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| **Stress (work related)** |
| **Description of activity**Activity is the normal day-to-day operations for the business including all employees and managerial duties. Human and technical interaction with internal and external individuals. |

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| **Hazards & consequences**  |
| Staff suffering from stress and experiencing the following; * Not being able to cope with the demands of their job.
* Unable to control the way they do their work.
* Not receiving enough information and support.
* Having trouble with relationships at work or are being bullied.
* Not fully understanding their role and responsibilities.
* Not engaged when the business is undergoing change.

A change in the way someone thinks, feels or acts can also be a sign of stress, for example;* Mood swings.
* Being withdrawn.
* Loss of motivation, commitment and confidence.
* Increased emotional reactions – being more tearful, sensitive or aggressive.
* Feeling negative, isolated, nervous, being indecisive or being unable to concentrate.
* They may take more time off, arrive for work later, become more-twitchy, eat more or less than usual, smoke, drink or take drugs 'to cope' and/or have difficulty sleeping.
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| **Tools & equipment used** |
| All equipment that staff may be required to use. |

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| **Persons likely to be exposed to the risk** |
| All staff within the business. |

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| **Initial risk** | **Without controls and precautions in place** |
| Likelihood | 1 | 2 | 3**X** | 4 | 5 |
| Severity | 1 | 2**X** | 3 | 4 | 5 |
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| **Initial risk rating** | 6  | **Low** |  |
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| **Acceptable** | Yes |  |

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| **Comments** |
| We have identified stress as an acceptable low risk within our business, however by implementing the following control measures we have been able to reduce the likelihood of staff experiencing work related stress. |

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| **Control measures** |
| * The business promotes a positive working culture.
* Changes within the business will be communicated to all personnel throughout and the opportunity for them to provide feedback will be given.
* Managers/Supervisors are trained in spotting the early signs of stress.
* Any form of bullying or harassment is not tolerated in the business and will lead to disciplinary action.
* Feedback from staff will be obtained via appraisals, meetings and informal talks. Information will be reviewed to identify any issues causing stress.
* We have an open-door approach, operatives/employees are encouraged to speak confidentially with their Manager/Supervisor regarding any concerns they may have. If staff are uncomfortable speaking with their Manager/Supervisor, they are encouraged to speak with another person of authority.
* Roles will be defined and all staff are aware of their roles and responsibilities.
* Sickness absence data will be analysed as high levels of sickness absence may indicate an issue with staff experiencing stress.
* Staff are supported on return to work after a period off with work-related stress.
* Productivity data will be reviewed; working methods, lack of training, older/unreliable equipment or other conditions could be causing work-related stress and affecting performance.
* Exit interviews will be conducted to highlight if stress is a factor for staff leaving the business.
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| **Comments** |
| To be read in conjunction with the *Mental Health & Wellbeing Policy Statement.* |

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| **Residual risk** | **With controls and precautions in place** |
| Likelihood | 1 | 2**X** | 3 | 4 | 5 |
| Severity | 1 | 2**X** | 3 | 4 | 5 |
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| **Residual risk rating** | 4 | **Low** |  |  |  |
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| **Acceptable** | Yes |  |

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| **Assessor** |  | **Signed** |  | **Date** |  |