



Tools with a Mission

Stress in the Workplace policy

Introduction

Tools with a Mission (TWAM) are committed to protecting the health, safety and welfare of our employees and volunteers. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. This policy will apply to everyone in the charity, irrespective of their responsibilities, position or location and whether their position is paid or voluntary.

The Refurbishment Centre Managers, Ipswich Office Manager and Supporter Development Officer are responsible for implementation under the direction of the Chief Executive. TWAM is committed to providing the necessary resources where practical and reasonable..

1. Definition of stress

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.

2. Policy

1. Tools with a Mission will attempt to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
2. Tools with a Mission will provide training for all managers and supervisory staff in good management practices.
3. Tools with a Mission will provide adequate resources to enable managers to implement the company’s agreed stress management strategy.

3. Responsibilities of TWAM Managers

Who to turn to for help

Each Refurbishment Centre has a manager, either employed or voluntary and they are the first point of contact with their staff and volunteers. Ipswich also has an Office Manager. Remote working staff should in the first instance be encouraged to contact either the Office Manager or Supporter Development Manager. Manager should approach the Chief Executive (CEO) and the CEO should contact the Chair of the Trustees.

For all Centre, Office, Van and Area Development Managers

1. Conduct and implement recommendations of risks assessments within their Centre or area of responsibility.
2. Ensure good communication between management, staff and volunteers, particularly where there are organisational and procedural changes.
3. Ensure employees and volunteers are fully trained to discharge their duties.
4. Monitor workloads and working hours to ensure that people are not overloaded.

Empowering people with the tools that create livelihoods and transform lives

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

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Registered charity No: 1104903 (England and Wales) VAT Registration Number 347292286

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5. Monitor holidays to ensure that employees under their line management are taking their full entitlement.
6. Attend training as requested in good management practice and health and safety.
7. Ensure that bullying and harassment is not tolerated within their jurisdiction.
8. Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.
9. Monitor and review the effectiveness of measures to reduce stress for employees and volunteers under their line management.

For the Chief Executive:

10. Monitor working hours and overtime of employed and volunteer managers to ensure that they are not overworking.
11. Monitor holidays to ensure that employed managers are taking their full entitlement.
12. Support employed and volunteer managers who have been off sick with stress and advise them on a planned return to work.
13. Give guidance to employed and volunteer managers on the stress policy.
14. Advise employed and volunteer managers on training requirements.
15. Provide continuing support to employed and volunteer managers in a changing environment and encourage referral to occupational workplace counsellors where appropriate.
16. Monitor and review the effectiveness of measures to reduce stress for the employed and volunteer managers.

For the Chair of the Trustees:

17. Monitor and review the effectiveness of measures to reduce the stress of the Chief Executive.
18. Provide continuing support to the Chief Executive in a changing environment and encourage referral to occupational workplace counsellors where appropriate.

4. Responsibilities of Employees and Volunteers

1. Employees and volunteers are encouraged to raise issues of concern with their named contact within TWAM. The person to talk to is stated in the first paragraph of section 3.
2. The employee or volunteer will be encouraged to accept opportunities for counselling when recommended.

5. Monitoring and Review

The Chief Executive and Refurbishment Centre and Office Managers are responsible for monitoring how this policy works in practice. The Board of Trustees will be responsible for reviewing this policy every 12 months.

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