

## Mental Health Policy

The Company's priority is to protect the physical and mental health of our people ashore and at sea. Investing in our people's well-being helps them feel empowered to put their well-being first – so they can excel at their personal and professional goals.

Building a strong mind goes beyond identifying mental health disorders – it is a multidimensional action that can only be achieved when we dare to care about our physical, emotional, spiritual, social, occupational, and mental well-being.

In an industry that never sleeps, we aspire to have mentally fit and happy employees that feel comfortable to support each other and safe to talk about mental health in the workplace.

### Scope

The Mental Health Policy acts as a guide for the Management Board, employees at sea and shore, as well as our partners. It describes our objectives to:

- Raise awareness on mental health and psychological well-being by identifying signs of mental health disorders and normalizing asking for help without the fear of stigma
- Provide access to resources, maintain systems and response mechanisms that help prevent and address mental health disorders amongst our employees
- Enhance procedures to support employees that need additional help and provide assurance that they will be treated fairly and without prejudice
- Develop senior officers and team-leaders' skills to proactively identify employees at risk, start a dialogue and redirect them to correct resources
- Nurture a culture of belonging where people can share their vulnerabilities through timely conversations, freedom to call for help, empathy, and intuitive support

### Company approach to Mental Health

The most vital action as an employer to promote well-being at the workplace is to educate our people about healthy habits. The Company provides a series of learning videos which cover topics such as mental hygiene, resilience, how to relax, breathing techniques and many more. The videos are readily accessible in iLearn.

Together with our partner MHSS, we offer monthly webinars with expert psychologists designed to help shore employees better understand and navigate through mental health workplace illnesses. Employees can join the sessions to learn about possible signs and signals of someone struggling and connect with others by sharing a personal experience that breaks stereotypes. They can use the MHSS 24/7 helpline to gain direct access to a professional psychologist, any time and from anywhere.

In addition, we have partnered with ISWAN which serves as a free, confidential, multilingual, 24/7 365 helpline for our seafarers and their families all over the world. ISWAN offers coherent package of mental health and welfare awareness training.

Contact details of MHSS!	
Mental Health Freephone number for 24/7 Helpline	00 800 59 69 79 89
Connect on WhatsApp	00 49 162 1 09 59 76
Website	<a href="http://www.mentalhealth-support.com">www.mentalhealth-support.com</a>
Email Address	<a href="mailto:info@mentalhealth-support.com">info@mentalhealth-support.com</a>
Contact Person	Benjamin Low, <a href="mailto:benjamin@psychconnect.sg">benjamin@psychconnect.sg</a>

**Contact details of ISWAN Seafarer Helpline!**

ISWAN Freephone No	+44 203 713 7275
ISWAN WhatsApp	+44 7808 646067
BSM Email	bsm@seafarerassistance.org
Live chat	Seafarerassistance.org/BSM

**Who needs to know?**

The immediate manager plays a key role in employee's experience at work. Through daily interaction employees can build the trust needed to have open communication, which can positively impact their mental state and improve their performance.

Any requests for mental health support should be made in the first instance with above methods. MHSS and ISWAN will contact the Company management as per protocols. We treat all requests with full confidentiality. Such information will not be shared with any other individual except their immediate manager. In case of support request that requires the involvement of a third party, we will be requesting the employee's written approval to share any confidential information with said party.

**Who wants to know?**

Peer support is an essential element in recovering from any mental health disorder. Employee's family, friends, and close colleagues that they trust may want to know about the employee's mental health condition to be able to support them. We encourage our employees to share such information with any other individuals. It is of course the employee's sole discretion. In the case that they do not feel comfortable discussing this topic with their immediate persons, we encourage them to use the MHSS (shore staff) and ISWAN (for sea staff) hotlines available to all employees. These psychologists are here to listen and help with anything that is making the employees feel anxious, stressed or emotionally unwell, whether it be at work or at home.

**Responsibility**

All leaders across the organization have the responsibility to encourage and demonstrate through their actions that wellbeing comes first, above all other considerations.

Leaders need to be able to properly allocate workload, set clear and reasonable expectations that factor different work styles, and encourage staff to take annual leave and sick leave without the fear of stigma or punishment. They need to be able to spot the signs of mental health disorders and smoothly redistribute work from employees facing high-stress or burnout. It should be noted that it is not the responsibility of leaders to offer diagnoses, treatment, advice, or solutions.

All Company employees must keep themselves, their colleagues, and others safe by using their common sense, following the relevant policies, procedures and processes that are in place to mitigate foreseeable risk.

If anyone becomes aware of any activity, situation or behaviour that could compromise the mental wellbeing of another person or safety of the vessel, they should act immediately by reporting the circumstance to a more senior person. Leaders should investigate the incident and decide on further steps.

However, please note that negative changes in behaviour do not always signify mental health illness. It could be the outcome of various factors, like facing serious life stressors.

**Communicating, Monitoring and Review**

The Company will ensure that:

- During the induction process, all employees are made aware of this Policy including where and how to access it
- This Policy is easily accessible by all members of the organization
- Employees are empowered to actively contribute and provide their feedback on this Policy
- Employees are notified for all changes to this Policy

The Company will review this Policy on an annual basis. The achievement of this Policy's objectives will be measured through management reporting, including operational management review meetings, quarterly management board meetings and in regular surveys and seminars. Further, detailed analysis is achieved via Mental Health Support Solutions (MHSS) and International Seafarers' Welfare Assistance Network (ISWAN) 24/7 Helpline confidential reporting.

The Company will implement continuous improvement by considering the outcomes of the reviewing process as well as industry wide trends in consultation with the maritime charities and professional services with whom we collaborate.

## Definitions

**Workplace Harassment** is unwelcome conduct that is based on race, colour, religion, sex, national origin, age, disability, personality, or genetic information. Harassment becomes unlawful where enduring the offensive conduct becomes a condition of continued employment, the conduct is sufficiently severe or pervasive to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

**Mental health** is defined by the World Health Organization as a state of mental and psychological wellbeing in which every individual realises his or her own potential, and can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to his or her community. Mental health is determined by a range of socioeconomic, biological, and environmental factors. Mental wellbeing describes a dynamic mental state. Someone with good mental wellbeing can:

- Feel relatively confident in oneself and have positive self-esteem
- Feel and express a range of emotions
- Build and maintain good relationships with others
- Feel engaged with the world in general
- Live and work productively
- Cope with the stresses of daily life, including work-related stress
- Adapt and manage in times of change and uncertainty

**Wellbeing** is defined by the UK Department of Health as feeling good and functioning well and it comprises of an individual's experience of their life, and a comparison of life circumstances with social norms and values. Being well is multi-dimensional. It starts with **physical well-being**, meaning taking care of your body – your primary source of energy. It expands with the interlinked but distinctly different mental and **emotional well-being**. **Mental well-being** is your ability to process information by tapping into your root thoughts and freely direct your focus and attention. Emotional well-being is cultivating internal feelings to positively act and react on the information you have processed. In addition, **Spiritual well-being** is your personal values and purpose that serve as your motivation and driving force in and outside of work. **Social well-being** is your ability to build strong and long-term connection with other people at all levels - personal, professional, virtual, or physical. Finally, **occupational well-being**, is the personal satisfaction, fulfilment, and enrichment combined with financial security through the work you do.



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Completed

