Severn Group

Mental Health & Wellbeing Policy

JULY 2025

We value the sense of belonging and family spirit across our operations. Everyone at Severn Group contributes to our success – we are incentivised and empowered to positively impact business achievements, environmental sustainability and high performance in safety.

SEVERN
Superior Valve Engineering

The Approach

Introduction

This Policy sets out our commitment to promoting and supporting mental health and wellbeing.

We want to create an inclusive culture that supports mental health, physical health, wellbeing, and prevents discrimination.

Problems with mental health can be caused by many things, including personal stress unrelated to the workplace, and can affect anyone. It is estimated that around 15% of working age adults live with mental health issues globally.

Who does this Policy apply to?

This Policy applies to all our employees, officers, consultants, self-employed contractors, workers, volunteers, and interns.

Our Policy's purpose

This Policy outlines our priorities, how to spot the signs of mental ill health in yourself and others, looking after your physical health, responsibilities, and available support.

The Company commits to:

- Building and maintaining a workplace environment and culture that supports mental health, physical health, wellbeing, and prevents discrimination;
- Increasing knowledge and awareness of mental health and wellbeing issues and behaviours;
- Reducing stigma around depression and anxiety in the workplace;
- Facilitating participation in initiatives that support mental health and wellbeing;
- Providing the necessary training and resources; and
- Providing support for those affected from issues relating to deterioration in their wellbeing.

The Approach

Physical health

Looking after physical health is just as important as mental health, this is why we are committed to providing a safe and healthy working environment. This includes eliminating hazards and identifying risks, continually improving our management system and consultation with you. We also offer, through our Employee Assistance Programmes, support with maintaining a healthy lifestyle. Details of how to access these services are in the appendix of this Policy.

Responsibilities

Line managers are responsible for:

- Providing an environment which is conducive to employees engaging with them about wellbeing;
- Encouraging and supporting employees to take personal responsibility for their own wellbeing, by signposting employees to appropriate support services and giving them the time and encouragement to participate;
- Championing wellbeing within their teams and departments, and challenging ways of working that impact wellbeing;
- Maintaining confidentiality of employees when supporting their wellbeing, disclosing to others only with the employee's consent or when the employee is deemed at risk and their wellbeing, or the wellbeing of others, needs preserving;
- Seeking advice and help from the People Team at an early stage if any issues arise;
- Monitoring attendance and encouraging employees to take regular breaks from work, as well as using their holiday entitlement throughout the year; and
- Encouraging employees to undertake learning and development activities to develop their awareness of wellbeing and wellbeing-related issues.

All employees are responsible for:

- Managing their own wellbeing and taking steps to seek support at an early stage if needed;
- Communicating by raising concerns with their line manager, or other appropriate employees when factors are impacting their wellbeing; and
- Using their holiday throughout the year and taking regular breaks during the working day. Supporting each other, by providing information, and sharing knowledge and resources on managing wellbeing where appropriate.

The Approach

Spotting the signs

The symptoms of mental ill health are not always obvious, but there are common signs to look out for in yourself and others. Here are some things to look out for when it comes to spotting mental health issues at work:

- Uncharacteristic behaviour - you might notice that another employee does not seem like their usual selves. For instance, they might start turning up late, acting aggressively or being unusually quiet.
- Low levels of engagement – a lack of motivation and difficulty concentrating can be side-effects of mental health issues.
- Decreases in productivity - people who are experiencing poor mental health may appear disinterested, distracted or lethargic. They may also struggle to complete tasks and show an inability to make decisions.
- Changes in sleeping or eating behaviours - insomnia and difficulty sleeping are often potential indicators of a mental health issue. You should also look out for employees who begin to regularly miss lunch or refuse to eat with co-workers.
- Disinterest in work or day-to-day activities – a lack of interest in activities, particularly those that they used to enjoy, could be a sign of somebody experiencing low mood.
- Increased absence - taking regular, short-term absences for an ongoing problem may be reflective of an underlying mental health issue.
- Changes in working patterns - frequently being absent, arriving late or leaving early, could all be indicators of an underlying mental issue.
- Withdrawal from social situations - employees may start to withdraw and isolate themselves from others. Many people with mental health concerns suffer from isolation, loneliness and self-loathing.
- Irrational fears, paranoia or anxiety – these symptoms are typical of some mental illnesses.
- Substance use/misuse - to self-medicate, employees may turn to alcohol, drugs or other addictions. This is typically an urgent sign that an employee needs help.

If you notice any of these signs, it's time to start the conversation. You could do this by simply asking someone how they are doing or feeling. Encourage them to engage with an open question focused on them and their wellbeing.

If you believe your mental health is negatively affecting you and/or your job you should discuss this with your line manager or a member of the People Team. We will discuss with you what steps and support can be considered, this may include a review of your role, duties, working hours and workload. We may also ask you to participate in an Occupational Health referral so we have up to date expert information on how to manage your mental health at work.

The Approach

Absence due to stress or mental ill health

If you are absent due to stress or mental ill health, you should follow your local sickness absence procedure.

Available support

There are several support channels available if you or someone you work with need some support with their wellbeing or mental health.

Your Doctor is usually the most appropriate support in the first instance if you're worried about your mental health or wellbeing.

Our Employee Assistance Programmes offer a range of services across areas such as mental health, get fit programmes, financial concerns, and legal matters. Please refer to the appendix for details of how to access the programmes.

We have a team of Mental Health First Aiders (MHFA) who you can speak to about your mental health. MHFA are not therapists, but they are trained to listen and signpost to the most appropriate support service. You can find details of the MHFA displayed on site noticeboards.

Whilst we will seek to maintain confidentiality in respect of your mental health there may be a requirement to share information with relevant individuals e.g your line manager, where there may need to be adjustments to your duties.

The Approach

Data protection

For information about our processing of personal data under this Policy, including details of our legal grounds for doing so, how long we retain such personal data, who your personal data is shared with, your rights under data protection law and who you should contact if you have any concerns, please see our Employee Data Protection Policy and Employee Privacy Notice which can be accessed on the Group Policy Hub.

Agreement to follow this Policy

This Mental Health & Wellbeing Policy is fully supported by The Board and Executive Committee.

This Policy is non-contractual and may be amended at any time.

This Policy should be read in conjunction with the Anti-Harassment Policy, Code of Conduct, Employee Data Protection Policy, Employee Privacy Notice and Equality Diversity and Inclusion Policy. All Severn Group policies can be accessed on the Group Policy Hub.

Appendix

Employee Assistance Programme (EAP) Global Contact Directory

UK Employees enrolled in Paycare
0800 028 6678

UK Employees not enrolled in Paycare
0800 085 6361

ValvTechnologies Employees
(833) 787-7781

Australia
1800-835-871 (toll-free)
1300-835-871

Brazil
0800-892-2251 (toll-free)
4003-5621

Chile
800-914-280 (toll-free)
+56-44-205-3211

China
800-810-6605 (toll-free)
400-650-6605

India
000-800-100-4150 (toll-free)
+91-22-7127-9187

Indonesia
08001401645 (toll-free)
+622139524544 (outside country)
+628121123123 (WhatsApp only)

Malaysia
1-800-813-155

Netherlands
0800-022-2336 (toll-free)
+31-85-064-3396

Poland
0-0-800-141-0266 (toll-free)
+48-22-307-92-27

Qatar
00800-100-090

Saudi Arabia
800-811-0447

South Korea
00308-491-0233 (toll-free)
070-4732-6795

UAE
8000-3570-3075

At Severn Group, our business success flows from expertise – from technical knowledge and experience that position us as a leader in our field. Not everything, however, can be engineered. The Values which underpin that success stem instinctively from the culture we seek to sustain. Everything we do is tested against our Values, and our people are encouraged to apply them every day: they are the stewards of our brand, our reputation, our heritage, our ambitions.
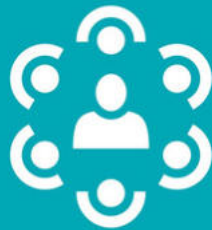
Customer

Integrity

Excellence

Accountability

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