



POL08: STRESS

POLICY

Rev: 05

HENLEYS MEDICAL SUPPLIES LTD.

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1. Policy Statement

Henleys Medical Supplies is committed to protecting the health, safety, and welfare of its employees. As such, Henleys Medical Supplies recognises that workplace stress is a health and safety issue, and acknowledges the importance of identifying and reducing workplace stressors.

It is the policy of Henleys Medical Supplies to address all work-related illnesses, and stress in particular, to control, reduce, or eliminate as far as is reasonably practicable.

Company policies are available electronically at all times to internal employees, and externally upon request.

2. Policy

2.1. Scope

The purpose of this policy is to set out Henleys Medical Supplies' general approach and commitment to work-related illness, stress in particular. The objective is to ensure, as far as reasonably practicable, that:

- Areas of work-related stress are identified and assessed as appropriate, and relevant measures are introduced to control the risk to health
- Ways are identified to control and reduce the costs associated with work-related stress, be they financial, organisational, or personal
- Roles, responsibilities, and accountabilities are clearly defined and understood in order to achieve successful management of work related stress
- Employees are provided with appropriate information, guidance, and training relevant to work-related stress
- All employees and managers are informed of their responsibilities in respect of the policy.

2.2. Responsibilities

2.2.1. Senior Management/Managers

Directors and the Senior Management team of Henleys Medical Supplies are responsible for implementing this policy, as well as providing the necessary resources. They will also:

- Monitor and report on the performance on dealing with work-related stress
- Ensure that compliance with this policy is included as part of the normal health and safety audits and reviews
- Actively support and promote the policy by providing guidance and advice
- Support individuals who report work-related stress issues, and be actively involved in advising on absence relating to work-related stress
- Arrange appropriate training courses as required
- Coordinate the provision of other internal support services e.g. counsellor
- Provide specialist advice regarding work-related stress.

2.2.2. All Employees

Employees of Henleys Medical Supplies are responsible for:

- Cooperating with the Senior Management Team and Directors in the discharge of their duties relating to this policy
- Raising areas of concern at the earliest opportunity with the appropriate person.

2.3. Definitions

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. Henleys Medical Supplies recognises that our personnel are the organisation's most valuable assets, and that any problem associated with work-related stress is a management duty.

The Health and Safety Executive define stress as *'the adverse reaction people have to excessive pressure or other types of demand placed on them'*. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

Stressor: Any events, circumstance, or demand (external or internal to the individual), which places pressure on the individual and may result in stress.

Example of stressors include:

- Possible environmental stressors include noise, temperature, overcrowding, and humidity.
- Possible work-related stressors include working to tight deadlines, overwork, and change to organisation.

Other issues that may have an impact include:

- Under-challenged
- Promotion prospects
- Racial or sexist remarks
- Personal relationships with other employees
- Traveling
- Job satisfaction
- Harassment and confrontation

It is reasonable to assume that:

- Employees are psychologically capable of withstanding reasonable pressures at work
- Employees are subjected to periods of pressure at work
- Short periods of pressure are not necessarily of concern.

A certain amount of stress provides high motivation, a positive outlook, and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that Henleys Medical Supplies aim to address.

2.4. Support

2.4.1. Supporting Senior Management & Directors

Henleys Medical Supplies will provide the following resources:

- Management development training, coaching sessions, and mentoring services
- Access to competent occupational health, health and safety, and human resource advice.

2.4.2. Supporting Employees

Henleys Medical Supplies has support systems in place to help employees manage stress. Employees are encouraged to seek help when required, and time will be dedicated to ensure those employees are supported.

3. Review

This policy shall be maintained and reviewed by the Managing Director.



Danielle Henley, Managing Director

4. Revision History

Revision	Modified by	Date	Description of Change
01	Andy Cleveland	April 2015	Initial issue.
02	Andy Cleveland	April 2016	Annual review. Mobile numbers updated.
03	Vikki Patis	April 2017	Annual review.
04	Vikki Patis	April 2018	Annual review. New format.
05	Vikki Patis	December 2020	New format.