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|  | **Risk Assessment** | | | |
| **RA-ES-15** | **Workplace Stress**  **(ONLY COMPLETE WHERE WORKPLACE STRESS IS IDENTIFIED)** | | | |
| **Unit Address** | |  | |
| **Risk Assessment Completed** | | Date | Signed |
| **1st review** | | Date | Signed |
| **2nd review** | | Date | Signed |
| **3rd review** | | Date | Signed |

**Note** – **This risk assessment is only to be completed where workplace stress has been identified as a concern, we are not diagnosing stress by completing this risk assessment but are identifying if suitable controls are in place to assist in the reduction of workplace stress.**

**Introduction** - Under the Health and Safety at Work Act 1974 and Management of Health and Safety at Work (MHSW) Regulations 1999, employers must ensure the health, safety, and welfare of their employees at work, and this includes taking steps to prevent work-related stress**.** **Ireland legislation details in Section 19 of the Safety, Health and Welfare at Work Act 2005** requires that employers and those who control workplaces to any extent must identify the hazards in the workplaces under their control and assess the risks to safety and health at work presented by these hazards. **The MHSW Regulations 1999 require employers to carry out risk assessments of their workplace** to identify if existing control measures need updating and if they need to implement any new ones. This includes considering where work-related stress may occur. This risk assessment covers the **6 key factors that are specific to identifying stress hazards** as outlined by the HSE; these 6 factors are known as the Management Standards.

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| **Step 1 - Workplace Safety Hazards** | | | |
| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What are you already doing to control the risks?** |
| **Demands** | Compass employees or agency staff | Increased workload and time pressures  Mismatch between role and individual capabilities  Work environment or situations  Shift work or work patterns | * Management of workloads through regular communication with individuals * Plan for busier periods to ensure that there are suitable staffing levels and support * Work with teams to ensure that the work environment is maintained to a safe and high standard * Ensure equipment and environment are suitable for the task * Allow for annual leave and suitable recovery periods following illness and injury * Look for signs of stress and taking action through MHFA’s (where available) and Employee Assist Programme (EAP) * You Matter support and resources communicated throughout the business * Ensure individuals are matched to the tasks (right job, right person) * Regular and ad-hoc training to ensure individuals are trained and any gaps in knowledge are addressed |
| **Control** | Compass employees or agency staff | Lack of involvement in decision making  Isolation from team  Control of workload or work environment | * Regular communication with individuals at all levels * Provide communication channels for individuals to raise areas of concern to their line manager and encourage open and honest communication. * Team meetings at all levels and changes to processes or systems to be communicated to all individuals |
| **Step 1 - Workplace Safety Hazards** | | | |
| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What are you already doing to control the risks?** |
| **Support continued.** | Compass employees or agency staff | Lack of line management support  No access to support network or resources  Not aware of the additional support available i.e. EAP  Stress resulting from factors outside of the workplace affecting individuals at work | * Regular communication between Management and staff * Scheduled Personal Development Reviews conducted twice a year (Compass Employees) * Staff aware of EAP and You Matter material for additional support * Staff encouraged to speak to their Line Managers about any work-related stress * Staff are supported on return to work after a period off with work-related stress or prolonged periods off for health reasons etc |
| **Relationships** | Compass employees or agency staff | Poor working relationships  Workplace violence or bullying  Gender, diversity and racial issues  Isolation from team | * Creating an open and supportive work environment * Speak Up available where staff do not feel comfortable raising concerns with their line manager * Regular communication processes to be put in place for lone workers, home workers and those working remotely. * Risk assessments and additional support measures in place for roles where staff are more likely to encounter violence (e.g. security, staff in hospital or care home environments) |
| **Role** | Compass employees or agency staff | Job roles not clearly defined  Unsuitability of individual to role  Unclear expectations  Reporting structure not clear  Lone or remote working | * All staff to have a job description so that they are able to understand their role * Scheduled Personal Development Reviews conducted twice a year (Compass Employees) * Clear and appropriate KPIs and regular feedback on performance provided (Compass Employees) * Managers work with individuals to identify and action any necessary requirements to support individual with carrying out their role * Consultations to be carried out where job roles or responsibilities are being adjusted |
| **Change** | Compass employees or agency staff | Poor communication of business changes  No process of regular communication | * Making sure changes are communicated openly, before they are made if possible, so everyone understands the effects they will have, and the timeframes involved * Employees are made aware of any foreseeable impact of changes on their roles and provided with support and training to ensure they are able to adapt successfully * Monitoring effects of changes on stress levels so staff have the chance to provide feedback |

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| **Step 1 - Workplace Safety Hazards** | | | |
| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What are you already doing to control the risks?** |
| Other:  **COVID-19** | Compass employees or agency staff | Increased uncertainty around job security  Concerns for personal and family health  Workplace safety concerns  Increased workload, changes in roles and/or isolation from team as a result of furloughing, illness/self-isolation or colleagues etc | * Regular communication with staff working and with those on furlough * Making sure changes are communicated openly, before they are made if possible, so everyone understands the effects they will have * Ensuring staff are aware of additional support available to them such as the EAP, Nurse Helpline and Helping Hands * All staff to be aware of the COVID Controls in place prior to returning to work and are to complete COVID-19 Working Safely Safety Conversation |

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| **Step 2 – Additional Information and Resources**  **(**This provides managers and staff with details of where additional information and resources can be found to support those members of staff who highlight concerns of workplace stress) | | | | | |
| 01. | HSE Stress Talking Toolkit – HSE Website |  | 03. | Employee Assistance Program Provider – AXA  **www.axabesupported.co.uk**  Username: compassgroup  Password: supported  Or you can call them: +44 (0) 800 072 7 072  From Ireland call: 1800 626 037  Operating hours: 24 hours a day, every day. | |
| 02. | Compass Learning Portal Resources:   * You Matter Section * Mental Health Awareness Course * Stress Awareness Course * You Matter - Mental Wellbeing Course * You Matter - Line Manager Course | |
| 04. | Sector Mental Health Ambassadors |  |
| 05. | Sector Mental Health First Aiders |  |

**PLEASE NOTE** – where an employee highlights concerns of stress please liaise with your sector People Business Partner or contact People Works. In the first instance the HSE Stress Talking Toolkit would assist in determining the most practical next steps in the reduction of work related.

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| **Step 3 - Additional Measures**  Do you need to do anything else to control this risk? | | | | |
| **What further action is necessary?** | | **Action by who?** | **Action by when?** | **Done** |
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