# Psychosocial Risk Management Procedure

**Cork Scaffolding Ltd.**
**Location:** Ballygarvan, Co. Cork

## 1. Purpose

To identify, manage, and reduce psychosocial risks affecting the mental health and well-being of employees, and to document actions taken.

## 2. What Are Psychosocial Risks?

These include risks arising from:

- Workload and time pressure
- Poor communication
- Bullying or harassment
- Lack of support or role clarity
- Conflict between team members
- Exposure to traumatic events (e.g. accidents)

## 3. Responsibilities

| Role | Responsibilities |
|---|---|
| Directors/Managers | Promote a respectful, supportive culture. Act on concerns promptly. |
| Supervisors | Observe behaviour changes, encourage open discussion. Refer issues. |
| Employees | Speak up if struggling. Respect colleagues. Cooperate with supports. |
| Safety Officer | Coordinate risk assessments. Maintain documentation. Monitor outcomes. |

# 4. Identification and Assessment

**How to identify risks:**
- ✅ Confidential employee surveys
- ✅ One-on-one check-ins or toolbox talks
- ✅ Observation of behaviours (fatigue, withdrawal, irritability)
- ✅ Exit interviews and absenteeism trends

**Documentation Tool:**

- Use a **Psychosocial Risk Assessment Form** (can be included in your Safety Statement)

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# 5. Control Measures

**Proactive Controls**

- Promote work-life balance (realistic schedules)
- Mental health awareness training
- Anonymous reporting channel
- Clear roles and responsibilities
- Social team-building activities

**Reactive Controls**

- EAP (Employee Assistance Programme) or access to a counsellor
- Mediation for conflict resolution
- Modified duties or temporary adjustments
- Confidential support conversations with supervisor or HR

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# 6. Documentation Practices

- **Record each concern raised** (confidentially) in a **Psychosocial Incident Log** (see below).
- **File minutes** of any support meetings or actions taken.
- **Include psychosocial hazards** in the company's **Safety Statement**.
- **Document staff training** and attendance at awareness sessions.

## 7. Sample Psychosocial Incident Log Entry

| Date | Employee Initials | Reported Issue | Action Taken | Follow-up Date | Status |
|---|---|---|---|---|---|
| 24/05/2025 | J.D. | Reported high stress due to deadlines | Adjusted tasks, offered EAP contact | 31/05/2025 | Resolved |

## 8. Monitoring and Review

- Regularly review incidents to spot trends
- Revise procedures annually or after serious issues
- Conduct anonymous satisfaction surveys