



HEALTH AND WELLBEING POLICY

INTRODUCTION

At Total Property Services, we are dedicated to cultivating a positive and healthy workplace where every individual feels valued, supported, and empowered to thrive. We believe that the wellbeing of our employees is fundamental to our success and integral to creating a vibrant and productive work environment.

To achieve this, our workplace policies, practices, and environments are designed with your wellbeing in mind. We prioritise physical, mental, and emotional health, ensuring that our initiatives are inclusive, comprehensive, and accessible to all.

MENTAL WELLBEING

Our workplace has a role in promoting, protecting and supporting our employees' mental wellbeing. We acknowledge that mental distress is a common experience and can affect anyone at any stage of their lives. We are committed to supporting employees experiencing mental distress with compassion and confidentiality.

If you are experiencing challenges, we will support you in staying at work and/or support your return to work when you are able. Any health conditions or disabilities will be treated in confidence. We will never share any information about you unless you have agreed to it, and only to ensure your wellbeing and safety and that of those around you.

HOW WE WILL PROMOTE GOOD MENTAL WELLBEING

As your employer, we will do the following:

- Foster a culture of openness where you feel safe to speak up about any concerns, knowing that you will be heard and supported.
- Make sure you understand what is expected of you at work – in your work tasks and what is considered acceptable behaviour.
- Check in with you at agreed times to ensure your workload is manageable, and to discuss any issues.
- Offer flexible work practices wherever possible and with the client's agreement, as legally required.
- Support opportunities for professional skills development and growth.
- Not tolerate bullying, harassment, or discriminatory behaviour.

OUR EXPECTATIONS OF YOU

You can do a lot to protect your own mental wellbeing at work. As our employee, we expect you to:

- Treat everyone with respect and civility.
- Speak up if you need help or support.
- Speak up about any bullying, harassment, or discriminatory behaviour you notice happening in our workplace.
- Take your own steps to stay mentally healthy at work (e.g. managing workload proactively, practicing mindfulness or relaxation techniques, or speaking with your manager if you're feeling overwhelmed).
- Support workmates to speak up if they need help for anything affecting their mental health.
- Access support if you need it – see the Help finding support section in this policy.
- Ask about options (e.g. flexible working arrangements, special leave) if you feel you need time away from work to manage your mental health.

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ENCOURAGING POSITIVE ACTIONS

To maintain a mentally healthy workplace we will:

- Consult with you about what workplace wellbeing means to you, and what initiatives you might like to see introduced.
- Provide contact details for support services you can access easily and discreetly.
- Regularly support mental health and wellbeing initiatives, such as Mental Health Awareness Week.

PHYSICAL WELLBEING

We recognise that physical wellbeing is a vital component of overall health. We are committed to supporting our employees in maintaining and improving their physical health through safe work practices and a culture that encourages healthy living.

HOW WE SUPPORT PHYSICAL WELLBEING

As your employer, we will do the following:

- Provide a safe and ergonomically sound working environment.
- Promote healthy lifestyle choices through workplace initiatives and resources.
- Ensure all employees have access to appropriate Personal Protective Equipment (PPE) and training on its use.
- Support employees in managing physical health conditions, including facilitating return-to-work plans where needed.

OUR EXPECTATIONS OF YOU

As our employee, we expect you to:

- Take reasonable care of your own physical health and safety.
- Use equipment and PPE as instructed.
- Report any physical health concerns or injuries to your manager promptly.
- Participate in health and safety training and initiatives.
- Speak up if you have suggestions for improving physical wellbeing in the workplace.

BULLYING AND HARASSMENT

We are committed to providing a workplace that is free from bullying, harassment, and discrimination. We believe everyone has the right to feel safe, respected, and valued at work.

DEFINITIONS

- Bullying is repeated and unreasonable behaviour directed towards a person that can lead to physical or psychological harm.
- Harassment includes any unwelcome or offensive behaviour that is intimidating, humiliating, or threatening. This includes sexual harassment, racial harassment, and other forms of discriminatory behaviour.

OUR COMMITMENT

As your employer, we will do the following:

- Take all complaints of bullying and harassment seriously.
- Investigate concerns promptly, fairly, and confidentially.
- Provide support to affected individuals, including access to counselling or mediation services.
- Take appropriate disciplinary action where necessary.

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OUR EXPECTATIONS OF YOU

As our employee, we expect you to:

- Treat all colleagues with respect and dignity.
- Speak up if you experience or witness bullying or harassment.
- Cooperate with any investigations into inappropriate behaviour.
- Support a culture of inclusion and respect.

If you feel unsafe or need support, please refer to the Help Finding Support section of this policy or speak with your manager or Health and Safety representative.

ALCOHOL

We promote a culture that values health and safety and does not centre social activities around alcohol.

OUR EXPECTATIONS OF YOU

We expect you to come to work not under the influence of alcohol or affected by alcohol in a way that could impact health and safety or your work performance.

If you do come to work affected by alcohol, we may consider you to have breached our Drug and Alcohol Policy. You could face disciplinary action.

SUPPORT FOR HARMFUL DRINKING AND ALCOHOL ADDICTION

If you are concerned about how much you drink, and would like help to reduce your alcohol intake, see the Help finding support section in this policy.

DRINKING ALCOHOL AT WORK

If we allow alcohol at our workplace or at any work-related events, we will always supply alcohol in a responsible manner.

This includes:

- Not supplying alcohol when drinking could increase the risk of injury.
- Making sure no one drinks alcohol and then drives or operates machinery.
- Not supplying alcohol to anyone under 18.

ALCOHOL IN OUR WORKPLACE

You may drink alcohol while travelling, attending work functions and/or at meetings: You represent our organisation when you are at meetings and functions or travelling on company business. We expect you to be mindful of how much alcohol you drink and always behave responsibly and within the law.

Drinking alcohol while driving company or rental vehicles: You must not drive a company vehicle, or a vehicle we have hired, if you are over the legal alcohol limit. If you are found to be operating a company or company-hired vehicle while exceeding the legal limit, you may face disciplinary action.

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SUNSMART

As your employer, we are committed to protecting you from workplace risks, including exposure to harmful solar ultraviolet (UV) radiation. Because exposure to solar ultraviolet (UV) radiation can cause cancer, we will take steps to minimise your exposure during work hours.

As your employer, we will do the following:

- Encourage you to work in shade as much as possible
- Rotate tasks among employees so you are not constantly in the sun.

As our employee, we expect you to:

- Speak up if you are concerned about your sun exposure and/or have suggestions on how we can better keep you safe
- Report instances of sunburn, heat exhaustion/fatigue to your manager.
- Check your own skin for changes that could indicate melanoma or non-melanoma skin cancers
- Regularly drink water to stay hydrated.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

You must wear clothing and sunscreen (applied to uncovered skin every day when UV levels are dangerous) to protect you from the sun when working outside.

As necessary this PPE could include:

- long-sleeved shirts with collars, long trousers or knee-length skirts or shorts that are preferably light-weight but still close-weaved, keep out UV radiation while allowing your skin to breathe, and have an Ultraviolet Protection Factor (UPF) of at least 30
- a hat/hard hat/helmet with a wide-brim/peak/flap that protects your head, face, ears and neck
- sunglasses that fit closely to your face and meet UV protection standards, AS/NZS 1336:2014
- if required, sunglasses and spectacles must also meet the safety glasses standard, AS/NZS 1337:2010
- sunscreen, which must be water-resistant, broad-spectrum, at least SPF30, and meets standard AS/NZS 2604:2012. Sunscreen should be applied 20 minutes before going outside and reapplied every two hours, especially if you are sweating and/or working in water, and stored below 30 degrees, as high temperatures (such as from being left in a vehicle's glove box) can stop it being effective.

MONITORING SUN EXPOSURE

We understand our responsibility as an employer to monitor your UV exposure.

We will do this by:

- Regularly assessing our workplace/s to make sure you are not exposed to too much UV radiation, then taking steps to eliminate or minimise the risk
- Assessing all outside work functions and events for UV exposure, providing shade and sunscreen if necessary
- Recording incidents of sunburn, heat exhaustion/fatigue
- Tracking those incidents to see what improvements/changes we can make to reduce the chances of sunburn and heat exhaustion/fatigue
- Helping you understand melanoma and non-melanoma skin cancer, including the importance of having any moles, freckles or worrying skin spots checked by your GP.

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HELP FINDING SUPPORT

We understand that there may be times when you need support to deal with personal challenges or to assist someone close to you.

If you need support, we will:

- Encourage you to ask for help as early as possible to reduce the chances of problems growing - all disclosures will be treated confidentially.
- Do what we can to help you find the support you need.
- Allow you time off work to deal with issues, as set out in the sick leave section of your employment agreement.
- Encourage you to seek appropriate help if you know or strongly suspect an employee might harm themselves or needs help – or if you need help yourself.

You could also find support by:

- Talking to your manager or a trusted team member for advice and support.
- Going to see your doctor or another health professional.
- Call or text 1737 to talk to a trained counsellor. This service is completely free and available 24/7.
- Calling 111 if there is an immediate crisis.

HELP TO STOP SMOKING

We recognise smoking is an addiction and that it kills more than 5000 New Zealanders a year. If you do smoke and would like help to stop smoking:

- Go to www.quit.org.nz, text 4006 or call 0800 778 778
- Visit smokefree.org for information about stop smoking services in our region
- Talk to your GP or health provider
- Ask at your local pharmacy.

TRAINING

We aim to create a supportive and healthy workplace. As part of this, we may offer training to managers and relevant staff to help them recognise and respond to employees who may be experiencing distress. This could include programs such as Mental Health First Aid.

We also provide resources on a range of health and wellbeing topics. If there's a particular issue you'd like more information about, please contact the Health and Safety representative.

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BREACHES OF THIS POLICY

This policy reflects our commitment to creating a supportive and healthy workplace. We believe that by working together, we can foster an environment where everyone can thrive.

Depending on the seriousness of the breach, if you are found to have breached these policies we will:

- Talk with you to make sure you know the terms of the policy you have breached, including what appropriate support we can offer.
- Make sure you know the required behaviour expected from now on
- Take disciplinary action if necessary.
- See the 'Serious misconduct' clause of your Employee Handbook for more information about what behaviour is expected and what action may be taken for breaches.

A handwritten signature in black ink, appearing to read 'Paul Emery', with a stylized flourish at the end.

Paul Emery
Director
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