



# TOP COMPLIANCE (Pty) Ltd

Your Business' Safety Is Our Concern

QSE B-BBEE - Level Four

[www.topcompliance.co.za](http://www.topcompliance.co.za)

**August 2021 NEWSLETTER**

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## **Psychological health for a safe and productive workplace. Part 1 of 2**

Has a supervisor ever asked you to stop checking emails on the weekend or while on holiday? Have you been encouraged to disconnect from work when you are away from the office? How do we disconnect from work when there's so much going on and many tasks to complete?

### **What are the Psychosocial risk factors?**

The 13 organisational factors that impact organisational health, the health of individual employees and the financial bottom line, including the way work is carried out and the context in which work occurs, are:

1. Psychological support
2. Organisational culture
3. Clear leadership and expectations
4. Civility and respect
5. Psychological competencies and requirements
6. Growth and development
7. Recognition and reward
8. Involvement and influence
9. Workload management
10. Engagement
11. Balance
12. Psychological protection
13. Protection of physical safety

### **1. Psychological support**

A workplace where co-workers and supervisors are supportive of employees' psychological and mental health concerns and respond appropriately as needed. For some organisations, the most important aspect of psychological support may be to protect against traumatic stressors at work.

#### **Why it is important?**

Employees that feel they have psychological support have greater job attachment, job commitment, job satisfaction, job involvement, positive work moods, desire to remain with the organisation, organisational citizenship behaviours (behaviours of personal choice that benefit the organisation), and job performance.

#### **What happens when it is lacking?**

Employee perceptions of a lack of psychological support from their organisation can lead to:

- increased absenteeism
- withdrawal behaviours
- conflict
- strain - which can lead to fatigue, headaches, burnout and anxiety
- turnover
- loss of productivity
- increased costs
- greater risk of accidents, incidents and injuries

## **2. Organisational culture**

A workplace characterised by trust, honesty and fairness are basic assumptions held by a particular group. These assumptions are a mix of values, beliefs, meanings and expectations that group members hold in common and that they use as cues to what is considered acceptable behaviour and how to solve problems.

### **Why it is important?**

Trust is a predictor of cooperative behaviour, organisational citizenship behaviours (behaviours of personal choice that benefit the organisation), organisational commitment, and employee loyalty. An organisation that has a health-focused culture enhances employee well-being, job satisfaction and organisational commitment, which helps to retain and attract employees. A work culture with social support also enhances employee well-being by providing a positive environment for employees who may be experiencing psychological conditions such as depression and anxiety.

### **What happens when it is lacking?**

Culture sets the tone for an organisation – a negative culture can undermine the effectiveness of the best programs, policies and services intended to support the workforce. An unhealthy culture creates more stress, which lowers employee well-being. A culture of profit at all costs and constant chaotic urgency can create an environment in which burnout is the norm.

## **3. Clear leadership and expectations**

A workplace where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organisation and whether there are impending changes.

### **Why it is important?**

Effective leadership increases employee morale, resiliency and trust, and decreases employee frustration and conflict. Good leadership results in employees with higher job well-being, reduced sick leave, and reduced early retirements with disability pensions. A leader who demonstrates a commitment to maintaining his or her own physical and psychological health can influence the health of employees (sickness, presenteeism, absenteeism) as well as the health of the organisation as a whole (vigour, vitality, productivity).

### **What happens when it is lacking?**

Leaders who are more instrumental in their approach (focusing on producing outcomes, with little attention paid to the big picture, the psychosocial dynamics within the organisation, and the individual employees) are more likely to hear staff health complaints including general feelings of malaise, irritability and nervousness.

## **4. Civility and respect**

Civility and respect are based on showing esteem, care and consideration for others, and acknowledging their dignity.

### **Why it is important?**

A civil and respectful workplace is related to greater job satisfaction, greater perceptions of fairness, a more positive attitude, improved morale, better teamwork, greater interest in personal development, engagement in problem resolution, enhanced supervisor-staff relationships, and reduction in sick leave and turnover. Organisations characterised by civility and respect create a positive atmosphere marked by high spirits and work satisfaction. This civility allows people to enjoy the environment, whether they are staff, clients or customers.

### **What happens when it is lacking?**

A workplace that lacks civility and respect can lead to emotional exhaustion amongst staff, greater conflicts, and job withdrawal. A work environment that is uncivil and disrespectful also exposes organisations to the threat of more grievances and legal risks. One example of disrespectful behaviour is bullying.

## **5. Psychological competencies and requirements**

A workplace where there is a good fit between employees' interpersonal and emotional competencies, their job skills and the position they hold. A good fit means that the employees possess the technical skills and knowledge for a particular position as well as the psychological skills and emotional intelligence (self-awareness, impulse control, persistence, self-motivation, empathy and social deftness) to do the job. Note that a subjective job fit (when employees feel they fit their job) can be more important than an objective job fit (when the employee is assessed and matched to the job).

### **Why it is important?**

A good job fit is associated with:

- fewer health complaints
- lower levels of depression
- greater self-esteem
- a more positive self-concept
- enhanced performance
- job satisfaction
- employee retention

### **What happens when it is lacking?**

When there is a poor job fit, employees can experience job strain, which can be expressed as emotional distress and provocation, excessive dwelling on thoughts, defensiveness, energy depletion and lower mood levels.

## **6. Growth and development**

This type of workplace provides a range of internal and external opportunities for employees to build their repertoire of competencies. It helps employees with their current jobs as well as prepares them for possible future positions.

### **Why it is important?**

Employee development increase's goal commitment, organisational commitment and job satisfaction. Employees feel that organisations care when the organisation supports growth and development. Skill acquisition and career development directly enhance employee well-being. It is important to ensure that opportunities go beyond learning specific technical skills and include opportunities to learn personal and interpersonal skills that are critical to successfully caring for oneself and relating to others.

### **What happens when it is lacking?**

Employees who are not challenged by their work will grow bored, their well-being will suffer, and their performance will drop. When staff do not have opportunities to learn and improve their interpersonal and psychological skills, the result can be conflict, disengagement and distress.

## **7. Recognition and reward**

A workplace where there is appropriate acknowledgement and appreciation of employees' efforts in a fair and timely manner. This element includes appropriate and regular financial compensation as well as employee or team celebrations, recognition of years served, demonstrating/acting according to organisational values, and/or milestones reached.

### **Why it is important?**

Recognition and reward:

- motivates employees
- fuels the desire to excel
- builds self-esteem
- encourages employees to exceed expectations
- enhances team success

Employees receiving appropriate recognition and reward have more energy and enthusiasm, a greater sense of pride and participation in their work and are more likely to treat colleagues and customers with courtesy, respect and understanding.

### **What happens when it is lacking?**

Lack of recognition and reward undermines employee confidence in their work and trust in the organisation. An imbalance between effort and reward is a significant contributor to burnout and emotional distress leading to a range of psychological and physical disorders.

## **8. Involvement and influence**

Opportunities for involvement can relate to an employee's specific job, the activities of a team or department, or issues involving the organisation as a whole.

### **Why it is important?**

When employees feel they have meaningful input into their work they are more likely to be engaged, to have higher morale, and to take pride in their organisation. This feeling, in turn, increases the willingness to make extra effort when required. Job involvement is associated with increased psychological well-being, enhanced innovation, and organisational commitment.

### **What happens when it is lacking?**

If employees do not believe they have a voice in the affairs of the organisation, they tend to feel a sense of indifference or helplessness. Job alienation or non-involvement is associated with cynicism and distress, greater turnover, and burnout.

## **9. Workload management**

A large workload is often described by employees as being the biggest workplace stressor (i.e., having too much to do and not enough time to do it). It is not only the amount of work that makes a difference but also the extent to which employees have the resources (time, equipment, support) to do the work well.

### **Why it is important?**

Workload management is important because there is a unique relationship between job demands, intellectual demands and job satisfaction. Job demands reduce job satisfaction, while intellectual demands or decision-making latitude, increase job satisfaction. Even when there are high demands, if employees also have high decision-making ability, they will be able to thrive. Having high decision-making latitude also allows for positive coping behaviours to be learned and experienced.

### **What happens when it is lacking?**

Any system subject to excess load without reprieve will break. Increased demands, without opportunities for control, result in physical, psychological and emotional fatigue, and increase stress and strain. Emotionally fatigued individuals also have a diminished sense of personal accomplishment and an increased sense of inadequacy. Excessive workload is one of the main reasons employees are negative about their jobs and their employers.

## **10. Engagement**

Employee engagement can be physical (energy exerted), emotional (positive job outlook and passionate about their work) or cognitive (devote more attention to their work and be absorbed in their job).

Engaged employees feel connected to their work because they can relate to, and are committed to, the overall success and mission of their company. Engagement is like, but should not be mistaken for job satisfaction, job involvement, organisational commitment, psychological empowerment, and intrinsic motivation.

### **Why it is important?**

Engagement is important for individual satisfaction and psychological health, and leads to:

- increased profitability for company
- greater customer satisfaction
- enhanced task performance
- greater morale
- greater motivation
- increased organisational citizenship behaviours (behaviours of personal choice that benefit the organisation)

### **What happens when it is lacking?**

Organisations that do not promote engagement can see:

- negative economic impact in productivity losses
- psychological and medical consequences
- have greater employee turnover
- workplace deviance (in the form of withholding effort)
- counterproductive behaviour
- withdrawal behaviours

## **11. Balance**

Present in a workplace where there is recognition of the need for balance between the demands of work, family and personal life. This factor reflects the fact that everyone has multiple roles employees, parents, partners, etc. These multiple roles can be enriching and allow for fulfilment of individual strengths and responsibilities, but conflicting responsibilities can lead to role conflict or overload. Greater workplace flexibility enables employees to minimise work-life conflict by allowing them to accomplish the tasks necessary in their daily lives.

Work-life balance is a state of well-being that allows a person to effectively manage multiple responsibilities at work, at home and in their community. Work-life balance is different for everyone and it

supports physical, emotional, family and community health and does so without grief, stress or negative impact.

### **Why it is important?**

Recognizing the need for work-life balance:

- makes employees feel valued and happier both at work and at home
- reduces stress and the possibility that home issues will spill over into work, or vice versa
- allows staff to maintain their concentration, confidence, responsibility, and sense of control at work
- results in enhanced employee well-being, commitment, job satisfaction, organisational citizenship behaviours (behaviours of personal choice that benefit the organisation), job performance and reduced stress

### **What happens when it is lacking?**

When work-family role conflict occurs (that is, roles within the workplace and outside it is overwhelming to a person or interfering with one another), health and well-being are undermined by accumulating home and job stress. This imbalance can lead to:

- constant tiredness
- bad temper
- inability to progress
- high job stress resulting in dissatisfaction with work and being absent either physically or mentally

These effects can then lead to additional stress-related illness, as well as higher cholesterol, depressive symptoms, and overall decreased health. The impact on the organisation can include increased costs due to benefit pay-outs, absenteeism, disability, and turnover.

Not all employees will have the same work-life balance issues. Age, cultural, gender, family and marital status, care-giver demands, socioeconomic status and many other factors affect an employee's work-life balance. Organisations will benefit from having flexible arrangements to address this issue.

## **12. Psychological protection**

Workplace psychological safety is demonstrated when employees feel able to put themselves on the line, ask questions, seek feedback, report mistakes and problems, or propose a new idea without fearing negative consequences to themselves, their job or their career. A psychologically safe and healthy workplace actively promotes emotional well-being among employees while taking all reasonable steps to minimise threats to employee mental health.

### **Why it is important?**

When employees are psychologically protected, they demonstrate greater job satisfaction, enhanced team learning behaviour and improved performance. Employees are more likely to speak up and become involved. They show increased morale and engagement and are less likely to experience stress-related illness. Psychologically protected workplaces also experience fewer grievances, conflicts and liability risks.

### **What happens when it is lacking?**

When employees are not psychologically safe, they experience demoralisation, a sense of threat, disengagement, and strain. They perceive workplace conditions as ambiguous and unpredictable. This demoralisation can, in turn, undermine shareholder, consumer, and public confidence in the organisation.

### 13. Protection of physical safety

This factor includes the work environment itself. Steps can be taken by management to protect the physical safety of employees. Examples include policies, training, appropriate response to incidents or situations identified as risks, and a demonstrated concern for employees' physical safety.

#### Why is it important?

Employees who work in an environment that is perceived as physically safe will feel more secure and engaged. Higher levels in the confidence of the safety protection at work results in lower rates of psychological distress and mental health issues. Safety is enhanced through minimising hazards, training, response to incidents, and the opportunity to have meaningful input into the workplace policies and practices.

#### What happens when it is lacking?

Failure to protect physical safety results in workplaces that are likely to be more dangerous. Not only could employees be injured or develop illnesses, but those also who do not see their workplace as physically safe will feel less secure and less engaged.

Creating a psychologically healthy workplace has many benefits for both employers and employees. A well-designed workplace should support individual mental health, which can then lead to reduced absenteeism, increased employee engagement, and group productivity.

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### Occupational Health and Safety Audit

For occupational health and safety risks to be reduced and managed in your workplace, safety audits are imperative. If a workplace is to be a safe place to work, a proactive approach is critical, and health and safety audits provide a way to identify short comings that you may not be aware of. Contact us for your workplace baseline Occupational Health and Safety Audit - [info@topcompliance.co.za](mailto:info@topcompliance.co.za)

*Some of our training courses can be done through our virtual classroom.*

*Certain types of Risk Assessments and audits will be done by means of virtual site visits using various means of technology to virtually visit the site.*

*For more information please contact – [info@topcompliance.co.za](mailto:info@topcompliance.co.za)*

<https://www.topcompliance.co.za/index.php/products>



			
<a href="#">Medical equipment</a>	<a href="#">SANS Signage</a>	<a href="#">Legal posters</a>	<a href="#">Personal Protective Equipment</a>

### **Courses offered by Top Compliance (Pty) Ltd**

<https://www.topcompliance.co.za/index.php/skills-development-head/training-calendar>

<b>ONSITE TRAINING</b>		
<b>First Aid Courses:</b>		<b>Accreditation</b>
<b>NEW</b> level 1 – <a href="#">US 119567 - Perform basic life support and first aid procedures</a>	2 days	DEL
<b>NEW</b> level 2 – <a href="#">US 120496 - Provide risk-based primary emergency care/first aid in the workplace</a>	3 days	DEL
<b>NEW</b> level 3 – <a href="#">US 376480 - Provide first aid as an advanced first responder</a>	3 days	DEL
<a href="#">First aid: Level 1</a>	2 days	No longer recognised
<a href="#">First aid: Level 2</a>	3 days	No longer recognised
<a href="#">First aid: Level 3</a>	3 days	No longer recognised
<a href="#">First aid: Level 1 &amp; 2</a>	3 days	No longer recognised
<a href="#">First aid: Level 2 &amp; 3</a>	3 days	No longer recognised
<a href="#">First aid: Level 1, 2 &amp; 3</a>	5 days	No longer recognised
<a href="#">Child and infant CPR &amp; choking</a>	6 hours	
<a href="#">Adult CPR &amp; choking</a>	6 hours	
<a href="#">Adult CPR &amp; choking and AED</a>	1 day	
<b>Occupational Health and Safety Courses</b>		
<a href="#">OHS Act &amp; SHERQ representative – Legal Liability</a>	1 day	
<a href="#">The Occupational Health and Safety Act &amp; responsibilities of management – Legal Liability</a>	1 day	
<a href="#">Hazard Identification and Risk Assessment</a>	1 day	
<a href="#">Safety representative course specific for COVID-19 in terms of the OHS Act and Regulation for Hazardous Biological Agents</a>	6 hours	
<a href="#">Food facility health &amp; safety course in terms of R364</a>	6 hours	
<b>Fire Fighting and Prevention Courses</b>		
<a href="#">Basic firefighting (Fire marshal)</a>	6 hours	
<a href="#">Basic firefighting with emergency action planning (Fire &amp; Evacuation marshal)</a>	1 day	

<b>ONLINE VIRTUAL CLASSROOM</b>	
<b>Occupational Health and Safety Courses</b>	
<a href="#">Safety representative course specific for COVID-19 in terms of the OHS Act and Regulation for Hazardous Biological Agents</a>	07h45 – 11h00
<a href="#">OHS Act &amp; SHERQ representative – Legal Liability</a>	07h45 – 16h00
<a href="#">The Occupational Health and Safety Act &amp; responsibilities of management – Legal Liability</a>	07h45 – 16h00
<a href="#">Hazard Identification and Risk Assessment</a>	07h45 – 15h00

<a href="#">Food facility health &amp; safety course in terms of R364</a>	07h45 – 14h00
<b>Fire Fighting and Prevention Courses</b>	
<a href="#">Basic firefighting (Fire Marshal)</a>	07h45 – 13h00
<a href="#">Basic firefighting with emergency action planning (Fire and Evacuation marshal)</a>	07h45 – 15h00

<b>SKILLS PROGRAMS - ONSITE TRAINING – HEALTH AND WELFARE SETA</b>		<b>Credits</b>	<b>Class days</b>
<b><a href="#">First Responder - HW/SP/1508113 (First aid level 1 and 2)</a></b>			
US 119567	<a href="#">Perform basic life support and first aid procedures</a>	5	4 days
US 120496	<a href="#">Provide risk-based primary emergency care/first aid in the workplace.</a>	5	
<b><a href="#">First Aid Level 1,2 &amp; 3 - HW/SP/1601190 (First aid level 1, 2 and 3)</a></b>			
US 119567	<a href="#">Perform basic life support and first aid procedures</a>	5	5 days
US 120496	<a href="#">Provide risk-based primary emergency care/first aid in the workplace.</a>	5	
US 376480	<a href="#">Provide first aid as an advanced first responder</a>	8	
<b><a href="#">First Aid Responder and HIV Awareness - HW/SP/150475</a></b>			
US 120496	<a href="#">Provide risk-based primary emergency care/first aid in the workplace.</a>	5	4 days
US 14656	Demonstrate an understanding of sexuality & sexually transmitted infections including HIV/AIDS	5	
<b><a href="#">First Aid (Basic) - HW/SP/150795.</a></b>			
US 119567	<a href="#">Perform basic life support and first aid procedures</a>	5	4 days
US 9964	Apply health and safety to a work area	3	
<b><a href="#">Emergency First Aider - HW/SP/1605377.</a></b>			
US 119567	<a href="#">Perform basic life support and first aid procedures</a>	5	5 days
US 120496	<a href="#">Provide risk-based primary emergency care/first aid in the workplace.</a>	5	
<b><a href="#">Workplace SHE Rep - HW/SP/1510182.</a></b>			
US 9964	Apply health and safety to a work area	3	3 days
US 259639	Explain basic health and safety principles in and around the workplace	4	
<b><a href="#">First Aid and Safety Representative - HW/SP/1510183.</a></b>			
US 9964	Apply health and safety to a work area	3	4 days
US 119567	<a href="#">Perform basic life support and first aid procedures</a>	5	
<b><a href="#">First Aid and Firefighting - HW/SP/1511239.</a></b>			
US 120496	<a href="#">Provide risk-based primary emergency care/first aid in the workplace.</a>	5	4 days
US 13961	Demonstrate knowledge and use of hand operated firefighting equipment	4	
<b><a href="#">Fire and Rescue Skills Programme - HW/SP/1604338.</a></b>			
US 252250	Apply firefighting techniques	3	4 days
US 119567	<a href="#">Perform basic life support and first aid procedures</a>	5	