

Stress at Work Policy

Griffiths Knight Case Management Ltd. is committed to protecting the health, safety and welfare of our staff. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stress factors.

Managers are responsible for the implementation of this policy and Griffiths Knight Case Management Ltd. is responsible for providing the necessary resources.

Definition of Stress

Stress is the adverse reaction people have to excessive pressure or other types of demands:

- Stress is a psychological and physiological condition, it is the automatic response of “fight” or “flight” we have when exposed to circumstances or stimuli, such as excessive pressures, that are perceived by the individual to be unpleasant, threatening or dangerous.
- Stress at work is part of everyday working life.
- Individuals vary in what they perceive to be “*unpleasant, threatening or dangerous*”, so the causes of stress for each of us are different.
- Stress at work results from an accumulation of factors, but it can be a single incident or action that can trigger a stress response.

Policy

- Griffiths Knight Case Management Ltd. will identify all workplace stressors and conduct risk management assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- Griffiths Knight Case Management Ltd. will provide training for all managers and supervisory staff in good management practices.
- Griffiths Knight Case Management Ltd. will provide adequate resources to enable managers to implement the company’s agreed stress management strategy.

Responsibilities

Managers

1. Conduct and implement recommendations of risk assessments.
2. Ensure good communication between management and staff, particularly where there are organisational and procedure changes.
3. Ensure staff are fully trained to discharge their duties.
4. Ensure staff are provided with meaningful developmental opportunities.
5. Monitor workloads to ensure that people are not overloaded.



6. Monitor working hours and overtime to ensure that staff are not overworking.
7. Monitor holidays to ensure that staff are taking their full entitlement.
8. Attend training as requested in good management practice and health and safety.
9. Ensure that bullying and harassment is not tolerated within their jurisdiction.
10. Be vigilant and offer additional support to a member of staff who is experiencing stress outside of work, i.e. bereavement or separation.

Employees

- Raise issues of concern with your line manager.

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