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QBE COMMERCIAL INSURANCE
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Going Forward: Clients' Action Plans

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The stress factors

1) The stress “issue”

- A tangible problem

2) Development of HSE’s management standards

- Business application

3) Civil position

- Risk assessment is critical

4) Wider employers’ liability issues

- Bullying and discrimination

Key actions points

- Gain commitment from the Executive
- Consult & communicate the message
- Create the project team
- Apply management standards & policy
- Produce risk assessment
- Implement interventions and control
- Review results, documents and communicate
- Create ownership
- Monitor and repeat

Considerations

Is stress symptomatic of the organisational culture?

If we address stress are we addressing the symptoms or the cause?

If we address the wider organisational culture, will we address the stress issue automatically?

How do we engage the workforce?



Any Questions?

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