

# Stress Management Policy

## Introduction

The health, safety and welfare of our employees is important to our Company, and we are committed to ensuring this is met. We are committed to identifying and reducing the causes of workplace stress, as we acknowledge that this is an important health and safety issue.

This policy is applicable to all employees. It is the manager's responsibility to implement the policy, and it is the Company's responsibility to provide the necessary resources.

## Definition of stress

Stress is defined by the Health and Safety Executive as "the adverse reaction people have to excessive pressure or other types of demand placed on them". There is a distinct difference between stress and pressure, as if managed correctly pressure can have a positive effect on an employee, whereas stress can be seen as detrimental to their well-being.

The effects of long-term stress can be seen in physical, intellectual, emotional and behavioural signs. These can include headaches, nausea, tiredness, palpitations, worrying, making mistakes, anger, irritability and job dissatisfaction.

The Company will aim to identify all workplace stressors and risk assessments can be conducted to identify the risks and eradicate them; these will be regularly reviewed. Training will be provided for all managers and supervisors in dealing with workplace stress, implementing the Company's stress management strategy, and identifying any warning signs. Furthermore, the confidential counselling for staff affected by workplace, or external stress will be provided by the Company.

## Responsibilities

### Managers

The responsibilities of managers are to:

- implement recommendations developed from the risks assessments within their department
- ensure clear communication between management and staff, specifically on organisational changes that may affect them personally
- ensure there are developmental opportunities available to all staff
- monitor staff working hours to ensure they are not being overworked
- manage holidays to ensure staff are taking their full entitlement
- ensure that there is a zero tolerance on bullying and harassment
- offer additional support to members of staff who are experiencing stress outside work such as bereavement or separation.

### Human Resources Team

The responsibilities of HR representatives are to:

- provide guidance on the stress policy to managers
- compile sickness absence statistics to measure the effectiveness of the Company's stress management policy
- provide support to staff and management
- to encourage referrals to occupational workplace counsellors if appropriate
- consult with workplace counsellors or specialist agencies when dealing with specific cases.
- be consulted on any potential levers for stress such as changes to work practices or design

### **Employees**

The responsibilities of employees are to:

- raise any issues relating to workplace stress to their line manager or Human Resources Department
- undertake counselling that is offered, when applicable
- participate in meetings with occupational health, when applicable

### **Function of Mental Health First Aider**

The function of the Mental Health First Aider is to:

- be involved in the risk assessment and workplace surveys process
- be allowed to access any relevant anonymous data from HR
- they should take part in a three-monthly workplace audit to identify any environmental stressors
- will monitor the policy to ensure it is combatting the effects of stress and promoting employee wellbeing.

### **Policy Review**

The policy will be reviewed every 2 years.