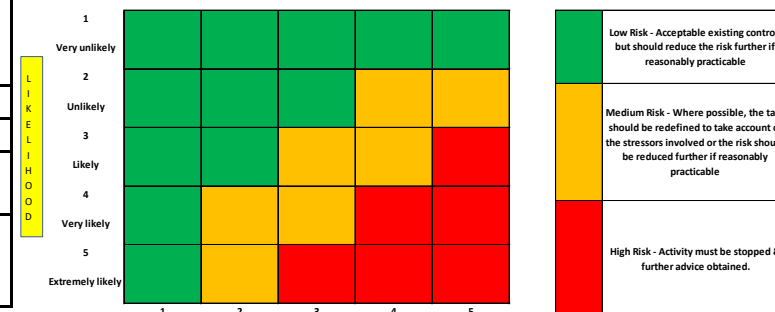


Assessment Title (Task, process, equipment or facility)		Mental Wellbeing Risk Assessment	
Location	All business areas including mobile workers	Date	01.04.2025
		Review date	31.03.2026
Prepared By (Team)		E Greaves, M Clark	
Legal / Best Practice Requirements / links to other assessments		Health and Safety at Work etc Act 1974 Management of Health & Safety at Work Regs PS-024 Team Member Wellbeing & Support	



Potential Stressors Identified	Risk	Effect (Who / what affected)	Initial Risk			Current Controls (inc practices/ procedures)	Actual Risk			Additional Controls (inc practices/ procedures)	Action by and when
			Likelihood	Severity	Risk Level		Likelihood	Severity	Risk Level		
Personal Issues	Ill health due to stress	Individual team member mental health.	3	3	M	It is recognised that controlling personal issues within a team members environment is very difficult for an employer. Regular communication between team members and other team members, leaders etc, along with communication support provided by the company is considered the best way to support individuals with these issues. TMHUK have clear pathways for support through the Employee assistance Program, Ask Phill, Dedicated email response, Keep in Touch days plus the provision of trained mental wellbeing first aiders. Company communications regularly remind team members of the support available.	2	3	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	
Physical working conditions such as noise, heat, lighting	Ill health due to stress	Individual team member mental health.	3	3	M	TMHUK have an in depth risk assessment process to identify and control these types of hazards. The various internal and external audit process via TMHUK internal auditors, internal leaders and external assessment bodies verify the controls are in place and include corrective and preventive measures for non-conformancies. Systems such as Agile, PPDR, team meetings, Near Miss/Unsafe Circumstances reports are accessible to all team members to raise concerns.	1	3	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	
Working relationships with leaders	Ill health due to stress	Individual team member mental health.	2	3	L	TMH company values require all team members to respect each other and all stakeholders, treating all with dignity and without any form of discrimination. However the company recognises that on occasion there may be relationship breakdown between team members and leaders. TMHUK provides and promotes good communication between all team members and leaders via Agile, PPDR and team meetings as a minimum requirement. In the event of a relationship breakdown procedures are in place to manage grievances and support those in difficulty - refer to HR Policies and Procedures. Further guidance is available for leaders on the Leaders Hub.	2	3	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	

Potential Stressors Identified	Risk	Effect (Who / what affected)	Initial Risk			Current Controls (inc practices/ procedures)	Actual Risk			Additional Controls (inc practices/ procedures)	Action by and when
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Working relationships with team members	Ill health due to stress	Individual team member mental health.	2	3	L	Manifestation of physiological ailments may have psychological challenges as a root cause. Monitoring of sickness, especially short term is important to help spot any trends with team members. Advice is given in the Leaders hub on the monitoring of inter team member relations and conflict resolution. Agiles, PPDR's and catch up meetings give ideal opportunities to assess any possible problems before they reach the stage of showing physiological illness.	2	3	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	
Travel requirements	Ill health due to stress	Individual team member mental health.	2	3	L	Long periods of driving can create stress, especially during peak traffic periods. Dividing technicians and sales into designated geographical areas is a way of managing the time spent travelling for the majority of company vehicle users. Telematics adds additional management for technicians. Policy PS-006 overviews driving and the drivers handbook adds additional information. Introduction of an App to help drivers understand driving behaviour will also help team members understand the importance of regular breaks, defensive driving and general wellbeing when driving	2	3	L	All appropriate controls are in place that are reasonably practicable, no further action is necessary	