

POLICY AND PROCEDURE

Stress Management

Category: Personnel



SoLO
Life
Opportunities

38 Walnut Close
Chelmsley Wood
Birmingham
B37 7PU

Charity No. 1102297
England Company No.
5025939

Policy Statement

SoLO Life Opportunities is committed to protecting the health, safety and welfare of our employees and recognises that workplace stress may at times be a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. This policy will apply to everyone in SoLO and managers are responsible for implementation and SoLO is responsible for providing the necessary resources.

Supporting staff to manage stress sits within our values where we commit to support people, show them respect and provide a safe environment for them to work within. At all times, managers should be seeking to help staff to take positive measures to anticipate, prevent and manage stress effectively. This policy provides the framework for this to happen, when all informal efforts have not succeeded.

Definition of stress

The Health and Safety Executive define stress as the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health. We recognise that maintaining healthy levels of pressure is essential to both maintaining a competitive and productive business as well as avoiding stress problems that can adversely affect both individuals and our company.

Risk assessments

The CEO has been nominated as the person who will oversee the carrying out of stress risk assessments in our workplace. Where necessary she/he will appoint additional competent persons to assist in carrying out risk assessments.

SoLO will identify all workplace stress and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will

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be regularly reviewed. SoLO will consult with you and any staff representative on proposed actions relating to the prevention of workplace stress. SoLO will provide adequate resources to enable managers to implement SoLO's agreed stress management strategy.

Information and training

The CEO has been nominated as the person who will oversee the delivery of training designed to help avoid or reduce stress in our workplace. This person has undergone training in providing health and safety training. Where necessary she/he will appoint additional competent persons to assist in carrying out specific training.

SoLO will provide support for all managers and supervisory staff in good management practices. SoLO will provide access to confidential counselling for staff affected by stress caused by either work or external factors. All employees will be provided, as a minimum, training that will include:

- The nature of stress and the distinction between stress and pressure
- The signs and symptoms of stress
- Practical measures you can take to avoid problems
- Steps you must take in the event of a problem.

Responsibilities

Managers

All managers and supervisors are responsible for:

- Conducting and implementing recommendations of risks assessments within their jurisdiction.
- Ensuring good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensuring staff are fully trained to discharge their duties.
- Ensuring staff are provided with meaningful developmental opportunities.
- Monitoring workloads to ensure that people are not overloaded.
- Monitoring working hours and overtime to ensure that staff are not overworking.
- Monitoring holidays to ensure that staff are taking their full entitlement.
- Attending training as requested in good management practice and health and safety.
- Ensuring that bullying and harassment is not tolerated within their jurisdiction.
- Remaining vigilant and offering additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

Employees

All staff, including yourself, are responsible for:

- Raising issues of concern with your line manager.
- Making suggestions and giving your views during consultation events such as meetings or responding to surveys. The aim of this type of consultation is to help identify ways in which we can implement workplace improvements to reduce stress.
- Accepting opportunities for support and help when this is recommended.

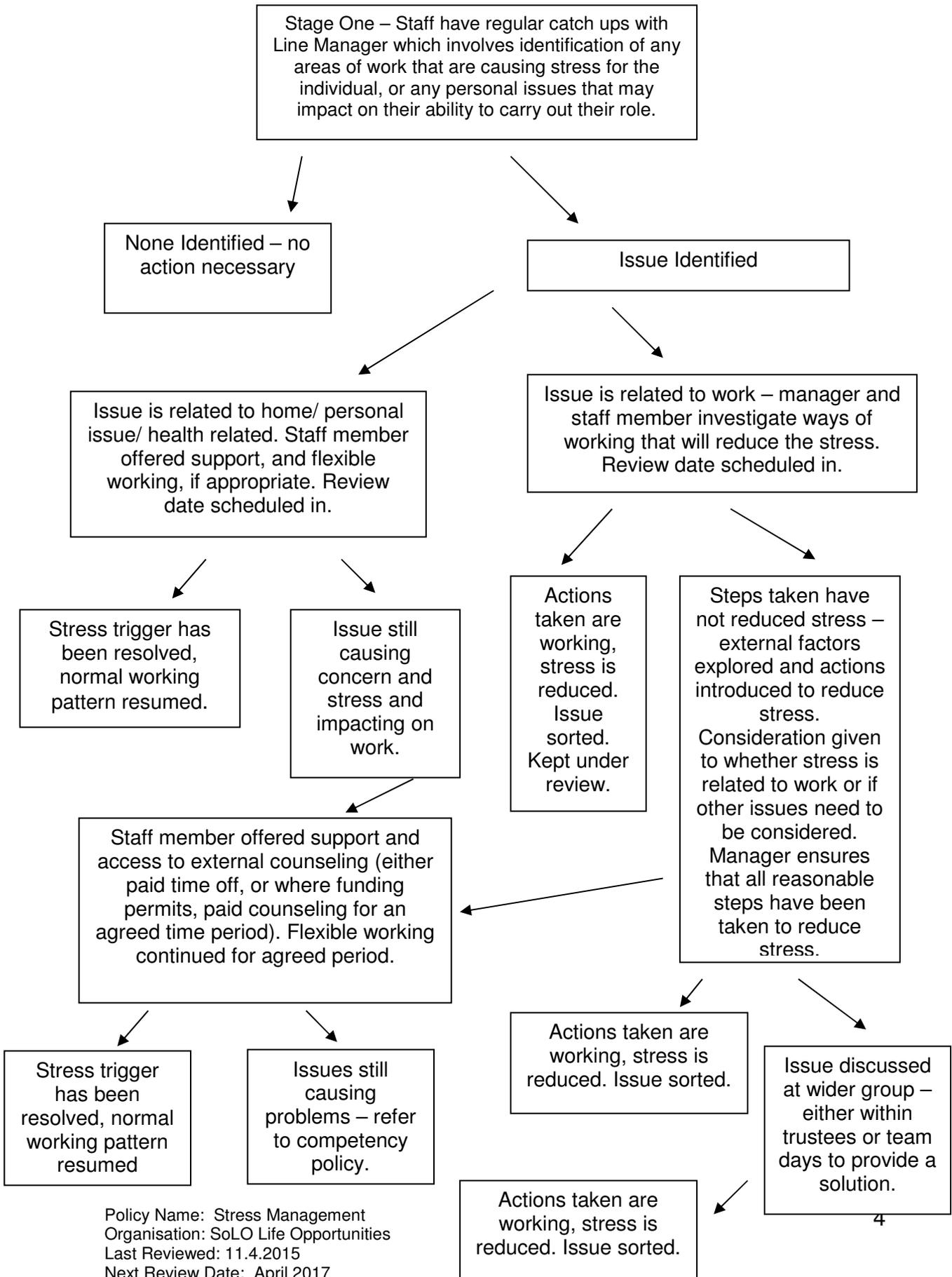
Employee consultation

We consider that the involvement of all employees is a vital part of managing stress within our business. To assist this process we provide team days where you can make comments and raise concerns. Staff are also provided with regular catch up sessions where concerns can be raised. The CEO will oversee monitoring of the efficacy of the policy and other measures to reduce stress and promote workplace health and safety.

Role of Managers and Project Leaders

Those in supervisory posts will be meaningfully consulted on any changes to work practices or work design that could precipitate stress. Staff will be consulted on the issue of stress including conducting any workplace surveys.

Stress Management Procedural Chart



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