



OCCUPATIONAL STRESS POLICY

INTRODUCTION

ESS Support Services Worldwide is committed to protecting the health, safety and welfare of our employees and recognises that workplace stress 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 and 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.

POLICY

1. The Company endeavours to identify through risk assessment, workplace stressors. The risk assessment shall be reviewed annually or as circumstances dictate.
2. Through training staff and operational procedures, we aim to continually improve and reduce undue stressors.
3. ESS actively encourages employees to discuss with their Line Manager if they are unable, for any reason to cope with their current workload or external factors. Confidential counselling for staff will be made available as necessary.
4. 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.
- Ensure staff are fully trained to complete 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.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

- Train and support managers in implementing stress risk assessments. 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

- Provide specialist advice and awareness training on stress.
- Support individuals who have been off sick with stress and advise them and their management on a planned return to work.
- Give guidance to managers on the stress policy.
- Assist in monitoring the effectiveness of measures to address stress by collating sickness absence statistics.
- Provide continuing support to managers and individuals in a changing environment and encourage referral to occupational health advisors where appropriate.

Employees

- Raise issues of concern with your Line Manager, Account Director, HSE Manager or Safety Representative.
- Accept opportunities for counselling when recommended.

Workforce Consultants

- Safety Representatives must be able to consult with members on the issue of stress including conducting any workplace surveys.
- Safety Representatives must be meaningfully involved in the risk assessment process. Safety Representatives should be allowed access to collective and anonymous data from HR. Safety Representatives should conduct joint inspections of the workplace regularly to ensure that environmental stressors are properly identified and controlled.

Signed: RONNIE KELMAN

Date: 1st January 2024

Ronnie Kelman – Managing Director EGI