	Raha International School		
	Occupational Safety and Health Management System		
	Managing Work-related Stress		
	Document No: RIS-OSH-P09-SOP13		



Document Name	Managing Work-related Stress		
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6.0 Purpose

This procedure is intended to develop, implement and maintain documented process and controls related to Work-Related Stress within Raha international School.

7.0 Scope

This procedure is applicable to all staff/ employee who are working in A Raha international School.

8.0 Definition

Stress

Condition that might result when an event or situation places increased demand on a person's mental or emotional resources.

Stressor

Any events, circumstance or demand (external or internal to the individual) which places pressure on the individual and may result in stress. Different people respond differently to different stressors.

9.0 Responsibility

School Management

Are responsible for monitoring and reviewing the effectiveness of measures to reduce stress. RIS management shall support carrying out a stress risk assessment and provide awareness among the staff or employees and contractors to manage stress at work.

HOD's

Conduct and implement recommendations of individual risk assessments. HOD's shall be aware of and offer additional support to a member of staff who is experiencing workplace stress, and monitor workloads to ensure that staffs are not overloaded.


School Staff

RIS employees shall be responsible for informing their manager if they feel their job is causing them stress. Employees shall raise issues of concern with their Department Heads, HSE Officer or HR.

10.0 Procedure

5.1 The aim of this procedure is to ensure that:

- Areas where work related stress for individuals appears 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.

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- 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;

5.2 Work Related Stress Management Program:

The Work-related stress management programs will be based on the results of appropriate risk assessment, as per OSHAD-SF – Element 2 – Risk Management

RIS shall address key areas of work design, in a work-related stress management program:

- **Demands** – this includes issues such as workload, work patterns and the work environment;
- **Control** – how much an employee has in the way they do their work;
- **Support** – this includes the encouragement, sponsorship and resources provided by the employer, management and colleagues; OSHAD-SF – Codes of Practice CoP 9.2 – Managing Work-Related Stress.
- **Relationships** – this includes promoting positive working atmosphere to avoid conflict and dealing with unacceptable behavior at all levels of the entity;
- **Role** – whether employee understands their role within the entity and whether the employer ensures they do not have conflicting roles
- **Change** – how change (large or small) is managed and communicated in the employer.


5.3 Dealing with individual concerns

5.3.1 RIS developed ways for staff to raise their concerns. These shall include the following

- To create an environment where school employees are encouraged to talk, both formally and informally, to their Heads or another person in their management chain;
- To remind employees that they can speak to health and safety officer, or human resources personnel;
- To introduce mentoring and other forms of co-employee support; and
- To provide employee assistance (counseling) services.

5.3.2 RIS is not legally responsible for stress that originates in the home. However, RIS shall have arrangements that allow them to address this. This may include, but not be limited to:

- Access to counseling services;
- Adaptations to the work; or
- Changes to working hours.

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11.0 Reference

1. OSHAD-SF v3.1 CoP. 9.2 Managing Work-Related Stress.
2. OSHAD-SF v3.1 Glossary of Terms.