

Step three: Control risks

Risk control examples



Risk control examples

These hypothetical examples show which kind of risk controls might be put in place to manage five common psychosocial hazards.

Note: The controls you set will be individual to your specific situation. These examples shouldn't be taken as recommendations.



Bullying and harassment

Identify the hazard

Employees exposed to bullying behaviour from their peers or leadership.

Assess the risk

Likelihood: Highly likely (frequent but for a short duration).

Consequence: Major (significant impact on mental health for the employee, increased absenteeism, turnover and poor organisational reputation).

Control the risk

Implement:

- A bullying and harassment policy (with implementation training)
- Wellbeing ambassadors
- Leadership training
- Whistleblower hotline
- Support pathways via Sonder.

Review the control measure

Monitor: Incident and near miss reporting data through WHS and employee engagement programs.

Review: Reassess control effectiveness based on data.



Excessive work demands

Identify the hazard

An employee experiences:

- Unachievable task deadlines, expectations or responsibilities
- Unpredictable shifts or hours of work, shift structures or rosters that do not allow adequate time for workers to recover
- Frequent cognitively difficult work
- Multiple tasks that require repeated rapid switching between each to complete them, so it is difficult to concentrate
- Sustained or frequent exposure to emotionally distressing situations
- Tasks that require workers to continually show false displays of emotion, e.g. customer service roles
- Tasks and decisions that are safety critical and that may have a serious impact on the health and safety of workers and others.

Assess the risk

Likelihood: Highly likely (frequent and long duration).

Consequence: Major (significant impact on mental and physical health, burnout).

Control the risk

Company wide

- Clear position descriptions, including competencies and desired skill-set.
- Regular performance reviews to identify workload issues and allocations
- Time management training
- Support pathways via Sonder.

For shift workers:

- Surge protocols
- Fatigue management
- Workload management tooling
- Roster management (including consultation).

Review the control measure

Monitor: Employee feedback, absenteeism rates, and productivity metrics.

Review: Reassess workload allocation and control measures regularly.

Lack of role clarity

Identify the hazard	Employees experiencing uncertainty about their job roles, responsibilities, and expectations.
Assess the risk	Likelihood: Moderately likely (infrequent but long duration). Consequence: Moderate (impact on job satisfaction and performance).
Control the risk	Implement: <ul style="list-style-type: none">• Clear job descriptions• Regular performance reviews and feedback sessions with managers• Open communication channels business-wide• Career development planning• Support pathways via Sonder.
Review the control measure	Monitor: Employee feedback, performance reviews, and exit interviews. Review: Reassess job descriptions and communication channels regularly.

Poor support from supervisors and peers

Identify the hazard	Employees experiencing: <ul style="list-style-type: none">• A lack of support, guidance, and positive feedback from their supervisors and colleagues.• Inadequate information, advice and help with work tasks or to resolve issues, or access to necessary equipment and resources• Performance feedback or other management action which is unreasonable or delivered in an unreasonable manner.
Assess the risk	Likelihood: Highly likely (frequent and long duration). Consequence: Major (significant impact on mental health, job satisfaction, and performance).
Control the risk	Implement: <ul style="list-style-type: none">• Leadership training on effective communication and support• Clear 'first 90 day' plans alongside training/ onboarding for new starters• Regular performance reviews and feedback sessions• Mentoring and coaching programs• Team-building activities• Support pathways via Sonder.
Review the control measure	Monitor: Employee engagement surveys and exit interviews. Review: Reassess leadership training, mentoring programs, and team-building activities.



Remote or isolated work

Identify the hazard

Arising from the location, time or the nature of the job. For example:

- Where there is limited access to other people, reliable communication or technology to get physical and emotional support, if required
- Working alone or in other peoples' homes if accessing help, especially in an emergency, is difficult (such as, where there is potential exposure to violent or aggressive behaviour).

Assess the risk

Likelihood: Likely (frequent and long duration).

Consequence: Major (workplace accidents, impact on mental health, job satisfaction, and productivity).

Control the risk

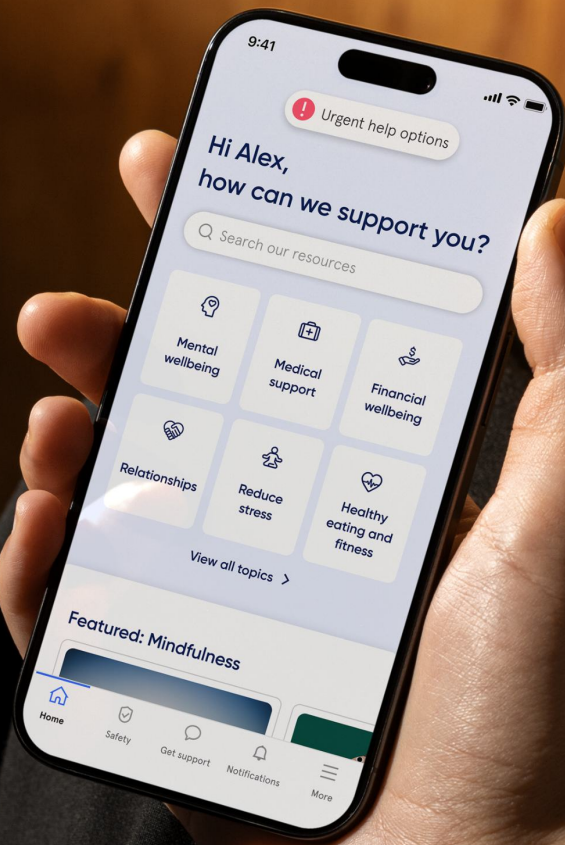
Implement:

- Regular virtual team meetings and check-ins
- Virtual social events and team-building activities
- A hybrid/ remote work policy which sets clear communication channels and expectations
- Flexible work arrangements to balance remote and in-person work
- Support pathways via Sonder.

Review the control measure

Monitor: Employee engagement surveys, productivity metrics, and absenteeism rates.

Review: Reassess virtual team meeting frequency, social events, and communication channels.



Protect your people. Protect your business.

Discover more tools and templates to help you navigate the risk management process [here](#).

Sonder is a workforce health and safety platform that provides safety, medical, and mental health support. To find out how Sonder can help you reduce people-related risks and costs, ensure compliance, and build a resilient, productive workforce, get in touch for a demo.



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