



Worker wellbeing (stress, bullying, harassment and violence)

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Psychosocial hazards can have a serious effect on workers, both physically and mentally. They can cause increased stress, decreased emotional wellbeing, reduced ability to cope with day-to-day life and lower work performance.

Follow these four simple steps to reduce risk of exposure.

Identify



Identify inappropriate behaviour by workers, and those most at risk

Assess



Investigate complaints and witnessed behaviour

Control



Use controls listed below to reduce the risk to worker wellbeing

Monitor



Review agreed action plans
Regular review of worker wellbeing

The effects of stress, bullying, harassment and violence can reduce productivity and disrupt workplaces through:

- Impaired performance
- Increased absence
- Low morale
- More mistakes and incidents
- Loss of company reputation
- Resignations and difficulty recruiting
- Poor customer service/product quality.

Creating a healthy workplace is the best way to promote worker wellbeing.

Definitions of psychosocial hazards

Bullying Repeated and unreasonable behaviour directed towards a worker or a group of workers such as victimising, humiliating, intimidating or threatening a person

Harassment When someone directs attention to another person including watching, loitering, following, accosting, interfering with another person's property or acting in ways that causes the person to fear for their safety

Violence Acts of violence towards a person can be verbal (verbal abuse, threats, shouting, swearing) or physical (stalking, throwing objects, hitting, damage to property)

Stress Indicators of excessive stress include increases in sick leave, absenteeism, tiredness, irritability and errors.

Controls include:



- **Clear documented guidelines for expected behaviour**
- **Do not allow bullying, harassment or violence in the workplace**
- **Create a supportive environment that promotes worker wellbeing**
- **Act on all suggestions of inappropriate behaviour**

For more information see [A guide to Worker Health in Extractives](#) on the MinEx website.