




CLARION

DELIVERING ANALYSIS OF WORK RELATED STRESSORS



IS WORK-RELATED
STRESS COSTING
YOU AN IMPORTANT
MEMBER OF
YOUR TEAM?



1 IN 5 PEOPLE
REPORT SUFFERING
FROM HIGH LEVELS
OF WORK-RELATED
STRESS.



6.5 MILLION
WORKING DAYS
ARE LOST
EVERY YEAR
IN THE UK.

WORK-RELATED STRESS

Stress is the natural reaction people have to excessive pressures or demands – it isn't a disease. If it is prolonged or intense it can lead to mental and physical ill health, such as depression, back pain, nervous breakdown and heart disease. Work-related stress can affect anyone in any sector, in any size of organisation. Being under pressure can improve performance and give satisfaction when challenging objectives are achieved, but when demand and pressure are too much they lead to stress.

The problem with stress is that it cannot always be seen. Most employees will suffer in silence. This does not mean that employers can or should do nothing.

Some of the factors that cause stress include poor work organisation, lack of communication and lack of acknowledgement or recognition for work done.

The situations described below are varied but all show how pressure can lead to stress:

Fred works at an assembly line on piecework. He cannot influence the speed of his line or the monotonous task that he has to perform.

Wilma is employed as an administrative assistant in a busy financial services company. She is a single mother with two children, both of whom attend school. She needs to leave the office each day no later than 17:00 to pick them up but her boss insists that she finishes various tasks before leaving.

Barney is a nurse employed in a hospital. He has recently been promoted and his new job involves some work in the community. He will work alone visiting patients in their homes.

Betty is a sales representative for a national electronics company. She is responsible for her own leads and appointments and has to reach set quotas each month. She has no input into what these quotas will be.



HOW BIG IS THE PROBLEM?

- *In the UK as many as one in five people report suffering from high levels of work-related stress. An estimated half-million individuals report experiencing stress at a level that made them ill. This has led to 6.5 million working days lost per year, costing society between £3.7 and £3.8 billion (1995/1996 figures).*
- *1999 figures estimate that work-related stress costs European Member States at least €20 billion annually.*
- *Work-related stress accounts for more than a quarter of two week or longer absences from work (1999 figures).*
- *28% of European workers reported work-related stress problems (the second most reported problem after back pain with 30%). This amounts to about 41 million EU workers affected by work-related stress each year causing around 600 million working days to be lost per year across the EU (European Foundation Survey on Working Conditions in the European Union 1996).*


The potential costs of work-related stress to an employer include:

- *Cost of absences including disturbances in production, creativity and competitiveness*
- *Reduced effectiveness of employees suffering from work-related stress*
- *Punitive fines from the Health and Safety Executive (HSE), and*
- *Awards of damages from the courts arising from Personal Injury claims.*

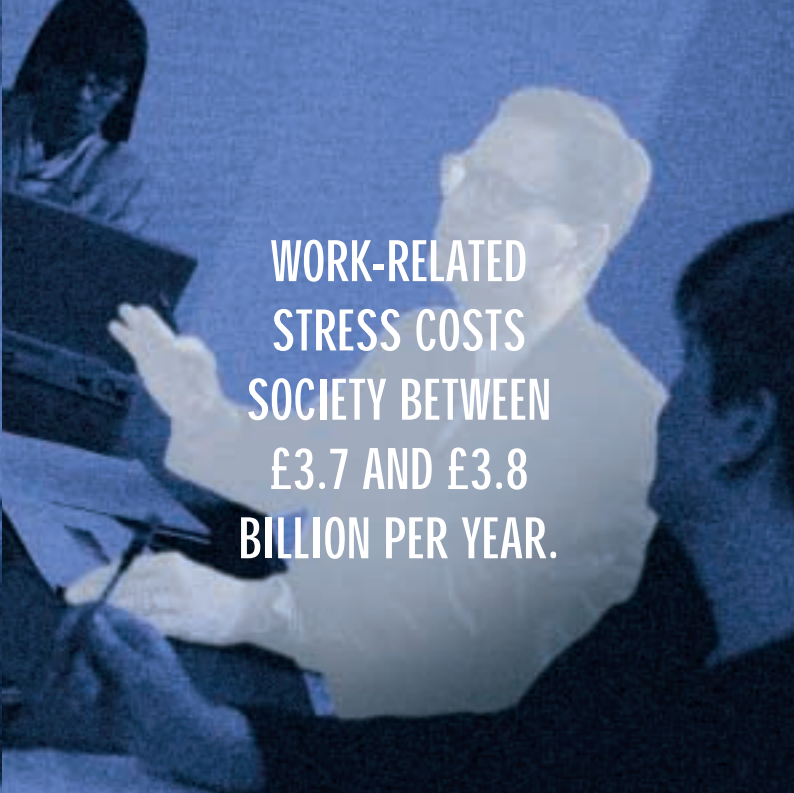
Stress is a major concern and challenge not only because of the effects on the health of the individual workers, but also because of the economic impact on business, and social costs to European countries. The total costs to business cannot be quantified.

// Stress is likely to become the most dangerous emerging risk to business in the early part of the 21st Century. //

The Association of Insurance and Risk Managers



STRESS ACCOUNTS FOR MORE THAN A QUARTER OF 2 WEEK OR LONGER ABSENCES FROM WORK.



WORK-RELATED STRESS COSTS SOCIETY BETWEEN £3.7 AND £3.8 BILLION PER YEAR.

EMPLOYERS LEGAL OBLIGATION

Employers have a 'duty of care' to provide a safe and healthy working environment for their employees. This includes Work-Related Stress.

All companies have a legal requirement under the Management of Health and Safety at Work Regulations 1999 to make a suitable and sufficient assessment of the risks to the health and safety of their employees to which they are exposed whilst they are at work.

// It is the duty of all employers to make sure that their employees are not made ill by their work. Where stress caused or made worse by work could lead to ill health, employers must assess the risk. If necessary, [they] must then take reasonable steps to deal with those pressures. //

HSE Guidance Notes (updated November 2001) Tackling work-related stress: 'A manager's guide to improving and maintaining employee health and well-being', HSG218

The Regulations require all employers to assess the risks to workers and any others who may be affected by their work or business. This includes the risk to employees of developing stress-related illnesses because of their work. Companies with five or more employees should also record the significant findings of that risk assessment.

Failure to comply with these regulations can lead to severe criminal and financial sanctions such as fines, loss of Directorships, custodial sentences, prohibition notices and improvement notices. All of these could have disastrous consequences on the business and also on the individuals concerned.

On top of this is the development of a 'blame culture' with more and more employees taking their employers to court for stress-related illnesses and being awarded claims of up to £300,000.

In order to identify stress-related hazards in the workplace the HSE is requiring employers to carry out a risk assessment.

// The HSE is to introduce work-related stress audits in its routine health and safety inspections by the end of 2003, and will ultimately have the power to fine organisations that fail to introduce minimum standards. //

Personnel Today (January 2003)



WHAT CAN EMPLOYERS DO?

Work-related stress is preventable and action to reduce it can be very cost-effective.

The first step for employers is to assess the risks of work-related stress by looking for pressures at work that could cause high and long lasting levels of stress and deciding who might be harmed. Once the risks have been identified they can take adequate action to prevent the harm.

THE SOLUTION

Clarion provides a work-related stress audit configured as a risk assessment using validated methods and techniques. We will evaluate the potential stressors in your organisation and provide you with a concise summary highlighting the significant issues. Our reports can be as general or specific as required, whilst still maintaining the confidentiality of your employees.

The risk assessment will help you to:

- Identify areas of work-related stress in a clear and detailed format
- Focus resources on specific areas of stress within your organisation such as intervention plans, communication strategies and awareness campaigns
- Highlight the success of any action taken (benchmarking)
- Comply with statutory duties to assess risks to employee health and record significant issues.

Our methods follow a simple three-stage process:

1. We will meet with you to discuss and understand the purpose and objective of the audit/risk assessment
2. We will discuss with you the type of information that will be gathered and the best way to conduct the risk assessment
3. At the conclusion of the risk assessment we will provide you with a report highlighting any stressors and training needs. We will also provide you with an on-going consultancy to address and deal with the issues identified.

At the end of the report Clarion will also present you with a certificate stating that your organisation has conducted a work-related stress risk assessment using validated materials.

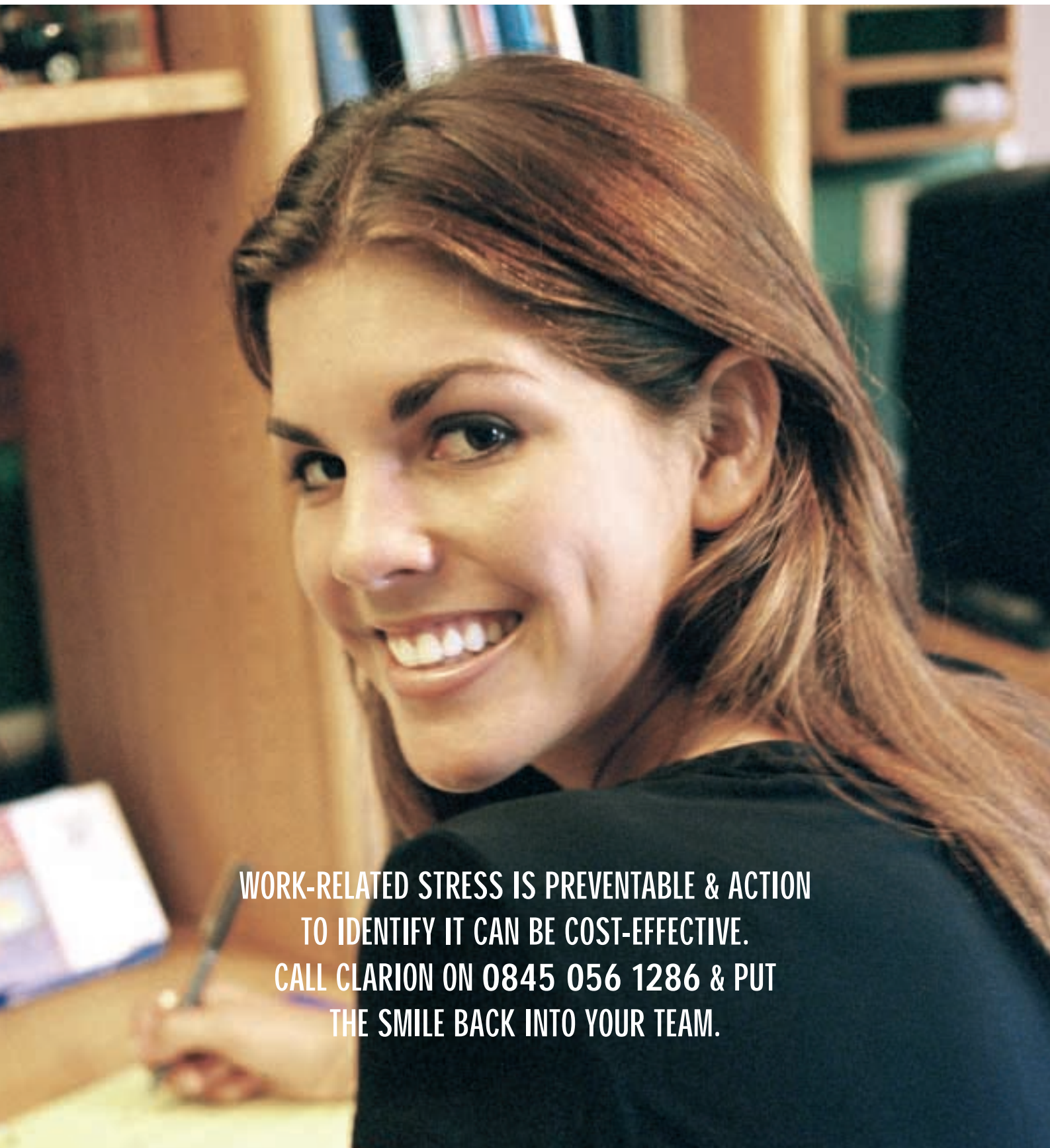
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**WORK-RELATED STRESS IS PREVENTABLE & ACTION
TO IDENTIFY IT CAN BE COST-EFFECTIVE.
CALL CLARION ON 0845 056 1286 & PUT
THE SMILE BACK INTO YOUR TEAM.**