



## Managing Pressure at Work

ITV Plc believes that Managing Pressure at Work openly helps control the risk to individuals and the Company. This also improves moral and working relationships, which in turn helps improve efficiency and effectiveness. This ultimately creates a positive image for ITV Plc and the way we operate.

### **Purpose of the Policy**

To clarify that the Company is committed to protecting the health, safety and well being of our employees. We recognise that inappropriate levels of workplace pressure can lead to health and safety issues and acknowledge the importance of identifying and reducing inappropriate levels of workplace pressure at the earliest opportunity. The Company aims to ensure that the health and well being of individuals is not adversely affected by their work or working environment.

### **Scope**

This policy will apply to everyone employed by the Company. Managers are responsible for the implementation and the company is responsible for providing the necessary resources.

### **Pressure v Stress?**

The Health and Safety Executive defines 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. Pressures that we can respond to effectively are likely to lead to job satisfaction. However, pressures at a level we cannot cope with, even in some cases too little pressure or challenge, may result in stress for the individual.

Whilst the scope of this policy is to cover inappropriate levels of work place induced pressure, the Company recognises that external situations to work may be a significant factor in causing pressure for people. When identifying and dealing with pressure the Company will endeavour, with an individual’s consent, to discuss these external matters.

### **Policy**

The Company recognises that stress can be harmful and can have a detrimental effect upon both the individual concerned and upon business productivity. Furthermore, it accepts that its duty of care towards its employees encompasses any such individual who, if it is reasonably foreseeable, may suffer from psychological harm or who asks for assistance in accordance with the terms of this policy.

The Company undertakes to:

- Conduct, and regularly review risk assessments as appropriate, in order to identify and control the risks from inappropriate levels of workplace pressure.
- Consult with Managers, Occupational Health Advisors and Safety representatives on all proposed actions relating to the prevention of workplace pressure.
- Provide appropriate training for managers and supervisory staff in good management practices. This will include the introduction of stress awareness training into development plans, thus helping to support managers in identifying work related pressures quickly and enabling them to efficiently introduce remedies and monitor progress.
- Provide when required appropriate professional support, e.g. confidential counselling for individuals affected by stress caused by work.
- Provide adequate resources to enable managers to implement this policy.

- Ensure, so far as is reasonably foreseeable, that individuals have the necessary skills, abilities and resources to undertake their job and that their responsibilities and duties are quickly and clearly communicated.
- Carry out confidential pre-employment health checks and change of role health screening, to ensure that individuals are matched to the requirements of the job.

## **Responsibilities**

### **Managers**

- Through recruitment and selection processes, ensure that individuals are suited to the job they are engaged to undertake and that they have relevant job descriptions, which outline clearly their objectives and responsibilities.
- Conduct risk assessments and make recommendations on how they should be implemented.
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensure that staff are fully trained to discharge their duties to the best of their ability.
- Ensure staff are provided with appropriate development opportunities and resources.
- Monitor holidays to ensure that individuals are taking their full entitlement.
- Monitor workloads to ensure that individuals are not overloaded and have sufficient time and resources to carry out their duties in a timely and effective manner.
- Monitor working hours and periods of rest in accordance with the Working Time Regulations (1998).
- Attend training and development sessions in good management practices and health and safety.
- Ensure that staff have an annual Career and Development Review to include a discussion on appropriate development and training needs.
- Ensure that discrimination, bullying and harassment is not tolerated within their areas of jurisdiction.
- Be vigilant and offer appropriate additional support to members of staff who are experiencing pressure outside work, e.g. bereavement or separation.

### **Occupational Health and Health and Safety Advisors**

- Provide specialist advice and awareness training on recognising and managing stress.
- Train and support managers in implementing risk assessments.
- Provide advice and support for individuals who have been off work due to stress-related reasons. This may where relevant, involve careful planning for the individual's return to work, including any appropriate control measures being implemented, to safeguard the job-holder from the risk of being placed back into a similar situation to that which may have initially contributed towards the ill-health.
- Refer to workplace occupational health advisors, doctors, counsellors or specialist agencies as appropriate.
- Advise and support managers on the implementation and monitoring of the Managing Pressure at Work Policy.
- Inform management and employees of any changes and developments in the field of stress at work.

### **Human Resources Department**

- Give guidance to managers on the Managing Pressure at Work policy.
- Ensure that Managers are provided with training and clear guidance on recruitment and selection procedures and that they are supported, where appropriate, in making selection decisions.
- Assist in monitoring the effectiveness of measures to address stress by collating sickness absence statistics.

- Monitor unusually high levels of staff turnover within departments through exit questionnaires and interviews.
- Collate the number of harassment/grievance complaints within departments and advise on trends and patterns appropriately.
- Advise managers and individuals on how to address training requirements.
- Provide continuing support to managers and individuals in a changing environment and encourage referral to occupational health advisors or counsellors where appropriate.

### **Individuals**

- Raise issues of concern with your Line Manager, HR Manager/Advisor, Occupational Health Advisor or Health and Safety Department or representatives at the earliest opportunity.
- Accept opportunities for support and/or counselling when recommended.
- Ensure that all annual leave is taken within each calendar year
- Take responsibility for ensuring that training and development needs are discussed during the annual Career and Development Review
- Demonstrate consideration in interactions with colleagues, both within your immediate team and across the wider group, whether that interaction is in person, by telephone, in writing or via email.
- Take responsibility for your own work life balance priorities in line with the operational requirements of your job, and discuss these with your Line Manager or HR Manager/Advisor as necessary, referring, if applicable, to the Company's policy on Flexible Working.

### **Monitoring**

The HR Department, Occupational Health and Health and Safety Advisors will regularly review and monitor the effectiveness and implementation of this policy. Any revisions, amendments or alterations to the policy will only be implemented following consideration and approval by the HR Director, ITV Plc.