



# Stress Management Policy

## Introduction

Sunter Limited are committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health & safety issue and acknowledge the importance of identifying and reducing workplace stressors.

## Definition of Stress

Stress can be defined as ***'the adverse reaction people have to excessive pressure or other types of demand placed upon them'***. This makes an important distinction between pressure, which can be a positive state if managed, and stress which can be detrimental to health

## Purpose and Scope of Policy

- Sunter Limited will identify all workplaces and conduct risk assessments to ensure that a safe working environment is achieved at all times and also aid in the reduction of risks from stress related issues. These risk assessments will be reviewed regularly.
- Sunter Limited will provide training for managers and supervisory staff in good management practices.
- Sunter Limited will offer counselling for all staff affected by stress caused either by work or external factors.
- Sunter Limited will provide adequate resources to enable managers to implement the company's agreed stress management procedures.

## Responsibilities

### Managers

- Conduct and implement recommendations of risk assessments on sites under their control.
- Ensure good communication between management and staff
- Ensure staff are trained to discharge their duties
- Monitor workloads and ensure people are not overloaded with work
- Monitor working hours to ensure staff are not overworking
- Ensure that any bullying and/or harassment is not tolerated at any time.
- Offer support to individuals / groups who is experiencing stress form outside of work (i.e. bereavement, divorce etc)

### Staff

- Raise any concerns with your Site Manager or the H&S Manager
- Accept offers of counselling where offered. (See External Stress Management Below)

## External Stress Management

Sunter Limited has in place an external provider aimed to offer assistance to all employees on work and personal matters. This includes being able to discuss and stress related concerns that you may have. Information on the external provider is shown below.

- (Croner Employee Assistance Programme)
- Available 24 / 7: Freephone: 0800 032 7097

Employees are encouraged to contact the confidential helpline to combat any stress that they may be encountering. This includes and stress or pressure from outside the working environment.

Please see the reverse of this page to view the Croner Employee Assistance Information leaflet

**Policy Date:** March 2022

**Review Date:** March 2023

Policy Written by:

Policy Reviewed by:

Name: John Walker

Name: Kevin Stubbs

Signature: 

Signature: 

Position: Health, Safety & Environment Manager

Position: Company Director

A 24 hour helpline  
from **Health Assured** to  
support you through any  
of life's issues or problems

## Employee Assistance Programme



We don't know  
when you might need us.  
That's why we're here  
**24 hours a day.**



Registered Office: The Peninsula, Victoria Place, Manchester, M4 4FB  
Registered in England. No 6314620



# Croner

A confidential support service for employees

### About Your Employee Assistance Programme

Sometimes it can be difficult to balance the pressures of work with the needs of home life. Your employer recognises help is sometimes needed to deal with the challenges you may face in life, both practical and emotional. Health Assured provides confidential support services which are available to you.

Please make that call, rather than allowing your concerns to grow - you can speak with the same counsellor more than once

### What can I use this service for?

- Family Issues
- Medical Information
- Lifestyle Addictions
- Gambling
- Financial
- Relationships
- Domestic Abuse
- Insurance Claims
- Consumer Issues
- Debt
- Legal
- Stress
- Childcare
- Work
- Housing

### Telephone Counselling

Your call will always be answered by a qualified and experienced counsellor who will offer help and support in a professional, friendly and non-judgmental manner. A range of additional support is available as part of your EAP, including structured telephone counselling and online Cognitive Behavioural Therapy (CBT). Further support maybe available subject to the terms of your EAP.

### Online Health Portal @ [www.healthassuredeap.com](http://www.healthassuredeap.com)

- ✓ Emotional support
- ✓ Health checks
- ✓ Personal coaching
- ✓ Fitness advice
- ✓ Medical factsheets
- ✓ BMI assessment

**FREE 24 HOUR 0800 032 7097**  
[www.healthassuredeap.com](http://www.healthassuredeap.com)

POP OUT CARD AND PUT IN YOUR WALLET

### EMPLOYEE ASSISTANCE PROGRAMME

Family Issues

Debt

Work

Lifestyle Addictions

Relationships

Legal

**FREE 24 HOUR**  
personal support service  
**0800 032 7097**

[www.healthassuredeap.com](http://www.healthassuredeap.com)