

Stress at work policy and procedure

The Company will take all reasonable steps to reduce health and safety risks from stress in the workplace to as low a level as reasonably practicable.

Causes of stress (stressors) will be identified and managed. A suitable and sufficient assessment of the risk of these stressors will be undertaken. Identified risks will be reduced to as low as is reasonably practicable through safe systems of work, suitable equipment and information and training. Employees will make proper use of any equipment and systems of work provided for their safety.

Any reports of stress at work will be investigated and individuals will be provided with appropriate support.

The Company will ensure that adequate consultation takes place with all staff, including managers, supervisors, human resources, employee representatives and trade union safety representatives, on the content, implementation, monitoring and review of this policy.

The [office director, department manager, etc] will:

- determine if stress in the workplace is a problem by seeking employee views;
- review job descriptions to identify tasks that may involve stressors;
- review job descriptions to identify safety critical roles;
- identify all those who may be affected by work-related stress;
- eliminate work-related stress or, where this is not possible, evaluate the risk of work-related stress, considering the existing arrangements that are in place;
- ensure that significant findings of the risk assessment are recorded;
- identify additional arrangements to reduce the risk of work-related stress to as low a level as reasonably practicable, which could include changing working procedures, providing information and training, improving communication, and changing working procedures;
- review workplace conditions to ensure that they do not contribute to work-related stress;
- ensure that members of staff are consulted on arrangements for reducing work-related stress;
- ensure that grievance and disciplinary procedures are adequate and communicated to all members of staff;
- set up arrangements for individuals to report work-related stress;
- encourage members of staff to inform their line manager (or occupational health nurse) of any concerns regarding stress;
- ensure that support, which may include, for example, confidential counselling, special leave and back-to-work assistance, is provided to members of staff who are suffering from stress at work;
- ensure that, when a work-related stress report is made, the underlying causes and actions to remove these causes are identified;
- ensure that all members of staff, and especially line managers, are trained to identify the symptoms of stress;
- encourage a culture in which stress is not regarded as a sign of weakness;
- ensure that work-related stress risk assessments are reviewed for their confirmed application at least once every 12 months and when any significant change is made;
- ensure that the arrangements for reducing work-related stress are monitored and reviewed for their effectiveness.

Employees will:

- inform their line manager (or suitable person) if they are suffering from excessive pressure or stress at work;
- follow appropriate systems for work laid down for their safety.