



# Stress Policy

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## Purpose

Under the Workplace (Health, Safety and Welfare) Regulations 1992, which applies to all workplaces, an employer has a general duty, so far as is reasonably practicable, to ensure the health, safety and welfare of his employees. This policy recognises that stress can be an issue for employees, and outlines how ELATT can help combat the effects of stress.

## Definition of stress

The Health and Safety at Work Executive have defined stress as: “the reaction people have to excessive pressure or other demands placed upon them. It arises when they worry that they cannot cope.” Stress itself is not a disease or an illness, but if it is very intense or continues for a long period of time it may lead to mental or physical ill health.

## Observable signs of stress

Work Performance	Emotional Behaviour
Inability to concentrate	Crying
Loss of enthusiasm	Aggressive behaviour
Declining/inconsistent performance	Over-reaction to problems
Failing to take annual leave	Sudden mood changes
Accidents	Irritability/moodiness
Behavioural Signs	Physical Signs And Symptoms
Reluctance to give or offer support	Frequent headaches or migraines
Arriving late and leaving early	Muscle pains
Absenteeism	Skin rashes
Increased reliance on nicotine and/or alcohol	Nervous tics
Impulsive behaviour	Poor sleeping patterns
Neglect of personal appearance	Lowered resistance to minor infections
	General fatigue

No one sign or symptom in itself is an indicator of stress but a cluster of signs may indicate stress.

## Stress in the workplace

ELATT recognises that stress is an important part of everyday life, but too much stress can lead to deterioration in health and quality of work.

ELATT provides a modern environment in which to work, but should there be any problem with the facilities provided, it must be brought to the attention of employee's line manager, using the Grievance Procedure.

To keep stress to an acceptable level, ELATT will take reasonable steps to ensure that its employees receive the required training for the job, that they have the necessary tools to carry out the job, and that rest breaks are provided to enable a break away from the working environment. If an employee feels that more support from ELATT is required, be that in the form of additional training or procedural guidance, the employee should talk to his/her Manager – open communication is essential. ELATT can provide colleagues with emotional support through the counselling service as part of our Babylon Health online health plan.

Policies are in place covering the areas of Equality and Diversity and Harassment, but should an employee feel that they are placed under stress because of the way they are being treated at work, they must discuss this with their line manager in the first instance. In the event that the matter is not satisfactorily resolved, then the employee should use the Grievance Procedure.

Every employee is responsible by law for their own health, safety and well-being, as well as that of others. It is important that employees comply with ELATT's Policies, Rules and Procedures to make their working day run smoothly.

Whilst ELATT takes its share of responsibility for ensuring that stress in the workplace is of an acceptable level, it is also the employee's responsibility to monitor this. In the event that an employee feels that their stress level is no longer of an acceptable level, for whatever reason, the cause of the resultant stress must be fully discussed with their line manager. In the event that the matter is not satisfactorily resolved, then the employee should use the Grievance Procedure.

The work undertaken by employees on behalf of ELATT is subject to regular review ensuring that each job is not overloaded. However, if at any time an employee is becoming stressed because of workload, this should be raised with the line manager.

In the event an employee experiences problems outside of work and may need some kind of advice or assistance, it is advised that the employee speaks in confidence to their line manager. We can also refer employees to our Employee Assistance Programme (Plumm Health in 2023).

ELATT reserves the right to ask its employees to seek medical advice in the event it becomes apparent they are unwell, in order to ensure that they are fully fit to carry their full range of duties.