

WORK-RELATED STRESS MANAGEMENT POLICY

Prepared on: 17 April 2017

Last Review: 4th March 2025

To be reviewed on: 4th March 2026

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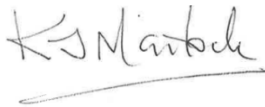
Approved on behalf of Marisco South Ltd and Marisco Electricals Ltd by:


Samuel R Clover


Samuel Woodhams

Both On: 4th March 2025

Reviewed and accepted on behalf of the Company by:


Ken Mantock

On: 4th March 2025

Ken Mantock - Operations Manager

This policy supersedes and replaces previous published Policy.

Marisco provides a confidential Counselling Help Line run by BUPA. It is a free and confidential service open to all members of staff service to use 365days:24hours:7days a week.

Call 0800 269616

Preface

In accordance with our Company's stated Health and Safety Policy, this document provides more details of the measures put in place for the effective management of the risks associated with working-related stress. The objective is to assess all that can reasonably and practicably be done to avoid our employees suffering from work-related stress with the aim to:

- Eliminate those risks where possible; or
- Reduce those risks that cannot be avoided down to an acceptable level.

The Company will continuously review and monitor the control measures put in place to ensure they remain suitable and sufficient for the work undertaken by our operatives.

HEALTH AND SAFETY POLICY – STRESS MANAGEMENT

Studies confirm a certain level of stress is required to achieve one's full potential, but sometimes the balance between work and your personal life gets out of hand.

Most of us have suffered from the 'bad-day-at-work' syndrome. You come home feeling frustrated, angry, and/or embarrassed about some incident earlier in the day that keeps you awake half the night thinking about it. Fortunately, most of us quickly learn from the experience and move on. It's when people allow such incidents start to build-up and overwhelm them that the true destructive nature of work stress manifests itself.

Personalities can change for the worse, with individuals becoming more intolerant, moody, depressed and aggressive. Left unchecked, work stress can lead to cardiovascular, gastrointestinal, and respiratory complications.

As an employer, we have a moral and legal duty to help our staff avoid the detrimental effects of excessive stress in the workplace.

We do this by providing adequate work welfare facilities, driving forward education initiatives and undertaking frequent staff consultations to identify and remove situations where work-related stress can occur. Prevention is better than cure.

The one person who can have the most influence on stress management, however, will always be yourself. In a working environment where an employer is not making unreasonable demands of their employees, an individual must assume personal responsibility for managing their own stress levels at work.

There follows some sound advice that is generally accepted will help you manage stress at work:

1. Time Management

We should all prioritise and attempt a realistic and achievable workload each day. Identify the important issues you intend to deal with for the day and ignore the rest.

Often, the issues you ignore will resolve themselves without your intervention anyway.

If you did make the wrong call yesterday, you can safely rely upon the unresolved 'ignored' issues to reappear on your priority list today and compete for your attention afresh.

Try doing the job you least want to do ... first. It always makes the rest of the day easier.

2. Accept the things you cannot change

You may feel strongly about some issues, but reality dictates you will never be able to change some of them. Learn to recognise and accept 'no-win' scenarios and move onto the next one you can influence.

3. Avoid conflict by looking for an acceptable compromise

Becoming entrenched and inflexible rarely secures a sensible solution to a conflict at work. There is nearly always a compromise position to be negotiated that will be acceptable to all parties and the quicker an agreement is reached, the less workplace stress there will be.

4. Change the things you do have control over

The following can improve your general well-being and studies have shown conclusively they help reduce stress at work:

- Take frequent and regular breaks during the day.
- Avoid working through your lunch break.
- Don't rely on caffeine and nicotine as a coping mechanism to get you through the day. Drink plenty of water.
- Adopt a healthier lifestyle outside of work by improving your diet or increasing the amount of exercise you do in your leisure time.
- Develop new personal interests and seek out new circles of friends to socialise with outside work.
- Adapt and overcome adversity by developing a positive mental attitude.
- Laugh – Not so silly as it sounds. Google it and find out why!

We appreciate that it is very hard to change the personal habits of a lifetime. We recognise that many of the recommendations compete for the one resource people feel they don't have a lot of, namely time to spare. Yet studies repeatedly show that those people who follow the advice about managing stress invariably are more effective at work and more successful in their careers.

5. Don't take on more than you can cope with

We learn very quickly in life that saying 'Yes' when we are asked to take on an extra task is the quickest way to win peer-group approval and succeed in our chosen career.

Creating a situation of attempting to do too much each day and ending up feeling you have failed because you could not achieve what was an unrealistic goal in the first place, is one of the precursors to work-related stress ill-health.

If you are working at maximum capacity and have no opportunity to unload some of your existing work to make way for a new task ... learning to say 'No' and politely explaining why you cannot take on more work ... is the more appropriate course of action to take. If a manager ever attempts to coerce or threaten you to take on more work, take the matter up with our HR manager.

However, there must be a fair balance struck. If you feel you are already maxed out, you should also remember a manager is entitled to assume you can re-prioritise your existing workload to accommodate the new task they are asking you to take on. You should consider whether re-prioritising your workload is a reasonable and practical proposition to consider and discuss the situation with your line manager to try and reach an accommodation that works for everyone.

6. Changing your perspective on a problem by talking about it to someone else

Often you will find talking to a colleague, friend, or partner, about a problem can help you see the issues from a different perspective. This can help you arrive at a solution you may not have reached by yourself.

Although it is often the last course of action people take when they feel overwhelmed at work, you really should talk to your line manager about the issues bothering you before they have the chance to become a problem. There is nearly always a simple solution to resolve what may seem to be an insurmountable problem to you.

7. Professional counselling (BUPA Line 0800 269616)

There are occasions in everyone's life when a significant event in your personal or work circumstances, which may adversely affect your personal well-being.

Most people will immediately think of the devastating effects of divorce, serious illness or death of a partner or close family member. The Company will always make allowances for and give compassionate leave for such occasions, but it is unrealistic for anyone to assume a staff member can return to work a few weeks later and carry on as before. It takes time to heal.

Many people find it particularly hard to maintain a professional front at work when there are troubles at home and *vice versa*, which only adds to the problem.

Closer to home, witnessing an accident at work, having to clean up a void after a death, or even just trying to cope with the ever-changing demands of your job, can create a whole new set of personal issues and problems. If they are left unresolved, they can lead to workplace stress and ill-health.

Professional counselling can help in all these situations and it is now much easier to access such services. If you feel exploring the possibilities of seeking professional counselling can help you, in the first instance pick up the telephone and give the professional counselling BUPA line a chance. The service is confidential. No one in Marisco will be advised the service has even been used, so a call to the service remains a private matter between BUPA and you.