

A photograph of two people, a Black woman and a white man, smiling and laughing together. The woman is on the left, wearing a blue jacket over a white turtleneck and large gold hoop earrings. The man is on the right, wearing a green jacket over a grey t-shirt and glasses. They are both wearing lanyards. In the background, there are yellow curved lines. A purple banner is at the bottom.

Safeguarding & Employment Rights Act

Ongoing Employment Rights Act reforms represent some of the most significant changes to workplace protections in recent years.

Alongside developments such as the Worker Protection Act, the reforms signal a clear direction of travel: organisations are expected to create workplaces where people are treated fairly, concerns are addressed early and preventable harm is reduced.

While legal compliance remains important, organisations are also facing growing expectations from employees, regulators, clients and stakeholders around workplace culture, leadership accountability and employee experience.

What is changing?

The reforms reflect a shift towards:

- Stronger protections for workers
- Greater employer accountability
- Earlier intervention when concerns arise
- Increased transparency and fairness in decision making
- Higher expectations around workplace culture and standards of behaviour
- Improved ability for employees to raise concerns with confidence

These developments place greater emphasis on how organisations prevent, identify and respond to issues that may impact the safety, wellbeing and experience of their workforce.



Why this matters

Many workplace issues escalate not because organisations lack policies, but because concerns are not identified or responded to appropriately.

Common organisational challenges include:

- Employees lacking confidence to speak up
- Inconsistent management responses
- Poor handling of complaints or concerns
- Unclear expectations of behaviour
- Fear of retaliation or negative consequences
- Workplace culture that tolerates inappropriate behaviour

The Employment Rights Act reinforces the importance of creating environments where concerns can be raised safely, investigated fairly and resolved effectively. For organisations, this is not simply a legal issue. It is increasingly linked to employee retention, productivity, reputation, operational resilience and organisational performance.

Focus on culture

Many workplace concerns can be traced back to underlying cultural issues rather than isolated incidents. Organisations that invest in culture are often better placed to identify risks early and respond effectively when concerns arise.

Examples of inappropriate workplace culture include:

- Normalisation of bad behaviour
- Inconsistent leadership responses
- Lack of accountability
- Poor management practices
- Fear of speaking up
- High pressure environments where behaviours go unchecked

Healthy workplace cultures are characterised by:

- Respect and inclusion
- Psychological safety
- Clear expectations and boundaries
- Visible leadership commitments
- Consistent decision making
- Accountability at all levels

To assess their current position, organisations should:

- Review workforce protection and conduct frameworks
- Assess employee confidence in reporting their concerns
- Evaluate investigation processes and outcomes
- Strengthen manager capability
- Improve governance and oversight arrangements
- Analyse workforce data for emerging trends and risks
- Review support available to employees
- Strengthen communication around expected behaviours
- Embed workforce protection within wider people and culture strategies

How Mitie can support

Mitie's Safer Communities team helps organisations create safer, healthier and more resilient workplaces, while strengthening culture, reducing risk and supporting compliance. We offer:

- Workplace culture and behavioural risk assessments
- Governance and assurance reviews
- Workforce risk and vulnerability assessments
- Investigation and response process reviews
- Training and capability development

For more information contact

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Let's work together to create safer communities and high-performing places.