Policy on Siamers' Mental Health and Wellbeing

1. Objective:

Mental health is just as important as physical health. Mental illness may be detrimental to a person, as it impacts happiness, productivity and collaboration. Mental health issues may affect an organisation in the form of turnover, absenteeism, poor employee performance and productivity and even lead to workplace harassment.

With this policy, we aim to support our employees and create a healthy and happy workplace and support them should they need assistance with resolving any mental health related issues.

2. Scope / Coverage:

This policy applies to all our employees, trainees and interns. The HR Team is primarily responsible for communicating this policy and overseeing its implementation.

Our policy will continue to seek inputs from all stakeholders. We will consult employees, management team and mental health professionals to develop and revise our policy.

3. Definitions:

I. What are mental health issues?

Mental health issues in the workplace are any conditions that affect employees' state of mind. These conditions may include stress, anxiety, depression which may result in burnout and nervous breakdowns. Substance abuse may also perpetuate mental health issues.

Mental health problems manifest in different ways. Some employees may suffer with no physical side effects, while others may experience physical symptoms (e.g. increased blood pressure, lethargy, changes in eating habits, etc).

II. Factors that cause mental health issues

Employees may experience mental health issues for various reasons that an employer cannot control (e.g. hereditary, family conflicts, general health, etc). But, there are also work-related reasons for mental health problems, including excessive pressure, job insecurity, work-life imbalance, lack of appreciation, hostile workplace conditions, unsatisfactory job or workload, unpleasant relationships with colleagues or managers.

To every extent possible, we aim to recognize and address cases of workplace pressures that contribute to mental health issues.

4. Organisation Actions:

We strive to ensure our employees are healthy both mentally and emotionally. Whether it's a slight feeling of worry or a more serious problem, we want employees to feel free to reach out for help and support.

We aim to do this by:

1. Treating mental illness seriously

2. Identifying issues proactively and resolving them

3. Supporting Siamers who face mental health problems

4. Creating a pleasant workplace in collaboration with managers, employees and health experts

I. Mental Health Awareness

We want to raise mental health awareness and combat the stigmas associated with them. To do this, we will:

- **Host Workshops** - We will organise workshops and activities every month around mental health, and emphasise the importance of mental health.

- **Keep employees informed** - We will communicate to all employees about the policy whenever it's modified. The HR team will also explain this policy to new hires.

- **Compile helpful resources** - We will publish a repository of articles, videos and infographics about mental health and coping mechanisms.

II. Siamers Assistance Program

Our Assistance program has provisions for supporting Siamers through hardships, worries and crises in their personal or work lives.

The **Siamers Assistance Program** is confidential **group therapy workshops** that help Siamers cope with stress, mental illness and other issues.

- We will engage the services of mental health professionals (psychologists / counsellors) to host these group sessions at the office premises and virtually, on a monthly basis.

- Employees may reach out to mental health professionals directly, or through the HR Team, if and when they are in need of counselling. Anything they share with the professionals will remain confidential.

III.   Work-related Issues

Issues related to work/role, compensation, job insecurity and work-life balance can heavily burden employees. In these cases, we encourage open communication between employees and managers / HR Team.

If employees have a work-related problem, they should speak openly to their managers or the HR Team. Managers / HR Team are in turn obliged to listen to their employees and search for a mutually satisfying solution together.

We also encourage employees to speak to mental health professionals about how to handle their individual situations better.

IV.   Managers' Responsibilities

Managers should also proactively identify mental health issues among their team. If they perceive that an employee is in a state of emotional or psychological distress, they should reach out to them.

Here are some tips on how managers can address an employee who suffers from mental health issues in common situations:

- If an employee has work-related problems, managers should come up with a solution.

- If an employee has issues collaborating with colleagues, managers should meet with concerned employees and serve as mediators. If the problem is severe (e.g. violence, harassment, victimisation), managers should contact HR.

- If an employee's problems are personal or the employee refuses to discuss them, managers should encourage them to contact mental health professionals.

V.   Open Communication and Support

The HR Team is responsible for sending out **quarterly surveys** to gather information about mental health in the workplace. Surveys will be anonymous.

We will also actively support employees who are at risk of facing mental health issues (e.g. new employees, pregnant women, new parents, etc). For this reason, we will establish a **support group** that employees can choose to join to discuss their situations and seek advice.

Often, it's easier to reach out to a colleague instead of a supervisor or HR. We encourage coworkers to support one another when needed.

VI.   Employee Recognition and Development

One way to prevent our employees from excessive stress is to recognize their work and invest in their personal growth. For this reason, we will continually work on improving our:

- Recognition Program

- Learning & Development and Mentorship Program

VII.   Compliance with the law

The **Mental Healthcare Act** (2017) protects employees who suffer from medical conditions or mental disorders.

Consistent with our non-discrimination practices, we will treat these employees fairly and we will not oblige anyone to disclose their condition or other medical information. Instead, we will attempt to support employees who come to us with mental health issues and establish strategies that apply to everyone.

VIII.   Evaluating Outcomes

This policy's provisions are not restrictive. We will test its elements to find out what works and what doesn't. HR will continuously research mental health topics and evaluate the results of our policy with Managers' support.

To develop, revise and establish this policy, we need everyone's help. We can all work to define mental health issues, their causes and seek or offer help when needed. We encourage employees to share their ideas and concerns.