

Policy – Stress Management CSP13

Objective

This policy describes the overall statement of intent with regards to managing the risks of stress across all areas of the business.

Responsibility

All employees

Reference Documents

CSPM01 Health and Safety

Page	Issue		Revision Details	Prepared	Authorised
	Rev	Date			
All	0	01/08/2017	Initial	M.Dark	D.Dark
All	0	01/08/2018	Annual Review	M.Dark	D.Dark

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1.0 Policy:

The Company is committed to creating a healthy and safe working environment for all its employees and recognises that this includes the mental as well as the physical wellbeing of its employees.

The Company recognises work-related stressors as a potential hazard to health and is committed to managing work related stress in a proactive manner to reduce the personal impact on its employees.

The Company is committed to ensuring that individuals who are identified as at risk of stress are managed proactively and provided with appropriate health care support whilst recognising the need for confidentiality to be maintained.

To fulfil its commitment and obligations the Company will provide the necessary resources to implement this policy. In particular, it will support managers in fulfilling their obligations under this policy and ensure that the additional support services referred to are adequately resourced.

 Recoverable Signature

X 

Daniel Dark

Signed by: 5ac9fc91-5c30-4b11-a616-0d624f51a842

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2.0 Definition:

Stress is defined as ‘the adverse reaction people have to excessive pressures or other types of demand placed upon them’. It is important to note that stress and pressure are not the same as it is recognised that pressure can be a positive state if managed correctly.

It is reasonable to assume that:

- Employees are psychologically capable of withstanding reasonable pressures at work;
- Employees are subjected to periods of pressure at work;
- Short periods of pressure are not necessarily of concern.

However, sustained and/or excessive pressure over lengthy periods of time can result in anxiety, depression and poor lifestyle patterns. This is commonly referred to as stress and can lead to serious illness.

3.0 Objectives:

The objectives of this policy are to ensure, so far as reasonably practicable, that:

- Areas of work related stress are identified and assessed as appropriate, and relevant measures are introduced to control the risk to health;
- Methods are identified to control and reduce the costs associated with work related stress, be they financial, organisational or personal;
- Roles, responsibilities and accountabilities are clearly defined and understood to achieve successful management of work related stress;
- All relevant departments co-operate effectively in the management of work related stress e.g. SHEQ, Human Resources.
- Employees are provided with appropriate information, guidance and training relevant to work related stress;
- Staff and managers are informed of their responsibilities in respect of the policy.

4.0 Application:

This policy applies equally to all employees. It is further recognised that work-related stress can affect anyone regardless of their position in the organisation.

This policy is also supported by and should be read in conjunction with all other Code Serve LTD documentation such as:

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- CSPM01 Health and Safety
- CS 37 Employee Handbook

5.0 Organisational Responsibilities:

5.1 SHE Manager

- Monitor and report on the Company performance on dealing with work related stress.
- Ensure that compliance with this policy is included as part of the normal health and safety audits and reviews.
- Actively support and promote the policy by providing guidance and advice.
- Arrange appropriate training courses as required.

5.2 Occupational Health Provider

- Provide specialist advice regarding work related stress.
- Support managers in implementing this policy.
- Support individuals who report stress issues particularly if this has resulted in absence.
- Support the Company responsibility holders in discharging of their duties, particularly regarding the audit and review process.

5.3 Managers

- Carry out risk assessments of work-related stressors for their area.
- Implement management strategies as identified in the risk assessment.
- Implement any care plans deemed as essential by Occupational Health where the health of an employee is identified as at specific risk.
- Review risk assessments and ensure data (e.g. sickness absence) contributing to risk assessments is recorded and used appropriately.
- Ensure appropriate communication between managers and staff.
- Offer additional support for staff.

- Cooperate with Managers, Human Resources, SHEQ and Occupational Health personnel in discharging of their duties relating this policy.
- Raise areas of concern at the earliest opportunity with the appropriate person.

6.0 Possible Signs and Indicators of Stress:

The stress response occurs when the actual or perceived pressures on an individual are greater than their ability to cope. We all experience periods of pressure at home and at work. However, when the pressure is sustained and or excessive, without an opportunity to recover, this may lead to emotional or physical harm. Pressures might come from:

Personal life

- Ill health
- Relationships
- Family problems
- Money worries

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- Work life
- Lack of control over the way work is done
- Too much or too little work
- Lack of role definition
- Work is too demanding or lacks challenge
- Organisational change
- Lack of information or feedback

The way an individual respond to pressure can be influenced by personality, coping skills, and the support systems they have. Being self-aware can help to identify where extra support and personal development can help in managing the effects of pressure. Listed below are possible signs of stress that managers may recognise at an early stage.

- Work Performance
 - Poor concentration
 - Inconsistent performance
 - Uncharacteristic errors
 - Indecisiveness
 - Inability to deal calmly with everyday situations
 - Signs of tiredness or anxious behaviour
 - Making complaints
 - Irritability
 - Lapses in memory
 - Reference to time pressure
 - Resistance to change
 - Longer or excessive hours
 - Withdrawal
 - Arriving late/leaving early
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- Extended lunches
 - Absenteeism or increased sickness absence
 - Passivity or lack of commitment
 - Aggressive Behaviour
 - Malicious gossip
 - Criticism of others
 - Shouting
 - Bullying, harassment

7.0 Other sources of support and advice:

There are many organisations that can offer support and advice to employers or employees suffering work-related stress. These include:

The International Stress Management Association www.isma.org.uk

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o Exists to promote sound knowledge and best practice in the prevention and reduction of human stress

- The Health and Safety Executive (HSE) www.hse.gov.uk
- Provides information on what the HSE are doing about stress at work, plus information, resources and further contacts
- NHS plus www.nhsplus.nhs.uk
- Provides general advice for individuals about workplace stress

8.0 Glossary of Terms:

- **Stress:** Stress is defined as ‘the adverse reaction people have to excessive pressures or other types of demand placed upon them’. It arises when the person perceives that they cannot cope (Tackling Work-Related Stress HSE 2003).
- **Stressor:** Any events, circumstance or demand (external or internal to the individual) which places pressure on the individual and may result in stress.
- **Manager:** Manager is defined as any person who has supervisory responsibility for other people within the work environment.
- **Employee/Staff Member:** A person employed by the Company on a full-time, part-time, permanent or temporary contract.