

No. 067/2022

15 February 2022

Our Ref: P26/22

**To: All Branches**

Dear Colleagues,

**Royal Mail Group (RMG)/CWU Agreement – Mental Health First Aid Training for Physical/Medical First Aiders and CWU Area Health and Safety Representatives (February-March 2022 Course Dates – Applications Now Invited)**

LTB 481/18 and LTB696/19 reported to branches that a major Agreement on Mental Health First Aid Training had been reached by the CWU Health, Safety & Environment Department with Royal Mail Group and as part of the Royal Mail Group, “Because Healthy Minds Matter”, five-year mental health strategy, Royal Mail Group has agreed to up-skill all managers, all physical/medical first aiders and all CWU ASRs with Mental Health First Aid (MHFA) training which will involve approximately 10,000 Managers, and 5,500 CWU members who are First Aid volunteers across the UK. In addition, all CWU Area Health and Safety Representatives in all Royal Mail Group Businesses and Business Units, approximately 150 CWU Health and Safety Reps, will be included in the programme plus 700 Health & Wellbeing Ambassadors, most of whom are CWU Reps and members will be able to attend the MHFA one-day training courses also.

The MHFA training is evidence based and is aimed at increasing people’s mental health awareness, skills and confidence, enabling them to step in to situations where they notice signs of poor mental health and help someone in distress and to give first aid support, talk, and help prevent them from hurting themselves and signpost them to the right professional, expert support.

The training will be provided by in-house, accredited, licensed MHFA instructors. The Royal Mail Group trainers have completed the MHFA England Trainer’s Course. They undertake 6 days of training, then have to run 2 x 2 days MHFA courses on which they are assessed by MHFA England assessors and are then licensed to deliver the training. A MHFA England specially designed 1-day-plus course will be provided and is a condensed version of the standard 2-day MHFA (England) training course. The trainers complete some additional training in order to deliver this ‘condensed’ one-day-plus course which is what RMG is delivering.

2,100 Royal Mail Group employees have so far attended the RMG delivered MHFA courses – mainly managers. Approximately 25% are front line CWU grades, CWU Reps and Health & Wellbeing Ambassadors.

The organisation and delivery of courses were disrupted and ceased during the pandemic but are now re-starting with a determined effort to organise as many courses as possible.

Course dates for the first quarter period February – March 2022 have now been released and applications are invited from Physical/Medical First Aiders and CWU Area Health and Safety Reps to attend the 1-day Mental Health First Aid Courses at the venues and at the times in the table listed below. CWU Members who are Health & Wellbeing Ambassadors can also apply to attend.

**Enrolment on a course can be made (with line management approval) via PSP/Success Factors on the Royal Mail Group Intranet site or by calling the HR Service Centre on 0345 6060603.**

**To book a Course:**

1. Access SuccessFactors:  
<https://performancemanager.successfactors.eu/login?company=C0001112080P&loginMethod=PWD>.
  - Use the following details the first time you logon. The details can be found on your payslip:
  - User name = your employee number e.g. 12345678
  - Password = your National Insurance number without any dashes or spaces. The first two letters should be upper case, and the last, lower case e.g. AB123456c
  - When you log on to the system for the first time, please enter your personal email address in your profile, under 'My Employee File'.
2. Once logged in, click on the drop down in the top left of the SuccessFactors home screen and select 'Learning'.
3. Search for 'mental health' – you will see 'Mental Health First Aid' within the search results where you view and register for an available course.

If there are no spaces for a local course, a waiting list is available and more courses are being added regularly. Alternatively the Unit can contact [hpsclearningservices@royalmail.com](mailto:hpsclearningservices@royalmail.com) with a request to run a course if there are a number of colleagues who would like to attend.

Training will usually be 09:00-17:00 unless designed specifically for a late/night shift.

<b>Training location</b>	<b>Date</b>
Exeter MC	16/02/2022
Jubilee MC	16/02/2022
Jubilee MC	17/02/2022
Bristol MC	17/02/2022
Glasgow MC	23/02/2022
North West Midlands MC	24/02/2022
Farringdon Road	24/02/2022
Bristol MC	25/02/2022
NDC	01/03/2022
NDC	02/03/2022
Northampton Central DO	02/03/2022
Nottingham MC	03/03/2022
Preston MC	04/03/2022
Birmingham MC	04/03/2022
Leicester MPU	07/03/2022
Tyneside MC	08/03/2022
Sheffield MC	09/03/2022

Dartford MC	14/03/2022
Warrington MC	08/03/2022
Gatwick MC	14/03/2022
Leicester MPU	21/03/2022

**Any management enquiries should be directed to:** [hpsclearningservices@royalmail.com](mailto:hpsclearningservices@royalmail.com).

**Attachments:**

- LTB 481/2018 – Royal Mail Group (RMG)/CWU Agreement – Mental Health First Aid Training for Physical/Medical First Aiders and CWU Area Health and Safety Representatives: (Part Of The Royal Mail Group 5-Year Mental Health Strategy)
- Joint Statement between Royal Mail Group and CWU – Mental Health First Aid Training for Physical First Aiders and CWU Area Health and Safety Representatives
- Mental Health First Aid (MHFA) Course Summary Description.

**Alongside the Mental Health First Aid Awareness classroom training, RMG provides the following which is also available via PSP/Success Factors on the RMG Intranet site:-**

- Two 'Because Healthy Minds Matter' e-learning modules
- Managing Stress e-Learning
- Managing and Preventing Stress Guidance
- 5 Mental Health Foundation Videos

**Mental Health Support Available**

**First Class Support helpline** – completely confidential, independent and available 24/7 – Call **0345 266 5060**.

**First Class Support digital services** – [www.rmgfirstclasssupport.co.uk](http://www.rmgfirstclasssupport.co.uk) or download the 'Lifeworks' app.

Call the helpline or use the online chat facility via the website/app if you would like to talk to someone about any physical or mental health-related matter, for lifestyle advice, or for direct access to counselling treatments. Digital services include support resources, toolkits, health and wellbeing assessments and personal care programmes.

New users of the website or app can sign up using a unique invitation code, which is 'RMG-' and your payroll number, e.g. RMG-12345678.

**Stress Toolkit:** including the managing and preventing workplace stress guide; individual stress risk assessment; and the group stress risk assessment.

**Shout Mental Health Text Service:** Text **Shout to 85258** in the UK to text with a trained Crisis Volunteer.

**Samaritans:** Call **116 123** – available 24/7.

**Footnote**

We the CWU want equality between physical health and mental health. Better mental health is good for everyone and we want to see a transformation in workplaces on how they think about mental health. This is key because members spend a third of their time at work.

Further updates will be issued as appropriate.

Yours sincerely



**Dave Joyce**  
**National Health, Safety & Environment Officer**

## Joint Statement between Royal Mail Group and CWU

### Mental Health First Aid Training for Physical First Aiders and CWU Area Health and Safety Representatives

As one of the UK's largest employers, Royal Mail Group (RMG) is committed to implementing effective support strategies and tools that can make a positive difference to its employees who are directly or indirectly affected by mental health issues.

Through the launch of the RMG '**Because Healthy Minds Matter**' five-year mental health strategy in 2017/18, led by the Group Health and Wellbeing Team and sponsored by Dr Shaun Davis, Global Director of Safety, Health, Wellbeing and Sustainability, RMG combine both group-wide programmes and local activity to support healthy minds. We will continue to build an inclusive culture through strategies, raising awareness, leadership influence and mental health tools. The strategies and activities will have full CWU involvement and support at national and local levels.

Reflecting this commitment, and following on from the success of mental health activity since the October 2017 Strategy launch, RMG have agreed an approach to upskill physical first aiders with Mental Health First Aid (MHFA) training. Through the accreditation of in-house MHFA instructors, RMG will be able to increase its capacity and availability of the MHFA training courses\* for our physical first aid community, starting later this year (estimated to start in quarter three 2018/19).

In addition, CWU Area Health and Safety Representatives will be invited to attend the MHFA training courses.

Full joint communications including details of how first aiders are able to register and attend the courses will be made available during August 2018.

\*The MHFA 1 day course being provided matches that which is currently offered to RMG managers and is a condensed version of the standard 2-day MHFA training course.

Signed:



**Dr Shaun Davis**  
Royal Mail Group  
Global Director of Safety, Health,  
Wellbeing & Sustainability

Signed:



**Dave Joyce**  
National Health, Safety & Environment Officer  
Communication Workers Union

# **Mental Health First Aid (MHFA) Course Summary Description:**

Mental Health Problems cover a wide range of issues - including stress, anxiety depression and substance abuse - that affect someone's ability to get on with their daily life. The most common mental disorder in Britain is mixed anxiety and depression. 1 in 4 people will experience a mental health problem during some point of their life.

## **Overview**

Mental Health First Aid (MHFA) is designed for those who want to know more about mental health problems and how to support someone in distress. MHFA training is an intensive course, aimed at those without specialist mental health training.

An MHFA course will teach people to recognise the early signs of a mental health problem and give you the confidence and knowledge to help.

## **Learning Outcomes on an MHFA course:-**

- Recognising or spotting the early signs and symptoms of common mental health problems
- Feel confident helping someone experiencing a problem
- Provide help on a first aid basis
- Help prevent someone from hurting themselves or others
- Help stop a mental illness from getting worse
- Help someone recover faster
- Guide others towards the right support
- Reduce the stigma of mental health problems

No. 481/2018

31 August 2018

Our Ref: P26/18

**Royal Mail Group (RMG)/CWU Agreement - Mental Health First Aid Training for Physical/Medical First Aiders and CWU Area Health and Safety Representatives: (Part Of The Royal Mail Group 5-Year Mental Health Strategy)**

LTBs 533/17, 543/17, 649/17 and 088/2018 reported on the launch of and updates on Royal Mail Group's 5-Year Mental Health Strategy which the CWU are fully engaged and involved with. In October 2017 Royal Mail Group launched the new 5-Year Mental Health Strategy with the full involvement and support of the CWU and the strategy has been making good progress with another milestone reached this month with major agreement on Mental Health First Aid Training.

Through the launch of the Royal Mail Group "Because Healthy Minds Matter" five-year mental health strategy in 2017/18, led by Dr. Shaun Davis, RMG Global Director of Safety, Health, Wellbeing and Sustainability, Royal Mail Group are committed to combine both Group-wide programmes and local activities to support healthy minds. Royal Mail Group (RMG) is also committed, through positive leadership influence, to implementing effective support strategies and tools that can make a positive difference to those in the workforce who are directly or indirectly affected by mental health issues. The strategies and activities will have full CWU involvement, input and support at national and local level.

*RMG 5-Year Mental Health Strategy - "Because Healthy Minds Matter" key aims in summary are to:*

- *Make Royal Mail Group mental health friendly*
- *Increase awareness*
- *Decrease stigma*
- *Provide access to tools and support (for managers and staff)*
- *Make sure managers and staff know where to go in a crisis*

In summary, so far Royal Mail Group's Occupational Health Team have; completed senior leadership mental-health engagement sessions across the business, launched an internal multi-media communication campaign, launched a new mandatory e-learning course for all managers, trained hundreds of managers on Mental Health First Aid, rolled out new mental health support 'z-cards' or pocket cards to all of the Royal Mail Group's workforce, promoted Royal Mail's Feeling First Class and Employee Assistance Services, launched the new local mental-health ambassadors network and launched a new 'Everyday People' mental health video.

The CWU Health, Safety and Environment Department has been seeking to ensure that there are trained Mental Health First Aid colleagues in all workplaces who know how give initial support and to point people in distress, in the direction of appropriate help needed. Royal Mail Group's Global Director of Safety, Health, Wellbeing & Sustainability and the Group Head of Health and Wellbeing agree with that objective – full credit to Shaun Davis and Rachel Boon.

A Mental Health First Aider is a volunteer person in the workplace or organisation who has been trained to identify, understand and help someone who may be in distress and be experiencing a mental health issue. They are not a therapist, psychiatrist or clinician, they are someone who is able to listen, converse, reassure and respond, even in a crisis - and even potentially stop a crisis from happening. This is because they've received training to recognise warning signs of mental ill health, and have developed the basic skills to support someone and signpost them to professional help and support.

I am pleased to formally announce that reflecting this commitment, and following on from the success of mental health activity since the October 2017 Strategy launch, Royal Mail Group has agreed to upskill all physical/medical first aiders with Mental Health First Aid (MHFA) training. This will involve approximately 5,500 CWU Members who are First Aid volunteers across the UK.

In addition, all CWU Area Health and Safety Representatives in all Royal Mail Group Businesses and Business Units, approximately 150 Health and Safety Reps, will be included in the programme and will be able to attend the MHFA training courses also.

The training will be provided by in-house, accredited, licensed MHFA instructors. RMG is planning to increase its capacity and availability of the MHFA training courses ready to launch this large, ambitious programme for our physical/medical first aiders and Area Health and Safety Reps, starting later this year (estimated to start in quarter three 2018/19).

In April 2018, CWU Conference carried Composite Motion 69 to establish a comprehensive "CWU Mental Health Strategy". This agreed programme makes a positive contribution to the Union's strategy.

Further joint RMG/CWU communications including details of how First Aiders and CWU Health and Safety Reps are able to register and attend the courses will be made available in due course, in the near future.

The MHFA specially designed 1-day course will be provided and matches that which is currently offered by Mental Health First Aid England and is a condensed version of the standard 2-day MHFA (England) training course.

**Attachments:**

- Joint Statement between Royal Mail Group and CWU - Mental Health First Aid Training for Physical First Aiders and CWU Area Health and Safety Representatives
- Mental Health First Aid (MHFA) Course Summary Description.
- Motion 69(2018)

Further updates will be issued as appropriate.

Yours sincerely



**Dave Joyce**  
**National Health, Safety & Environment Officer**



No. 353/2021

24 August 2021

Our Ref: P1/21

**To: All Branches**

Dear Colleagues,

**Royal Mail Group – Introduction of ‘Whole Workplace/Office’ Stress Risk Assessment Process Tool and Updated Stress Toolkit, Guidance and Joint Statement (Stress Toolkit Includes Individual Stress Risk Assessment Process Also):**

**Introduction and Background:**

Mental health problems are widespread, at times disabling, yet often hidden. Research by the mental health charity the ‘Mental Health Foundation’ found that three quarters of UK adults had felt ‘overwhelmed or unable to cope’ in the previous year, with one in three having suicidal feelings as a result of stress.

The CWU Health Safety and Environment Department has been working with Royal Mail Group on introducing a revised, updated Stress Risk Assessment Process, Toolkit and Guidance for CWU members. Through this new approach RMG recognise work-related stressors as a potential hazard to health and are jointly committed to managing work related stress in a proactive manner to reduce the personal impact on RMG employees – now both for individuals and across whole workplaces, involving a process used to measure population based stressors when we assess all the staff in a workplace e.g., a Mail Processing Centre, a Delivery Office, a Distribution Centre, a Depot, a Hub, a Workshop, an Admin Unit etc., for example.

Work-related stress is recognised as one of the main ill health concerns in the workplace and the launch of the new Royal Mail Group/CWU agreed ‘Whole Workplace, Whole Office or Whole Work Group’ Stress Risk Assessment Tool adds a new dimension to the Royal Mail stress standard. Through this new additional process, collective workforce stress can be recognised and risk assessed. Working together, managers, CWU representatives and employees can jointly assess stress levels amongst the workforce in a workplace and develop solutions and ideas on how to tackle it effectively.

The management and reduction of stress is an important part of a changing culture in Royal Mail and if implemented properly can significantly reduce levels of mental and physical illness caused by work-related stress and anxiety.

Through the ‘Because Healthy Minds Matter’ Strategy, Royal Mail Group have committed to implement effective support strategies and tools that can make a positive difference to the Royal Mail Group workforce who are directly or indirectly affected by mental ill-health.

Royal Mail Group state that protecting the health, safety and welfare of employees remains the number one priority. Royal Mail Group are on record as recognising that workplace stress is a health and safety matter and acknowledge the importance of identifying and reducing workplace stressors.

This updated Stress Toolkit can be a major component in the vision for a workplace with good mental health for all and prevention is at the heart of it.

### **The RMG Updated Stress Toolkit (Copy Attached):**

The new Group Stress Risk Assessment Tool and user guide become part of the Royal Mail Group (RMG) Stress Toolkit along with the Individual Stress Risk Assessment/Guided Conversation and 'Preventing and Managing Stress Guidance' designed to help prevent and manage workplace stress. The Stress Toolkit emphasises the importance of effective line management and the behaviours needed to successfully manage the causes of stress at work. It is now on the RMG Health and Wellbeing intranet pages (an electronic copy is attached to this LTB).

### **The Preventing and Managing Stress Guide (Part of the Stress Toolkit – Copy Attached):**

This outlines roles and responsibility in Royal Mail for stress.

- Provides advice on signs and symptoms.
- Gives directions for carrying out a Stress Risk Assessment using the HSE principles.
- Provides guidance on when each of the risk assessments should be used.

### **The 'Two-Level' Stress Approach:**

The new approach being jointly launched is very much focused on the 'two level' stress approach. This two-level Stress Risk Assessment process is supported by a helpline and website offering advice and wellbeing guidance called the 'First Class Support' service. The CWU very much welcomes this positive initiative which we helped shape through positive involvement and consultation at every stage and includes:

- The individual stress risk assessment called the 'Guided Conversation for Stress' and
- The 'Whole Workplace/Office/Group Stress Risk Assessment using the full HSE Stress Management Standards Risk Assessment Indicator Tool Questionnaire.
- This two-level Stress Risk Assessment process is supported by a RMG 'First Class Support' helpline and a 'Feeling First Class' website offering advice and guidance.

### **Individual Stress Risk Assessment**

In October 2016, Royal Mail Group together with the CWU and Unite CMA jointly launched the first Royal Mail Group Stress Toolkit, which includes guidance to help prevent and manage workplace stress including the 'Guided Conversation' which is an individual Stress Risk Assessment.

### **Group Stress Risk Assessment**

Building on the earlier agreement and following trials at 15 Units in 2019, Royal Mail Group are now enhancing the 'Stress Toolkit' further by introducing the new 'Group Stress Risk Assessment' designed to assess collective work-related stress levels across all employees in a workplace, office, depot, hub, plant, workshop, centre or a workgroup.

Developed by the Health and Safety Executive (HSE) as part of the HSE Stress Management Standards, the Group Stress Risk Assessment Tool has been designed to gather the opinions and feedback of the workforce as a whole in a given workplace, work unit, work groups or employee etc., through a survey, following which the responses are collated, aggregated and analysed to provide a collective, broad indication of the stress levels in that workplace and how well or badly the risks associated with work related stress are being managed or not. From

there solutions and a remedial action plan can be developed and initiated. The objective is to get the most meaningful assessment and picture of stress levels and identification of the stressors and causes of stress in the workplace. In summary the results and outcomes of the stress survey will be jointly analysed and discussed by management and CWU Reps in order to jointly develop and introduce a remedial action by:

- Exploring problems and developing solutions.
- Developing and implementing action plan/s.
- Monitoring and reviewing action plans and assessing effectiveness.

## **Group Stress Risk Assessment Tool User Instructions (Part of the Stress Toolkit – Copy Attached) – Summary of CWU Reps Involvement:**

### **Para 1. Background**

- The **Trade Union Area Health and Safety Representative and other Representatives** should be engaged and fully involved in the process.

### **Para 2. When should the Group Stress Risk Assessment Tool be completed?**

- The Stress Risk Assessment survey can be initiated following an **Area Health and Safety Representative's safety inspection report**.
- The Stress Risk Assessment process can be discussed at the **joint Health and Safety Committee** meetings.

### **Para 3. Getting a good response rate**

- Use joint communications with **Trade Union Area Health and Safety Representatives and other Union Representatives**.

### **Para 4. Checklist**

- Step 1: Inform all relevant stakeholders, **Trade Union Area Health and Safety Representatives and other Representatives** who should form a working group to agree and plan activity, including who will become the survey coordinator responsible for leading activity.
- It is recommended that an existing formal channel such as the Health and Safety Committee Meeting, or an ad-hoc meeting/conference call is arranged to complete this activity.

### **Para 6. Analysing Results**

- It is important to appreciate that the results of the survey alone can only provide an indication of performance in managing work-related stress, and you will need to share and discuss the outcomes of the survey with employees and their **Trade Union Area Health and Safety Representatives and other Representatives**, and explore any issues raised in more detail. The intention is that all the data you collect can be used to promote a system of continuous improvement.

### **Appendix A:**

- A covering communication/message which can be provided along with the Stress Survey. This can be signed by the local or area manager and **jointly signed with Union Representatives**.

### **Appendix B:**

- Group Stress Risk Assessment Tool – Activity Plan.  
Activity.  
Point 2 – Inform **Trade Union Area Health and Safety Representative and other Representatives.**  
Point 10 – Share survey reports with **Trade Union Area Health and Safety Representative and other Representatives** and discuss improvement activity plan.  
Point 12 – Review progress against the plan involving **Trade Union Area Health and Safety Representative and other Representatives.**

### **HSE's Management Standards represent a set of conditions that, if present:**

- Demonstrate good practice through a step-by-step risk assessment approach.
- Allow assessment of the current situation using the survey tool and other techniques.
- Promote active discussion and employers/managers working in partnership with employees and the trade unions representatives, to help decide on practical improvements that can be made.
- Help simplify risk assessment for work-related stress by:
  - identifying the main risk factors.
  - helping employers focus on the underlying causes of stress and their prevention.
  - helping organisations in tackling the key causes of stress.

### **HSE Guidance On Stress and Stress Risk Assessment:**

To help workplaces work together to address stress the HSE has identified six key areas (or risk factors) that can be causes of work related stress. These are:

- the **demands** of your job;
- your **control** over your work;
- the **support** you receive from managers and colleagues;
- your **relationships** at work;
- your **role** in the organisation;
- **change** and how it's managed.

### **The Health and Safety Law:**

All employers have a legal responsibility under the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999 to ensure the health safety and welfare at work of their employees. The Health and Safety Executive (HSE) state that this includes minimising the risk of stress-related illness or injury to employees. There are lots of ways of doing this and can include having a structured safety programme, a workplace wellbeing programme and by carrying out Stress Risk Assessments.

### **The Royal Mail Group (RMG) 5-Year Mental Health Strategy:**

Through the Royal Mail Group five-year strategy 'Because Healthy Minds Matter' launched in 2017, Royal Mail Group (RMG) have committed to implement effective support strategies and tools that can make a positive difference to the workforce who are directly or indirectly affected by mental ill-health. Royal Mail Group has also committed to protect the health, safety and welfare of employees, recognising that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors. (See attached copy of Joint Statement). The Royal Mail Group (RMG) 5-Year Mental Health Strategy to date has included:

- The signing of the Time to Change Pledge – jointly signed by RMG and CWU;
- Development of 5 mental health support videos with the Mental Health Foundation;

- Introduction of the Mental Health First Aid Awareness one-day course for all Managers, Physical First Aiders and CWU Health & Safety Reps;
- Launch of the five-year strategy and underpinning plan 'Because Healthy Minds Matter';
- Creation of the 'Because Healthy Minds Matter' mental health e-learning;
- Mental health support 'z-cards' with CWU sent into all units;
- Launched Mental Health & Wellbeing Ambassadors;
- Agreed with CWU an approach to upskilling 5,500 Physical First Aiders to include Mental Health First Aid;
- Increased promotion of RMG's 'Feeling First Class,' and 'Employee Assistance' programmes;
- Continued activity through mental health charity partnerships including the 'Everyday People' video.
- Launch of the RMG Stress Toolkit, individual stress risk assessment process.
- Introduced 'Whole Office/Unit/Group' Stress Risk Assessment process addition to the RMG Stress Toolkit.

### **Royal Mail Group 'Helpline' and other available employee assistance support:**

- **The RMG First Class Support Service is free, confidential and available 24/7 for all employees including direct access to counselling services. Call 0345 266 5060:**
- RMG members can also visit [www.rmgfirstclasssupport.co.uk](http://www.rmgfirstclasssupport.co.uk) or download the 'Lifeworks' app. New website/app users can 'sign up' using a unique invitation code, which is **RMG-** and then their payroll number, e.g., **RMG-12345678**.
- Digital services available via the Royal Mail Group Website and App include an instant online chat facility as well as various media content, toolkits, manager support articles and health and wellbeing assessments and personal care programmes.
- CWU Reps, Health and Wellbeing Ambassadors, can work with employees and managers locally to provide mental and physical health promotion and signposting to support and a range of tools and services on the RMG Intranet to support mental health.

### **Attachments:**

- Royal Mail Group (RMG) Whole Workplace/Office/Group Stress Risk Assessment Tool Launch – RMG/CWU Joint Statement
- Royal Mail Group (RMG) Launch of the Group Stress Risk Assessment Tool Communication
- Royal Mail Group (RMG) Stress Tool Kit (Zip File which includes):
  - RMG SHE - Preventing and Managing Workplace Stress Guidance
  - RMG SHE – Individual Stress Risk Assessment – Guided Conversation
  - RMG SHE – Group (Whole Workplace) Stress Risk Assessment Guidance, Questionnaire/Survey Tool, Collation Tool & Action Plan proforma.

Yours sincerely



**Dave Joyce**  
**National Health, Safety & Environment Officer**