

## 7.25 Stress Management Policy (This policy is non-contractual)

### Introduction

The health, safety and welfare of our employees and Board members is important to MG ALBA and we are committed to ensuring this is met. We are committed to identifying and reducing the causes of workplace stress, as we acknowledge that this is an important health and safety issue, and one that affects the personal wellbeing of our staff.

This policy is applicable to all employees and Board members. It is the line manager's responsibility to implement the policy, and it is MG ALBA's responsibility to provide the necessary resources.

### Definition of Stress

Stress is defined by the Health and Safety Executive as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. There is a distinct difference between stress and pressure, as if managed correctly pressure can have a positive effect on an employee, whereas stress can be seen as detrimental to their well-being.

The effects of long-term stress can be seen in physical, intellectual, emotional and behavioural signs. These can include headaches, nausea, tiredness, palpitations, worrying, making mistakes, anger, irritability and job dissatisfaction.

MG ALBA will aim to identify all workplace stressors and risk assessments can be conducted to identify the risks and eradicate them, reviewing these regularly. When making proposals to prevent workplace stress the Investors in People Working Group will be consulted with. Training will be provided for all line managers in dealing with workplace stress, implementing MG ALBA's stress management policy and identifying any warning signs. Furthermore, occupational health support and counselling services for staff affected by workplace, or external, stress will be sourced by MG ALBA.

### Responsibilities - Managers

The responsibilities of managers are to:

- implement recommendations developed from the risk assessments within their teams
- ensure clear communication between management and staff, specifically on organisational changes that may affect them personally
- ensure there are developmental opportunities available to all staff
- monitor staff working hours to ensure they are not being overworked
- manage holidays to ensure staff are taking their full entitlement
- ensure that there is a zero tolerance on bullying and harassment
- offer additional support to members of staff who are experiencing stress outside work such as bereavement or separation.

### **Responsibilities - Health and Safety Adviser**

The responsibilities of the Health & Safety Adviser are to:

- provide stress management and risk assessment training for all managers
- consult with the HR Adviser when dealing with specific cases

### **Responsibilities - HR Adviser**

The responsibilities of the HR Adviser are to:

- continually review the effectiveness of MG ALBA's policy of reducing stress, in consultation with the Investors in People Working Group.
- provide guidance on the stress management policy to managers
- compile sickness absence statistics to measure the effectiveness of MG ALBA's stress management policy
- conduct regular and periodic stress surveys and report to management
- provide ongoing support to staff and management
- to encourage referrals to occupational health support services and counsellors if appropriate.

### **Responsibilities - Employees**

Employees are encouraged to:

- raise any issues relating to workplace stress to the Health & Safety Committee, their line manager or the HR Adviser
- undertake counselling or occupational health support that is offered, when applicable

### **Function of the Health & Safety and the Investors in People Working Groups**

The function of representatives of the Health & Safety and Investors in People Working Groups who have responsibility for safety is to:

- Be consulted on any potential contributing factors to stress such as changes to work practices or design
- Be involved in the risk assessment and workplace surveys process
- Be allowed to access any relevant anonymous data from the HR Adviser
- Monitor the policy to ensure it is combatting the effects of stress and promoting employee wellbeing
- Report to the Senior Management Team at agreed intervals