**SAMPLE**

*(Company name and logo)*

**Before adopting this policy or a version of it, companies should take appropriate professional advice to ensure that their legal and other obligations will be met**

**Managing Stress at Work**

**1. INTRODUCTION**

1.1 [*Insert company name*] is committed to protecting the health, safety and welfare of our workforce. We recognise that a healthy and happy workforce is the key to our success and aim to promote a culture of trust and co-operation, where everyone is treated with dignity and respect.

This document aims to establish standards for managers and staff on the prevention of work related stress.

**1.2 Work Related Stress**

The Health & Safety Executive defines stress as ‘the adverse reaction a person has to excessive pressure or other types of demands placed upon them’. This makes a distinction between ‘pressure’, which can be a positive state if managed correctly, and ‘stress’ which can be detrimental to health.

**2. PREVENTION OF WORK-RELATED STRESS**

[*Insert company name*] recognises that it has a duty of care towards its employees and a legal obligation to provide a safe working environment.

We will conduct a risk assessment to identify, eliminate, limit or control the risks from stress. These risk assessments will be regularly reviewed.

**2.1 Organisational arrangements**

[*Insert company name*] aims to ensure, as far as is reasonably possible, that employees work in a safe environment with safe systems of work:

* by providing a workplace free from harassment and
* by developing sound management practice based on equality of treatment
* by providing a framework of employment and health and safety policies and systems to support managers and staff in minimising the risk of work-related stress
* by effective workload allocation and feedback on performance
* by ensuring good communication
* by providing information and training to enable staff to develop their skills
* by providing appropriate employee support services [*if applicable e.g. if an employee assistance program is available*]

**2.2 Manager’s responsibility**

It is essential that managers have an active role in facilitating and supporting staff to do their job effectively and to contribute to success. In order to minimise the risk of work-related stress, managers must:

* ensure good communication particularly where there are procedural changes
* ensure jobs are designed to avoid conflicting demands and that expectations and the job role are clear
* ensure staff are fully trained to undertake the demands of their job and are able to contribute to decisions about how the job is done
* ensure there are regular opportunities for feedback on performance e.g. regular ‘one to one’ meetings, team meetings and appraisals
* identify or respond to issues of concern promptly and seek constructive solutions
* ensure staff are provided with meaningful training and developmental opportunities
* ensure that bullying and harassment is not tolerated
* be aware of signs of problems and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation
* comply with policies and policies on health and safety
* seek appropriate advice and support at an early stage if difficulties arise

**2.3 Employee Responsibilities**

It is essential that staff have an active role in contributing to their own development and the success of the site by using the resources available to carry out their role effectively. In order to minimise the risk of work-related stress, employees must:

* ensure good communication with colleagues and their manager
* support colleagues by providing appropriate information and by sharing knowledge and resources where appropriate
* engage in discussion about their performance and act on feedback
* raise issues of concern at an early stage and seek constructive solutions
* ensure that bullying and harassment is not tolerated
* comply with health and safety policies
* seek appropriate advice and support at an early stage if difficulties arise

**3. RISK ASSESSMENT AND RISK MANAGEMENT**

All staff may experience periods of pressure at work, and short periods of pressure are not necessarily of concern. It is the risk from sustained and/or excessive pressure, without the opportunity to recover, that needs to be assessed and measures put in place to control the risk of adverse effects.

Further information and resources can be found here:

HSE - <http://www.hse.gov.uk/stress/index.htm>

**4. IMPLEMENTATION AND MONITORING**

This policy will be reviewed on an annual basis.