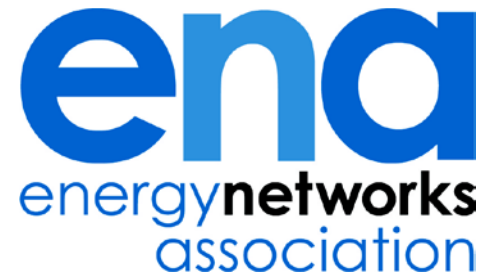


ENA Occupational Health Committee



Stress - Initiatives

These case studies are designed to outline the overall management of stress programmes within ENA member companies, and so identify different approaches to the management of this issue and examples of good practice.

Company Name: Scottish & Southern Energy

What did the Company do:

Scottish and Southern Energy (SSE) is committed to identifying and tackling the causes of work-related stress through education, stress awareness training programmes, referrals and a confidential employee advisory resource.

The company offers an Employee Assistance Programme (EAP) to support employees, their family, partners, and those close to them, 24 hours a day, 365 days a year. The EAP provides confidential and readily accessible counselling support for both personal and work related issues, regardless of how complex or minor they are, over the telephone or in a face-to-face setting where appropriate. In some cases, the individual may require a referral for open-ended or specialized help, outside of the normal EAP counselling service. In addition to the EAP, individuals can also be referred to the company's occupational health provider for professional support.

Achievement of the Healthy Working Lives (HWL) Bronze Award programme, formerly Scotland Health at Work (SHAW) demonstrates Scottish and Southern Energy's commitment to setting a workplace standard of effective practice in the promotion of physical and mental health well-being. Employees are currently participating in the HWL Silver Award programme, which provides a practical framework to raise an awareness of issues such as mental health and well-being. A Health and Well-being Action Plan is communicated to all employees and they are encouraged to support planned health and wellbeing promotions and events. The company has also been working with HSE's Health and Safety Laboratory to conduct a stress audit within a sample of the workforce to identify what actions can be driven forward to improve working practices within the business.

Health and safety benefits:

- Compliance with the Management of Health at Work Regulations 1999 and the Health and Safety at Work etc Act 1974.
- Reduce the stigma and discrimination that surrounds mental illness which creates additional obstacles to the successful reintegration into the working environment for individuals who are all too often lacking in self-confidence and struggling to cope with a fragile self-esteem.
- Confidential counselling support and expert advice is readily accessible 24 hours a day, 365 days a year.
- A greater awareness of the causes of work-related stress and mental ill-health.
- Reduce long-term ill-health.

DEVELOPING IMPROVEMENTS IN HEALTH AND WELLBEING

Business / Cost Benefits:

The costs to those suffering from stress are difficult to quantify. Not only does stress affect the physical and mental health of the individual it has an impact on family and social relationships, personal and family circumstances. Overall:

- Managers are more aware of how to tackle the causes of work-related stress
- Increased employee retention
- Reduction in absenteeism and associated costs
- The opportunity to benchmark effective practice and review process and outputs
- Improved morale
- Live the company values and meet customer expectations
- Improved employee engagement and performance
- Reduce potential claim

Employee involvement:

Employees are encouraged to engage with each other to promote a healthy work-lifestyle balance and support health and well-being promotions to create a greater awareness of the causes of work-related stress, and how to manage pressure through practical relaxation techniques.

Management View:

Senior management understand that there may be occasions where employees may find it difficult to balance the demands of everyday life due to ever increasing pressures at work, at home and in personal relationships. To this end, they are committed to managing the causes of work-related stress by visibly demonstrating their support and participating in communication activities.

SSE Health and Wellbeing Day – alternative therapies

