure is to protect employee health and wellbeing through identification of our work-related health risks, education, training, management of work-related and non-work-related ill health and to inspire and encourage them to lead healthy lives in and out of work.

3. Roles and Responsibilities

Role and Description

Director of Safety, Health, Environment and Security:

Responsible for managing Company's Standards and for providing support in the implementation of these Standards across Karlson Utilities.

Director:

Leader of Karlson Utilities Business reporting to a member of the Executive Committee

Manager:

Manages a process or activity and with responsibility for supervisors and their reports

Supervisor:

Any employee who has other employees reporting to them

Operative:

Operational field engineer or staff equivalent.

Employee:

Any individual employed by Karlson Utilities whether, full time, part time, on a fixed term contract or directly managed contractor, irrespective of grade/level

Head of Occupational Health and Wellbeing:

Manages a centralised team providing standards, information and advice on work related Health & Wellbeing topics, occupational health advice, fitness for work, and health surveillance and health assessment programmes for managers and employees

Chief People Officer:

Manages the provision of human resources support and advice to managers and employees in relation to issues including reasonable adjustments, recruitment, training and development, performance management and grievance and disciplinary processes.

3.1 Director of Safety, Health, Environment and Security

The Director of Safety, Health, Environment and Security shall:

- Provide on-going support to Karlson Utilities to promote compliance with health surveillance, good practice and this standard
- Ensure that there is a suitable and sufficient assessment of health risk, and it is included within Karlson Utilities Safety System
- Ensure that there is competent advice to lead the business on occupational health
- Ensure that an assurance process is in place to confirm that the risks from noise at work are being effectively managed across the business.

3.2 Directors

Directors shall:

- Ensure that arrangements are in place to deliver the requirements of this standard in networks
- Ensure line Managers are competent to utilise occupational health and wellbeing services as required to support employee health and wellbeing
- Ensure employees attend health surveillance and that any recommendations made by occupational health are considered and actioned where applicable
reasonable adjustments based on the occupational health advice
- Ensure compliance with health surveillance and health monitoring programmes

3.3 Manager/Supervisor

The Manager/Supervisor shall:

- Ensure employees attend their health surveillance and health monitoring appointments
- Review reports received from occupational health following health assessments and implement
any actions, restrictions and consideration for reasonable adjustments
- Identify and report any occupational health risks, including changes to workplace exposure levels where the risk assessment indicates it is necessary
- Inform occupational health of any significant changes to job roles so that risks can be re-assessed

- Guide and train their people to ensure they understand any occupational health risks
- Encourage reporting of symptoms of work-related ill health.
- Ensure new starters have new starter health assessments and address any recommendations and reasonable adjustments
- Ensure the confidentiality of sensitive personal information and occupational health reports

3.4 Employee/Operative

All Karlson Utilities employees and operatives shall:

- Understand their responsibility for reducing the risks of injury and ill health
- Cooperate and comply with any employee health, safety and wellbeing instruction given by management
- Conduct work safely so as not to adversely affect the health, safety or wellbeing of themselves, their colleagues or members of the public
- Where identified through risk assessment, complete any training and adhere to safe working practices
- Attend health assessments as required and make accurate health declarations
- Report any health concerns that either impact or are affected by their job to their manager
- Wear the PPE provided to minimise risks when carrying out their duties and report if PPE or equipment is damaged or not suitable for use

3.5 Head of Occupational Health and Wellbeing

The Head of Occupational Health and Wellbeing shall:

- Manage the occupational health service to conduct and record health assessments undertaken as part of health surveillance and health monitoring programmes
- Organise and plan the resources and locations for the health surveillance and health monitoring programme
- Manage the health surveillance and health monitoring programme, including frequency and recalls
- Keep abreast of changes in occupational health and safety legislation

- Provide advice on the management of health risks based on legislation, industry practice and health data and whether health surveillance and health monitoring is required based on risk assessment
- Notify managers of health intervention outcomes
- Provide insights in relation to any trends or failure of possible control measures
- Maintain Karlson Utilities health risk matrix which will be reviewed at regular intervals and when significant changes in work practices occur
- Retain all health records for periods as recommended by the Health and Safety Executive (HSE) and data protection regulations, e.g., COSHH health surveillance records to be retained for 40 years.

3.6 Chief People Officer

The Chief People Officer shall:

- Be responsible for organising and planning the onboarding process for all prospective Karlson Utilities employees
- Ensure that all prospective Karlson Utilities employees receive a pre-placement health questionnaire prior to commencing role and that the correct questionnaire type is issued according to job role
- Ensure that any recommendations made by occupational health are considered and actioned where applicable and provided to the prospective employees' manager, including restrictions and reasonable adjustments based on the occupational health advice received
- Be responsible for ensuring that occupational health is informed of employees who move to different roles within the business, employees entering the business via TUPE and employees leaving the business, to enable compliance with health surveillance and health monitoring requirements

4. Occupational Health

Occupational Health Management focuses on the relationship between health and work. The main

objectives are to ensure that work activities do not adversely affect our people's health, to prevent occupational ill-health, and to enable employees with health conditions or disabilities to continue to work by providing appropriate support and making reasonable adjustments.

4.1 Attendance Management / Management referral

The Manager shall ensure ALL episodes of absence are reported.

Occupational Health can provide managers with advice and guidance to manage employee sickness absence and ensure the employee is getting the support they need to remain in work or enable a return to work, where possible. Managers shall ensure that employees are referred to Occupational Health in accordance with the Sickness absence policy and referral guidance, the following are the key times when a referral is recommended:

- The individual has frequent and recurrent sickness absence
- Where there are concerns about employee fitness and ability to perform their role due to health reasons
- The employee is experiencing any mental health condition
- The employee is experiencing a musculoskeletal condition which is impacting their ability to perform their duties
- Following an accident or injury sustained at work
- The individual has had an extended period of sickness absence (>2 week) and advice on their return to work or any rehabilitation is required
- Returning to work following significant health event i.e., heart attack, stroke, surgery, accident

4.2 Referral process:

Referrals should be made by the manager; the manager shall ensure they discuss the referral with the employee and gain their consent BEFORE making the referral.

Referrals are made through referral forms; more details are provided in the referral guidance.

Appendix A

When completing a referral, the manager should ensure they provide enough detail to enable the referral form to make an adequate assessment and provide the advice and guidance required.

The following detail should be included in a referral:

- Reason for referral
- History of events, including related absence, capability, or performance issues
- Details of the employee's job, tasks that need to be undertaken and requirements of the role
- Adjustments and support already provided

- Details of what adjustments are not possible to accommodate at work
- Any specific questions that they want to know

4.3 Disabilities:

Karlson Utilities complies with The Equality Act 2010. Where a disability is identified guidance can be sought from Occupational Health in relation to adjustments that can be made to support the employee at work. Disabilities can be visible or invisible. For individuals who have a long-term condition which, without intervention significantly impacts their day to day functioning, support and adjustments can be provided and should be encouraged. Many people who have a disability do not consider themselves to be disabled and therefore the requirement for adjustments should be led by the individual. Where specialist assessments are required, these can be arranged through occupational health to ensure all required accommodation /adjustments and equipment needs are provided.

4.4 Accident / Incident Reporting

All accident and incident events must be recorded on Karlson Utilities incident management system in accordance with Incident Reporting and Investigation Procedure.

Following an accident or incident an employee may require assistance and support with any physical or psychological impacts.

Managers and supervisors are advised to refer employees who have sustained a lost time injury at work to Occupational Health to ensure the injury is assessed, the employee receives support and all aspects of a return to work are managed appropriately.

4.5 Health Records

General occupational health records will be retained for the period of the person's employment plus

eight years. These are stored securely by the team in accordance with Data Protection Regulations (2018). Employees have a right to view their records.

5. Employee Health and Wellbeing

Good health and wellbeing can be a core enabler of employee engagement and organisational

performance. This management procedure sets out our commitment of promoting a progressive,

engaging, and healthy working environment which is supportive to our employees. It will encourage

employees and leaders to achieve a healthy work life balance and enable access to appropriate

support when experiencing the effects of physical or mental health conditions.

5.1 Wellbeing Support

Your wellbeing is directly impacted by your work, how your work is organised, and the relationships you develop.

To promote a culture that prioritises a positive work environment work structure should be organised with a focus on six key areas outlined by the HSE stress management standards:

(demands, control, support, relationships, role, and change)

Appendix A.

Karlson Utilities prioritises five core pillars of health and wellbeing: Mental Health, Physical Health, Occupational Health, Ways of Working, and Financial Wellbeing. These pillars are actively promoted through our wellbeing meetings, tailored resources, network events, and inductions and help to create the environment for our people to thrive at work.

Karlson Utilities is committed to enhancing employee wellbeing and engagement.

5.2 Wellbeing for Employees

Employees are encouraged to utilise the available support and are urged to communicate any concerns to their managers or occupational health for timely intervention.

For the management of visual fatigue, injury and musculoskeletal pain computer user (DSE) Training is auto assigned to all office-based staff which must be repeated every 2 years. This can also be self-assigned if working circumstances change or employees feel they need refresher training.

5.3 Wellbeing for Line Managers

Leaders and line managers should lead by example, promoting a culture that minimises stress and burnout, whilst promoting support, open communication, and flexibility where possible. Relationships should be built on trust, respect, and collaboration fostering a sense of belonging among employees. Line managers are equipped to offer support through training, guidance, and access to resources, ensuring awareness of and referral to appropriate support services. Managers can also collaborate with occupational health for workplace adjustments as needed.

Karl Anthony Evans

Director of Karlson Utilities

Reviewed 20/09/2024