POLICY ON THE PREVENTION AND MANAGEMENT OF WORK-RELATED STRESS

TEi Ltd seeks to maintain a positive and supportive working environment for its entire staff. It recognizes that excessive or prolonged pressure in the workplace can have a negative impact on the organisation and individuals, and that this can be prevented and alleviated through appropriate action on the part of individuals and their managers. This policy aims to establish standards for managers and staff on the prevention and management of work-related stress. It provides guidance to managers and supervisors to facilitate the implementation of these standards, as well as information on sources of support available to individuals experiencing feelings of stress.

Definition

TEi Ltd adopts the definition of stress used by Health and Safety Executive (HSE), namely "the adverse reaction people have to excessive pressures or other types of demand placed on them", and which draws a clear distinction between pressure, which can be a motivating factor, and stress, which can occur when pressure becomes excessive.

Stress is a state, not an illness, and where stress lasts for only a short time there is usually no lasting effect. However, if the stress is sustained over a longer period it can have a significant impact on physical and mental health, work performance, and morale.

Organisational arrangements

TEi Ltd aims to ensure, as far as is reasonably practicable, that staff work in a positive, safe, and supportive working environment by seeking to:
- promote sound management practice;
- provide a framework of employment, health, and safety policies systems and monitoring to support managers and staff to ensure effective work performance and minimise the risk of work-related stress;
- promote equality of opportunity, and provide a workplace free from harassment and bullying;
- foster effective workload allocation and feedback on performance;
- promote good communication throughout the Company
- provide appropriate employee support services.

Managers' responsibilities

Managers and supervisors play an important role in facilitating and supporting staff to carry out their jobs effectively and to contribute to the success of the Company. In order to minimise the risk of work-related stress, managers should:
- ensure good communications, particularly where there are organisational or procedural changes;
- ensure that staff are trained to undertake the demands of their job and are able to contribute to decisions about how the job is done;
- ensure that there are regular opportunities to discuss the work and obtain feedback on performance, e.g. regular one-to-one meetings and/or team meetings;
- monitor working hours and holidays to ensure that staff are not overworking and are taking appropriate breaks;
- identify or respond to issues of concern promptly and seek constructive solutions;
- ensure staff are provided with meaningful training and development opportunities;
- ensure that bullying and harassment are not tolerated;
- be alert to signs of problems and offer additional support to any member of staff who is known to be experiencing stress;

Risk Identification and Assessment

All staff may experience periods of pressure at work at some time, and short periods of pressure are not necessarily of concern. It is the risk from sustained and/or excessive pressure, without the opportunity to recover, that needs to be assessed and measures put in place to control the risk of adverse effects.

Departmental managers should address potential stressors in the workplace - for example, regular review of sickness absence records/certificates, particularly those indicating stress, data on staff turnover, trends emerging from personal development reviews (appraisals), and issues raised in individual and staff meetings and by local staff representatives.

The Company is committed to improving management practice through the provision of guidance, training and support, the promotion of harassment prevention policies, as well as supporting positive initiatives such as personal development review and merit review schemes to recognize and enhance individual contribution to the work of the Company.

Management of individual cases of stress

Where cases of workplace stress are identified, department managers should seek information from the individual as to the contributory factors perceived by the individual and possible remedies.

The early detection of individuals experiencing related health difficulties is vital, and departmental managers and individuals are encouraged to seek advice and assistance at as early a stage as possible where it is felt that there would be benefit from Occupational Health Service input. The management of persons severely affected by work-related stress will be the responsibility of the department managers, in liaison with the Occupational Health Service and Personnel Services.

Employee Responsibilities

It is essential that staff play an active role in contributing to their own well-being and development, as well as to the success of the department and the Company, by using the resources available to carry out their role effectively. In order to minimize the risk of work-related stress, staff should:

- ensure good communication with colleagues and their line manager;
- support colleagues by providing appropriate information and by sharing knowledge and resources where appropriate;
- engage in discussion about their performance and act on feedback;
- raise issues of concern at an early stage and seek constructive solutions;
- ensure that harassment and bullying are not tolerated;
- seek appropriate advice and support at an early stage if difficulties arise.

It is hoped that a proactive approach will mitigate the occurrence of potentially harmful levels of stress. However, where a member of staff feels under undue pressure, he or she should alert their line-manager, or another appropriate person

Alan Waddington
Managing Director
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