



# Stress Risk Assessment



You should complete a Stress Risk Assessment if a colleague is experiencing symptoms of stress, to understand what's causing these and what needs to be done to help.

If you need advice about completing the Risk Assessment or about making adjustments if any risks are identified, you should contact [ER Services](#).

Once completed, you should keep a copy and give a copy to the colleague.

Colleague details			
Colleague name		Role	
Employee number		Store/depot/office	
Manager name		Date of assessment	

Topic	Details	Possible adjustments	Actions needed	Who will do this?	By when?	Date completed
<b>Physical work environment</b>	<ul style="list-style-type: none"> <li>• Issues with noise, lighting, temperature</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust lighting/temperature where possible</li> <li>• Move colleagues' work station if possible</li> <li>• Provide additional protective clothing</li> <li>• Rotate duties</li> </ul>				
<b>Rest facilities</b>	<ul style="list-style-type: none"> <li>• Colleagues need space away from their work station to take their breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure colleague knows where canteen/rest facilities are</li> </ul>				
<b>Workload</b>	<ul style="list-style-type: none"> <li>• Work allocated should be consistent with the definition and requirements of the role</li> <li>• Work should be achievable within the available timescale</li> </ul>	<ul style="list-style-type: none"> <li>• Review work allocation amongst the team</li> <li>• Ensure working hours are in line with the Working Time Regs</li> <li>• Adjust or rotate duties</li> <li>• Regular breaks</li> <li>• Ensure the colleague knows how to ask for help</li> </ul>				

Activity	Details	Possible adjustments	Actions needed	Who will do this?	By when?	Date completed
<b>Work pressures – high/low</b>	<ul style="list-style-type: none"> <li>• Having enough work pressure keeps people stimulated and engaged at work</li> <li>• Too little and people can become bored and demotivated</li> <li>• Too much and people can burn out</li> </ul>	<ul style="list-style-type: none"> <li>• Review work allocation amongst the team</li> <li>• Consider appropriate work deadlines</li> <li>• Adjust or rotate duties if repetitive tasks</li> <li>• Regular breaks</li> <li>• Ensure the colleague knows how to ask for help</li> </ul>				
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Regularly working excessive hours can lead to burn-out</li> <li>• Not taking adequate rest breaks can lead to colleagues becoming less productive and less able to cope with pressures</li> </ul>	<ul style="list-style-type: none"> <li>• Review hours worked</li> <li>• Encourage taking of breaks</li> <li>• Consider flexible working</li> </ul>				

Activity	Details	Possible adjustments	Actions needed	Who will do this?	By when?	Date completed
<b>Role definition/goals</b>	<ul style="list-style-type: none"> <li>• People work better when they're clear on what's expected of them.</li> <li>• Goals should be SMART so colleagues have something to work towards</li> </ul>	<ul style="list-style-type: none"> <li>• Review role description with colleague to help understanding</li> <li>• Set clear SMART goals</li> <li>• Regular 121s to review progress against expectations</li> </ul>				
<b>Relationships at work</b>	<ul style="list-style-type: none"> <li>• Relationships with other team managers and managers can impact colleagues' emotional wellbeing</li> <li>• Issues of bullying or harassment should be dealt with quickly and sensitively</li> <li>• Colleagues should feel treated fairly to their peers</li> </ul>	<ul style="list-style-type: none"> <li>• Address any concerns of bullying or harassment</li> <li>• Regular 121s to offer support</li> <li>• Consider team building exercises</li> </ul>				

Activity	Details	Possible adjustments	Actions needed	Who will do this?	By when?	Date completed
<b>Violence/abuse</b>	<ul style="list-style-type: none"> <li>• If the colleague is at risk of/has experienced physical violence or verbal abuse from the public they can experience PTSD</li> </ul>	<ul style="list-style-type: none"> <li>• Follow business guidance for traumatic incidents</li> <li>• Ensure the colleague is aware of EAP</li> </ul>				
<b>Lone working</b>	<ul style="list-style-type: none"> <li>• Colleagues could be fearful of being more vulnerable to threats or attacks, or not being able to get help if something happens</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a method for communication</li> <li>• Have periodic check-ins</li> <li>• Consider alarm or warning system for incidents</li> </ul>				
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Need to keep colleagues informed and involved in changes</li> </ul>	<ul style="list-style-type: none"> <li>• Regular 121s</li> <li>• Team briefings</li> </ul>				
<b>Other</b>						

# Notes

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