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## Introduction:

TLS are committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress and fatigue is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. This policy will apply to everyone in the company.

## Scope:

Managers are responsible for implementation and the company is responsible for providing the necessary resources. 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.

Fatigue is extreme tiredness resulting from mental or physical exertion or illness either due to work or some other medium. Whilst we understand staff can work long hours we advise a sensible approach to your workload and communicate with your manager, these can be made worse with absenteeism and some staff and managers having to pick up on the workload.

## Policy:

TLS Limited will identify all workplace stressors and fatigue and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.


- The company will consult with related bodies on all proposed action relating to the prevention of workplace stress.
- The company will provide training for all managers and supervisory staff in good management practices.
- The company will provide confidential counselling for staff affected by stress caused by either work or external factors.
- The company will provide adequate resources to enable managers to implement the company’s agreed stress management strategy.

## Responsibilities:

### Managers

Conduct and implement recommendations of risks assessments within their jurisdiction.

- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.

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- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking. Monitor holidays to ensure that staff are taking their full entitlement.
- Attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation. Occupational health and safety staff
- Provide specialist advice and awareness training on stress.
- Train and support managers in implementing stress risk assessments.
- Support individuals who have been off sick with stress and advise them and their management on a planned return to work.
- Refer to workplace counsellors or specialist agencies as required.
- Monitor and review the effectiveness of measures to reduce stress.
- Inform the employer and the health and safety committee of any changes and developments in the field of stress at work. Human resources
- Give guidance to managers on the stress policy.
- Help monitor the effectiveness of measures to address stress by good communication and feedback.

### **Give guidance to managers on the stress policy.**

- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.
- Advise managers and individuals on training requirements.
- Provide continuing support to managers and individuals in a changing environment and encourage referral to occupational workplace counsellors where appropriate.

### **Staff:**

- Raise issues of concern with your coach or mentor, line manager or director.

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- Accept opportunities for coaching when recommended.