



POL-153: VM GROUP TEAM MEMBER WELLBEING POLICY

Effective Date: March 7, 2022

Reach of Policy: VM Group

Date Approved: March 7, 2022

Scope: This policy governs all Team Members of the VM Group

Recalls/Retires: N/A

Also see: POL-140:VM Group Respectful Workplace Policy, POL-152:VM Group Hybrid Remote Flexible Work Arrangement Policy and VM Group Occupational Health and Safety (OSH) Policy, Leave Policy; POL- 155: VM Group Diversity, Equity and Inclusion Policy.



1 Introduction

The Victoria Mutual (VM) Group is committed to providing a work environment that promotes the health and wellbeing of our Team Members. This is aligned to our Strategic Goal - Employer of Choice, and our Great Place to Work Agenda. We recognise that integrating the well-being of our Team Members with work is critical to ensure the success of the organization.

1.1 Scope of Policy

This policy applies to all Team Members of the Victoria Mutual (VM) Group and will focus on the overall well-being of Team Members which includes, physical, social, emotional, mental and financial health. The aim is to create a work place that is flexible and resilient to manage changes that put the wellbeing of Team Members and the organisation at risk.

VM Policies are subject to the applicable laws of the jurisdictions within which VM has its operations. In the event that the policy is inconsistent with any such laws, then VM will be guided by the legal requirements in that particular jurisdiction and will apply those legal standards and conditions as required.

1.2 Objectives

To build and maintain a workplace and culture that supports the total wellbeing of all Team Members resulting in increased engagement levels, productivity, a sense of belonging and retention of key talent.

To create an environment that allows Team Members to thrive and deliver on their objectives and the organisation's objectives.

To provide programmes, tools and techniques designed to increase knowledge and awareness around total wellbeing issues including the importance of healthy lifestyle behaviours.

To facilitate active participation of Team Members in a range of initiatives that support health and wellbeing.



1.3 Policy Owner

This Policy is owned by the VM Group Chief Human Resources Officer, and will be reviewed at least once every two years, except where there are circumstances impacting the financial sector which may result in a change of the Review Period. Such change shall be documented and supported with the reasons for the change.



2 Policy Statements

1. Raise awareness and provide guidance on issues relating to health and wellbeing in recognition of the Organization's role in improving Team Members' health.
2. Encourage the adoption of a proactive approach to prevent and minimize the risks associated with poor health and wellbeing within the workforce.
3. Help promote a culture of health within the VM group using various wellbeing tools.
4. Create a supportive environment that enables Team Members to be proactive in supporting their own physical, mental and emotional health needs.
5. Support an improvement in the engagement score for Health and wellbeing in the HREI survey.
6. Encourage Team Members to be more physically active by making provisions in the workplace for activity opportunities (including reducing sitting time where relevant and practical).
7. Provide healthy eating choices in the workplace through addressing healthy physical settings, such as food storage and preparation; food access and supply; and education.
8. Promote social, emotional, and mental wellbeing through workplace practices and policies.
9. Provide access to information and resources that increase Team Member knowledge and awareness around key health areas, including the risks associated with unhealthy lifestyle choices.



3 Roles and Responsibilities

3.1 VM's Executive Leaders

Responsible for providing leadership and promoting an understanding of the positive link between Team Member health, wellbeing and organisational resilience.

1. Lead by example and encourage Team Members to take up the health and wellbeing initiatives and tools offered in the Organization;
2. View health and wellbeing as part of the culture of a caring and supportive Team
3. Have a legal duty of care to Team Member to ensure health at work, as set out in the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999;
4. VM will ensure that its policies and practices reflect this duty and review the operation of these documents at regular intervals.

3.2 VM Group's Wellness Committee

The Wellness Committee consists of a cross section VM Team Members who are committed to enhancing the health and wellbeing of Team Members. The Committee will:

1. Oversee the monitoring of the policy and other measures to reduce work-related stress and promote workplace health and wellness.
2. Assess Team Member wellness needs by actively seeking and acting on the feedback received.
3. Develop and implement wellness initiatives
4. Provide programmes to support total Team Member Well-being.



3.3 Group Human Resources

The Group Human Resources Department will review and revise policies that impact the health and well-being of Team Members.

1. Develop and create a culture where Team Members can discuss any concerns they may have regarding their welfare or that of others.
2. Ensure that all Team Members are aware of the services available and how they can be accessed. This includes our Employee Assistance Programme (EAP) and Special Team Member Assistance Programme (STMAP)
3. Taking prompt action where there are concerns regarding the wellbeing of a Team Member and provide advice and information that promote general well-being.
4. Providing confidential support to Team Members who self-refer or who are referred by their line manager because of concerns about their wellbeing in accordance with the contractual agreement with The VM group. This may include advise to access specialist services as deemed necessary.
5. Primarily to give guidance to managers and Team Members on the Health and Wellbeing policy and procedures.
6. In conjunction with the Health and Safety Manager, the designated HR Business Partner will monitor the effectiveness of the Health and Wellbeing policy and procedure by collating sickness absence statistics and other metrics.
7. Promote an understanding of the positive link between Team Member health and wellbeing.



3.4 Leaders and Managers

1. Provide an environment that supports and encourages Team Members to engage on matters relating to all aspects of their wellbeing.
2. Maintain confidentiality of Team Member information when supporting the wellbeing of the Team Member and only disclose information with the consent of the Team Members where their health or the health and wellbeing of others are at risk and needs to be addressed.
3. Monitor performance, productivity, attendance and encourage Team Members to manage health including taking their annual vacation leave. This is important as it staves off mental and physical exhaustion/burnout and boosts productivity. Well rested Team Members are better empowered to maximize their potential and generate the biggest possible wins for themselves and the organisation (Please refer to the Leave Policy)
4. Seek advice and support from Group Human Resources at an early stage if there are any issues or concerns that you are unsure of. Signpost if required to relevant support available to support health and wellbeing
5. Encourage Team Members to participate in Learning and Development programmes designed to develop their awareness of well-being and wellbeing related issues.
6. Ensure all Team Members are made aware of this policy.
7. Actively support and contribute to the implementation of this policy, including its goals and objectives.



3.5 Team Member

Team Members are encouraged to:

1. Manage their own wellbeing and take the necessary steps for any support that may be required.
2. Take their annual vacation leave to ensure that the required balance is in place for pause, rest and to nurture aspects of their lives outside of work.
3. Have open dialogue with Manager/Group Human Resources on issues impacting total wellbeing.
4. Support fellow workers in their awareness of this policy.
5. Support and contribute to providing a safe, healthy and supportive environment for all workers.

4 Adherence to Policy

All Team Members are required to adhere to this Policy and other related policies of the VM Group. It is understood that failure to do so will be considered just cause for disciplinary action up to and including termination of employment for cause as appropriate in keeping with the VM Disciplinary Code.



5 Dissemination

The effective implementation of this procedural document will support openness and transparency.

The Victoria Mutual Group will:

- Ensure all staff and stakeholders have access to a copy of this procedural document via the organization's website/intranet
- Communicate with Team Members any relevant action to be taken via Information Bulletin or Meetings.
- All Team Members will receive a copy of this policy during the orientation process.
- This policy is easily accessible by all Team Members of the organization.
- Team members are informed when a particular activity aligns with this policy.
- Team members are empowered to actively contribute and provide feedback to this policy.
- Team members are notified of all changes to this policy.



6 Training

All Team Members will be offered relevant training commensurate with their duties and responsibilities. Team members requiring support should speak to their manager in the first instance. Support may also be obtained through their Human Resource Department.



7 Legislation and Guidance

Whilst there is no specific legislation regarding a requirement to provide workplace wellbeing services, employers have a duty under the Health and Safety at Work Act 1974 to ensure, so far as is reasonably practicable, workplaces are safe and healthy.