



## Organisational Stress Policy

### Introduction

1. We are committed to protecting the health, safety and welfare of staff: workplace stress falls within this area. We acknowledge the importance of identifying and reducing workplace stressors. This policy applies to all City of London Corporation staff.
2. The Health and Safety Executive (HSE) defines stress as “*the adverse reaction people have to excessive pressure or other types of demands placed upon them.*” This makes a distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.
3. This policy aims to prevent organisational stress reaching levels which are harmful to the efficient operation of the organisation due to the effect on workers health and / or morale without reasonable objective justification; and to introduce a process of continuous improvement in stress management.
4. Individual situations of stress will be managed through normal support and performance management processes.

### General Principles

5. We will put in place corporate and departmental activities to identify workplace stressors, as defined by the HSE (work: demands, controls, support, relationships, role and change).
6. We will consult with departmental trade union safety representatives on all proposed action relating to the prevention of workplace stress, via the agreed channels identified in central and local health & safety policies.
7. We will make training available for all managers in good management practices, so that jobs / tasks will be developed which minimise, where possible, physical and mental risks to health. In addition training in risk assessments will help managers to identify potential organisational stressors.
8. The Occupational Health (OH) Service will advise on sources of confidential counselling to staff affected by stress caused by either work or external factors e.g. tackling individual addiction.



## Responsibilities

9. All managers should ensure good communication with staff to develop openness & honesty, particularly during organisational change. In addition they should: ensure staff are fully trained to carry out their duties (and provided with meaningful development opportunities); monitor workload, working hours, overtime and annual leave to ensure that staff are not unreasonably overloaded or overworked on a sustained basis.
10. Corporate HR are responsible for:-
  - providing specialist advice and awareness training on stress;
  - supporting staff via OH who are affected by stress and advise them and their management on a planned return to work where they have been off sick;
  - keep the Health & Safety Committee up to date of any changes in relation to this area.
11. Departmental HR is responsible for advice / support on this policy (especially during change programmes):-
  - identifying and booking training requirements;
  - administration of the HSE risk assessment as it is implemented;
  - additional support to staff who are experiencing stress both within and outside of work.
12. Tackling personal stress is an individual's responsibility, and staff should raise concerns with managers. In addition workers must take reasonable care of their own health & safety and this includes minimising / eradicating stress at work and at home, and engaging in counselling where appropriate.
13. Staff should modify their behaviour as appropriate where it is causing stress to others.
14. The Health & Safety Committee has overall responsibility for the implementation this policy.

## Monitoring

15. Risk Assessments and stress related absence will be monitored & an annual report submitted to the Health & Safety Committee.