

BRADFORD WATTS**EMPLOYEE ASSISTANCE PROGRAMME (EAP)****(MENTAL HEALTH, WELLBEING & WELFARE SUPPORT)****Purpose:**

The Employee Assistance Programme (EAP) provides confidential, professional support to employees of Bradford Watts Ltd who may be experiencing personal, work-related, or emotional difficulties.

The EAP forms a key component of the company's Mental Health & Wellbeing Policy and supports compliance with:

- Thriving at Work – Core & Enhanced Standards
- Health and Safety at Work etc. Act 1974
- Equality Act 2010
- ISO 45001 Occupational Health & Safety Management Systems

Scope:

The EAP is available to:

- All employees of Bradford Watts Ltd
- Apprentices and trainees
- Temporary and agency workers (where contractually permitted)
- The service is voluntary, confidential, and free at the point of access.

Aims of the EAP:

The EAP aims to:

- Support mental health and emotional wellbeing
- Reduce work-related stress
- Assist early intervention before issues escalate
- Improve attendance, safety, and performance
- Promote resilience and coping strategies

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Types of Support Available:

The EAP may provide access to the following support areas:

Mental Health Support:

- Stress, anxiety, and depression
- Work-related pressure
- Trauma and critical incident support
- Bereavement

Personal & Family Support:

- Relationship or family difficulties
- Financial concerns
- Substance misuse support
- Caring responsibilities

Work-Related Support:

- Conflict at work
- Bullying or harassment concerns
- Change management stress
- Return-to-work support

Practical Advice & Signposting:

- Legal information (non-representational)
- Financial guidance
- Housing and debt advice
- Access to NHS and third-party services

Accessing the EAP:

Employees may access the EAP through:

- Self-referral (preferred)
- Signposting by a manager or supervisor
- Referral following occupational health advice
- EAP contact details will be provided:
- At induction
- On notice boards
- Via company communications

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Confidentiality:

- All EAP services are strictly confidential
- No personal information is shared with Bradford Watts Ltd without explicit consent
- Management will only receive anonymised, statistical usage data
- Data is managed in accordance with GDPR and the Data Protection Act 2018

Management Role in the EAP:

Managers and supervisors must:

- Promote awareness of the EAP
- Encourage early use of the service
- Avoid attempting to act as counsellors
- Respect confidentiality at all times

The EAP is a support mechanism, not a disciplinary tool.

EAP and Occupational Health:

The EAP does not replace occupational health services.

Where required:

- Occupational health referrals may run alongside EAP support
- Consent will be obtained before any information sharing

Monitoring and Review:

The effectiveness of the EAP will be monitored through:

- Anonymised usage data
- Absence trends
- Staff feedback
- Management review meetings
- The EAP provision will be reviewed annually.

Emergency Situations:

The EAP is not an emergency service.

In cases of immediate risk:

- Emergency services must be contacted (999)
- NHS crisis services should be used

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Communication:

Bradford Watts Ltd will:

- Actively promote the EAP
- Include EAP information in inductions
- Reinforce availability during toolbox talks and briefings

D. Pitcher, **MICOB**
MD



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