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Document Title:	Mental Health Policies and Standard Operating Procedures (SOP)	Creation Date:	1-Feb-2026
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Document History Log

Status	Effectivity Date	Description of Change/s	Initiated by

Prepared by:	Reviewed by:	Approved by:
 Maeden Hojilla	 Mia Kristel Roasalem	 Marites Olaso





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Mental Health Policies and Standard Operating Procedures

1. Policy Statement

Expedise Warehouse Management Solutions Inc. commits to promoting, protecting, and supporting mental health in the workplace. Mental well-being is essential for safety, productivity, and a healthy workforce.

Consistent with Republic Act No. 11036 (Mental Health Act) and RA 11058 (OSH Law), the company establishes this Mental Health Workplace Policy to:

- 1.1 Prevent stigma and discrimination
- 1.2 Identify and manage mental health concerns early
- 1.3 Provide access to support, treatment, and referral
- 1.4 Ensure confidentiality and respect for human rights
- 1.5 Maintain a safe, healthy, and productive work environment

This policy applies to all Expedise employees, regardless of employment status or work location.

2. Scope and Coverage

This policy covers:

- 2.1 All employees across all worksites, offices, and facilities.



WH12 Vipinosa Compound, Magsaysay Road, Barangay San Antonio, San Pedro Laguna
hello@expedise.ph
Expedise.ph

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2.2 Workers identified as at risk, experiencing stress, or showing symptoms of mental health concerns.

2.3 Any employee undergoing evaluation, referral, counseling, or treatment for mental health conditions.

3. Purpose

The program aims to:

3.1 Mental Health Promotion- Increase awareness and understanding of mental health.

3.2 Early Identification & Support- Recognize signs of mental distress and provide timely assistance.

3.3 Workplace Safety- Reduce accidents and conflicts linked to psychological stress or impairment.

3.4 Employee Support & Non-Discrimination- Provide fair treatment, protect rights, and avoid stigma.

3.5 Legal Compliance- Meet the requirements of RA 11036, RA 11058, RA 11313, RA 7277, and DOLE/DOH guidelines.

3.6 Reintegration- Support employees returning to work after treatment or recovery with Fit-to-Work.

4. Definition of Terms

(Aligned with RA 11036 & DOLE Guidance)

4.1 Mental Health – The state of well-being where a person can cope with stress, work productively, and contribute to community.

4.2 Mental Health Condition – Recognized psychiatric, neurologic, or psychosocial disorders such as anxiety, depression, bipolar disorder, schizophrenia.



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4.3 Psychosocial Hazard – Work factors (stress, conflict, harassment) affecting mental health.

4.4 Mental Health Professional – Psychiatrist, psychologist, counselor, nurse, or social worker qualified to provide mental health services.

4.5 Fit-to-Work (FTW) Clearance – Certification issued by an OH physician confirming fitness to perform work safely.

4.6 Reasonable Accommodation – Adjustments that help an employee work safely (e.g., modified schedule, lighter tasks).

4.7 Counseling – Refer to Structured professional support to help an employee cope with difficulties.

4.8 Confidentiality – Ensuring all mental health–related information is secure and disclosed only as legally required.

5. Early Signs and Symptoms of Mental Health Concerns

Employees must be aware of common indicators (one sign alone does not confirm a condition):

5.1 Changes in mood, irritability, sadness, or anxiety

5.2 Declining work performance

5.3 Fatigue, sleep issues, or sudden weight change

5.4 Social withdrawal or isolation



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5.5 Difficulty concentrating or making decisions

5.6 Panic attacks, extreme stress reactions

5.7 Conflicts with co-workers or supervisors

5.8 Expressions of hopelessness or distress

6. Responsibilities

6.1 Employees

6.1.1 Follow mental health related guidelines and trainings

6.1.2 Participate in awareness activities

6.1.3 Seek help from HR, Customer Concierge or Safety Officer when needed

6.1.4 Respect confidentiality of co-workers

6.1.5 Avoid discrimination, bullying, harassment, or shaming

6.1.6 Follow treatment or accommodation plans when referred



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6.2 Customer Concierge

6.2.1 Monitor employees during operations for signs of stress or distress

6.2.2 Report observed risks or behavioral concerns to the Safety Officer immediately

6.2.3 Assist in referral, follow-up, and counseling coordination

6.2.4 Communicate any temporary work adjustments recommended by Safety Officer or medical providers

6.2.5 Ensure confidentiality and sensitivity at all times

6.2.6 Support employees respectfully during difficult situations

6.3 Safety Officer

6.3.1 Lead implementation and compliance with RA 11036 and RA 11058

6.3.2 Identify psychosocial hazards and mental health risks

6.3.3 Receive and document reports of mental health concerns

6.3.4 Provide toolbox talks, and education campaigns



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6.3.5 Facilitate referrals to mental health professionals

6.3.6 Maintain confidential case documentation.

6.4 Customer Care

6.4.1 Maintain confidential case files

6.4.2 Ensure due process in all mental health related administrative concerns.

6.4.3 Facilitate documentation, notices, hearings, and resolutions if needed

6.4.4 Coordinate with Customer Concierge and Safety Officer for case handling.

6.4.5 Assist in leave benefits (SL, PhilHealth, ECC, VAWC leave if applicable)

6.5 Human Resources (Internal Employee)

6.5.1 Maintain secure mental health records

6.5.2 Process accommodations (schedule adjustments, etc.)

6.5.3 Assist in leave benefits (SL, PhilHealth, ECC, VAWC leave if applicable)

6.5.4 Support employees undergoing treatment or reintegration.

6.6 Management



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6.6.1 Ensure full implementation of the Mental Health Policy

6.6.2 Provide resources, training, and support systems

6.6.3 Uphold confidentiality of all cases

6.6.4 Ensure Customer Concierge support employees respectfully

7. Workplace Preventive Measures

7.1 Education and Advocacy

7.1.1 Conduct regular mental health seminars and campaigns

7.1.2 Distribute mental health materials (IEC posters, leaflets)

7.2 Healthy Work Environment

7.2.1 Maintain supportive and safe work conditions

7.2.2 Improve workloads, schedules, and communication lines

7.2.3 Implement stress reduction strategies (breaks, rotation, wellness days)



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7.2.4 Ensure safe reporting channels for concerns

7.3 Health Promotion

7.3.1 Encourage healthy habits (rest, nutrition, exercise)

7.3.2 Provide recreational or team-building activities

7.3.3 Promote early help-seeking without fear of judgment

8. Screening and Case Detection

8.1 Identification through Customer Concierge reports, safety observations, or HR monitoring

8.2 Voluntary disclosure encouraged

8.3 No employee may be forced to reveal medical information unlawfully

8.4 All information gathered must be confidential

9. Procedures for Treatment and Case Management

9.1 Identification



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9.1.1 Customer Concierge Safety Officer or HR receives report

9.1.2 Initial assessment is conducted

9.1.3 If needed, employee is referred to a mental health professional

9.2 Action Plan

9.2.1 Encourage employees to seek medical health.

9.2.2 Referral for treatment, counseling, or rehabilitation

9.2.3 HR for (Internal) and Customer Care (External) processes: leave and benefits

9.2.4 All results and assessments remain confidential

9.2.5 If an employee is pulled out due to treatment or rehabilitation, the matter must be discussed exclusively within the Expedise internal team. Recruitment should be informed at once to facilitate a prompt replacement and avoid operational disruptions.

9.3 During Self Treatment

9.3.1 Follow-up monitoring

9.3.2 Adjustments to work (flexible hours, lighter duties)



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9.4 Return-to-Work

9.4.1 Employee secures Fit-to-Work Clearance

9.4.2 Ongoing monitoring for reintegration.

10. Social Policies

10.1 Non-Discrimination

10.1.1 Employees will not be denied employment or benefits due to mental health conditions.

10.2 Rehabilitation & Reintegration

10.2.1 Employees who complete treatment and are medically cleared may return to work without prejudice

11. Benefits and Support

11.1 Counseling and psychosocial support through the Health & Safety Committee

11.2 Assistance with applicable PhilHealth, ECC, or SSS benefits

11.3 Support groups and wellness activities.



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12. Reporting, Recording & Confidentiality

12.1 All records stored by HR or clinic are confidential

12.2 Access only on a “need to know” basis

12.3 Reporting follows DOLE and DOH requirements

12.4 Data Privacy Act must always be observed

13. Monitoring and Evaluation

13.1 Policy updated based on DOLE/DOH guidelines

