



NewsLetter

WORLD SAFETY ORGANIZATION

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FEBRUARY 2019

editorialstaff@worldsafety.org

32nd Annual WSO International Environmental and Occupational Safety and Health **PROFESSIONAL DEVELOPMENT SYMPOSIUM** **PROFESSIONALISM and EXCELLENCE** *for the Future*

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SAVE THE DATE: OCTOBER 7-9 | Tuscany Suites & Casino | Las Vegas, Nevada, USA

from the desk of

DR. CHARLES H. BAKER

Chief Operations Officer



Hello, and welcome to the February NewsLetter! I hope you find that it contains interesting, usable information.

This is a good time to remind you that information in this newsletter might be of interest to your associates, so please feel free to share. Let them know how

WSO membership and certification are great professional enhancers for their careers. To request some shareable materials on WSO's Membership & Certification Program, please contact Stephanie at the World Management Center (1-660-747-3132 or membership@worldsafety.org).

If you are in a geographic area whose climate is similar to ours here in Missouri USA, you have probably been experiencing a difficult winter. Conditions have been bad with above average rain, sleet, ice, and snow. Moving around has been rather treacherous. As a safety organization, we think about and are concerned for our members' personal safety. Hopefully you are also concerned and exercise due caution when you are out and about. We want everyone healthy and well come springtime in a few weeks.

I hope you are making plans to attend WSO's 32nd Annual Symposium this October in Las Vegas. You can find information on the venue, how to participate, how to register, etc., throughout this newsletter and on the WSO website. We are currently working on the conference schedule and putting together some after-hours activities for your enjoyment and reconnecting with WSO friends and associates. Las Vegas is also a good vacation destination, so bring your family and extend your stay to enjoy the benefits of this fine city while attending our symposium.

Finally, I want to thank you for your membership in World Safety Organization. We continually strive for ways to better serve our members, so please let us know if you have questions, comments, or suggestions...all are appreciated. [CHB]

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The Bulletin Board

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- WE ARE ALWAYS LOOKING FOR CONTENT! To submit articles, photos, etc., for publication in the WSO NewsLetter, please email (preferably in Word format) to: editorialstaff@worldsafety.org.
- To submit papers for publication in the WSO World Safety Journal, please email to Dr. Janis Jansz, WSJ editor: j.jansz@curtin.edu.au.

Contact us at editorialstaff@worldsafety.org to place an item on the Bulletin Board.

June 1 Deadline Set for WSO Awards Nominations

The purpose of the WSO Awards is to honor individuals, corporations, organizations, and other groups for their concerns in the protection of people, property, resources, and the environment. The WSO Awards Banquet is held in conjunction with the Symposium each year and is scheduled for Monday evening, October 7.

A list of all WSO Awards, along with the requirements for each, may be found on our website. If you wish to nominate an individual, company, corporation, agency, publication, association, or other entity, please contact the WSO World Management Center for additional information and a copy of the WSO Awards Nomination Brochure. You may also obtain a brochure from the WSO website.

Absolutely no nominations will be accepted after the June 1 deadline, so be sure to submit your nominations early!

Reserve Your Symposium Accommodations at the Tuscany Suites & Casino

To Book Online: <https://stay.tuscanylv.com/>
Input Arrival Date, Departure Date, and Group Code.
Click Proceed.

Or, Call Room Reservations: **1-877-887-2261**
and Give the Group Code.

WSO's GROUP CODE: 15C3VV

NOTE: A major credit card is required for first night's room and tax deposit, which will be charged in order to guarantee accommodations.

Occupational Stress Management: a Case Study

Tayyeb S. Hussain, Managing Director and Principal Trainer, Greenwich Training and Consulting; Director, WSO National Office for Pakistan; WSO Board of Directors; Islamabad, Pakistan

Abstract: *A comprehensive occupational stress management strategy has been presented to demonstrate how the best practices in occupational stress management can be applied in the workplace. People at work suffer from many things; like, job competition, terrorism, rationalization of the organization's operations, risk of redundancy, new technology, outsourcing of jobs, increased demands by employers for higher production and to meet sales targets. According to HSE (Health and Safety Executive), workplace stress is now the fastest growing cause of absence from work. This study will enable managers to understand the meaning of stress, the causes of stress, human responses to stress and aspects of behavior which are significant in this area. In particular, employers need to manage occupational stress by incorporating stress prevention strategies for their employees into their management systems.*

Keywords: occupational stress management, management system, stress prevention, human behavior

What is Stress?

'Stress' is a word which is rarely clearly understood, and there is no single definition of the term. It means different things to different people. Stress can be defined in many ways, thus:

- Any influence that disturbs the natural equilibrium of the living body
- A psychological response, which follows failure to cope with problems
- A feeling of sustained anxiety, which, over a period of time, leads to disease
- The non-specific response of the body to any demands made upon it.
- A further definition is 'work stress is a psychological state which can cause an individual to behave dysfunctionally at work and results from people's response to an imbalance between job demands and their abilities to cope'.

Degradation of Performance

The environment in which people work and sound levels of working environment promote optimum levels of performance directly affects human performance. Many factors influence the human system and performance can degrade as a result of a wide range of stressors, and in some cases the system breaks down.

Opposition to Pressure

Not all stress, however, is bad for people. Most people need a certain level of positive stress or pressure in order to perform well the tasks allotted to them. Some people are capable of dealing with very high levels of positive pressure. This is the classic fight response or 'butterfly feeling' that



people encounter before sitting an examination, running a race or attending a job interview.

It is the negative stress, or distress, such as that arising from having to meet set deadlines or delegate responsibility, commonly leading to ill health, that needs to be considered by employers as part of a stress management strategy

The Effects of Stress

Stress can have a significant effect, both on the individual and the organization. No two people necessarily manifest the same stress response. However, many of the outward signs of stress are readily recognizable. Stress fundamentally initiates a number of changes in body processes which are complex and involve several levels, such as:

- Emotional: characterized by tiredness, anxiety and lack of motivation
- Cognitive: resulting in increased potential for error and, in some cases, accidents arising through error
- Behavioral: changes in behavior resulting in poor or deteriorating relationships with colleagues, irritability, indecisiveness, absenteeism, smoking, excessive eating and alcohol consumption
- Psychological: the individual complains of increasing ill health associated with headaches, general aches and pains, and dizziness. These contribute to raised blood pressure, heart disease, a reduced resistance to infection, skin conditions and digestive disorders.

Effects of Stress on the Job

For people to perform well, they need interesting work, good working conditions, the chance to partake in the social surroundings of work and to feel valued. Stressful work

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situations arising from, for example, the need for boring or repetitive work patterns, such as assembly work, poor physical working environments, isolated working situations, inadequate opportunities for communication between colleagues and continuous harassment from managers to meet deadlines can have direct effects on job performance. In particular, where people feel their contribution to the organization's success is undervalued, this can result in missed deadlines, poor productivity, ineffective decision-making by line managers and, in many cases, poor time keeping and absenteeism.

Causes of Stress at Work

The physical environment: Poor working conditions associated with the following can be frequent sources of stress in the workplace:

- Insufficient space to operate comfortably, safely and in the most efficient manner
- Lack of privacy which may be disconcerting for some people
- Open plan office layouts, resulting in distractions, noise, constant interruptions and difficulty in concentrating on the task in hand
- Inhuman workplace layouts requiring excessive bending, stretching and manual handling of materials
- Inadequate temperature and humidity control, creating excessive discomfort
- Poor levels of illumination to the extent that tasks cannot be undertaken safely
- Excessive noise levels, requiring the individual to raise his voice
- Inadequate ventilation, resulting in discomfort, particularly in summer months.

The Organization: The organization, its policies and procedures, its culture and style of operation can be a cause of stress. Culture is defined as 'a state or set of manners in a particular organization'. All organizations incorporate one or more cultures, which may be described as, for example, friendly, hostile, unrewarding or family-style. Stress can be associated with organizational culture and style due to, for instance:

- Insufficient staff for the size of the workload, resulting in excessive overtime working
- Poor co-ordination between departments
- Insufficient training to do the job well, creating uncertainty and lack of confidence in undertaking tasks
- Inadequate information to the extent that people do not know where they stand
- No control over the workload, the extent of which may fluctuate on a day to-day basis
- Rigid working procedures with no flexibility in approach

- No time being given to adjust to change, one of the greatest causes of stress amongst employees.

Relations within the organization: How people relate to each other within the organizational framework and structure can be a significant cause of stress, due to, perhaps:

- Poor relations with the boss which may arise through lack of understanding of each other's role and responsibilities, attitudes held, and other human emotions, such as greed, envy and lack of respect
- Poor relations with colleagues and subordinates created by a wide range of human emotions
- Difficulties in delegating responsibility due, perhaps, to lack of management training, the need 'to get the job done properly', lack of confidence in subordinates and no clear dividing lines as to the individual functions of management and employees
- Personality conflicts arising from, for example, differences in language, regional accent, race, sex, temperament, level of education and knowledge
- No feedback from colleagues or management, creating a feeling of isolation and despair.

Personal and social relationships: The relationships which exist between people on a personal and social basis are frequently a cause of stress through, for instance:

- Insufficient opportunities for social contact while at work due to the unremitting nature of tasks
- Sexism and sexual harassment
- Racism and racial harassment
- Conflicts with family demands
- Divided loyalties between one's own needs and organizational demands.

Equipment: Inadequate, out-of-date, unreliable work equipment is frequently associated with stressful conditions amongst workers. Such equipment may be:

- Not suitable for the job or environment
- Old and/or in poor condition
- Unreliable or not properly maintained on a regular basis, resulting in constant breakdowns and down time
- Badly sited, resulting in excessive manual handling of components or the need to walk excessive distances between different parts of a processing operation
- Of such a design and sited in such a way that it requires the individual to adopt fixed and uncomfortable posture when operating same
- Adds to noise and heat levels, increasing discomfort and reducing effective verbal communication between employees.

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Individual concerns: All people are different in terms of attitudes, personality, motivation and in their ability to cope with stressors. People may experience a stress response due to:

- Difficulty in coping with change
- Lack of confidence in dealing with interpersonal problems, such as those arising from aggression, bullying and harassment at work
- Not being assertive enough, allowing other people to dominate in terms of deciding how to do the work
- Not being good at managing time, frequently resulting in pressure from supervisors and other employees to ensure the task is completed satisfactorily and on time
- Lack of knowledge about managing stress.

Conclusion

Most people need a certain level of stress in order to perform well (positive stress). However, the benefits can rapidly turn to negative stress as a result of work overload situations, conflict situations in the workplace or the feeling of insecurity as a result of organizational changes. How well or how badly people adapt to changes in their lives is a significant factor in the consideration of stress. As Selye demonstrated, for some people unsuccessful adaptation to change can have serious health effects. For others, successful adaptation brings growth, greater happiness and increased resistance to stress. In order to survive stressful events in their lives, people need to be more aware of stress, their personal stress responses and of strategies for coping with stress. ♦

About the Author



S. Tayyeb Hussain is the Director of WSO's National Office for Pakistan; CEO of Greenwich Training & Consulting, a renowned institution of OSH in the territory, and The EnvFocus, the largest distributors of micro-nano bubbles generators in Pakistan and the Middle East. He also serves as the Chairman of the International Institute of Risk Safety Management (IIRSM) to help through education and training to discover future Safety leaders among Pakistani youth. He has effectively contributed in qualifying over 1500 fresh graduates and helped them get employed through his roles. He is a professional Doctor and having MBBS degree from Khyber Medical University, Peshawar. He has also graduated with MS. in Social Science from Islamia University Bahawalpur, Pakistan and graduated in Specialist MS. in Occupational Health and Safety from The University of Sunderland, UK. He is Graduate Member of Institution of Occupational Safety and Health (IOSH) UK and an Affiliate Member of World Safety Organization. He has also completed a specialist diploma in OSH, I Dip NEBOSH. Not currently practicing medicine, he has devoted his life towards Occupational Safety and Health. He is well known for his research articles on OSH internationally, and he is also a renowned OSH trainer with specialization in IOSH, NEBOSH, NFPA, and BSC trainings.

TOP TIPS

TO STAYING STRESS FREE IN THE WORKPLACE

- 1 LEARN TO RELAX**
We all get stressed but by taking a few minutes each day to calm yourself you can help to stay stress free.
TIPS FOR RELAXING WHEN YOU FEEL STRESSED
 - 1** Go for a walk
 - 2** Listen to your favourite song
 - 3** Stay hydrated
- 2 TIME IS ON YOUR SIDE**
The lack of time to complete your daily tasks is a common reason why we get stressed at work. By planning your tasks at the start of the day you will find you are able to work through a schedule more effectively.
- 3 AVOID OVERLOADING YOUR DAY**
Don't feel you have to say 'yes' to everything asked of you. If you adhere to the step above you should be able to schedule your workload more effectively and what additional tasks you can take on.
- 4 DON'T BE AFRAID TO COMMUNICATE**
Our colleagues are our friends at work. When you spend so much time with others it is common you can find things that irritate you. Learn to address your issues in a considerate manner and openly communicate with others to create a better workplace environment.
- 5 IT ISSUES ARE #1 CAUSE OF STRESS IN THE WORKPLACE**
Email not working, computer freezing, data loss are all common reasons we get stressed at work. Save yourself time and hassle by calling your IT department and get a brew whilst they fix it.

Best stress free It support London
www.syntax.co.uk

32nd ANNUAL WSO INTERNATIONAL
ENVIRONMENTAL AND OCCUPATIONAL SAFETY AND HEALTH
PROFESSIONAL DEVELOPMENT SYMPOSIUM



7 – 9
OCTOBER
2019

TUSCANY SUITES & CASINO
255 EAST FLAMINGO ROAD
LAS VEGAS, NEVADA, USA

SAVE THE DATE

Our ever-changing world continues to become smaller through advanced methods of communication, requiring changes in how we live our lives and how we work, how we learn, how we share new information, and how we comply with new laws, regulations, and demands of the changes in global trade.

In the World Safety Organization's 44th year, we are continually reminded of the WSO Objectives: to encourage the effective exchange of information and experiences between/among the members of the WSO; to collaborate with other organizations in conducting activities of mutual concerns, interests and directions; to promote the continuous upgrading of the safety and accident prevention technology and these fields related to loss of lives, property, and environment; to strive for a universal level of professionalism and competence among its members and WSO non-members whose functions are related to safety; to perform such other necessary acts and functions relevant to the WSO overall theme of "Making Safety A Way of Life ... Worldwide."

Symposium Format

The Symposium provides a unique learning and networking opportunity for corporate managers and executives, SHE professionals, advocates of safety and accident prevention, leaders of safety organizations and WSO members from around the world. Participation in the Symposium provides a forum for information exchange, networking, professional contact with other members, safety professionals, but most of all, learning about new programs and professional knowledge at sessions, panels and workshops presented during the Symposium. The Symposium format often consists of presentations, lectures, panels, workshops and plenary sessions. As a part of the program, Symposium participants are invited to take part in the "WSO Global Safety Roundtable," the suggestions, comments, resolutions, etc., of which will be formatted for submission to governmental legislation and Missions of the United Nations (UN), International Labor Organization (ILO), World Health Organization (WHO), and similar rule-making groups on the local, national and international levels.

Symposium Topics

Symposium topics may include OSH, ESH, ergonomics, systems safety management, security, industrial hygiene, hazardous materials management, transportation safety,

construction safety, off-the-job safety, recreational safety, safety of the workplace, disaster preparedness, and legislative topics on the national and global scale.

International Participants

The Symposiums of the World Safety Organization are always international in scope. WSO members from Europe, Asia, Australia, Africa, and the Americas are frequent participants at the WSO Symposiums.

Legislative Representation

Representatives from state and federal agencies are invited to provide updates on newest laws and regulations relevant to the safety industry.

Symposium Venue: Tuscany Suites & Casino

Set just two blocks from the Las Vegas Strip, this Mediterranean-inspired all-suite casino hotel is two miles from the Las Vegas Convention Center.



Understated suites with warm decor have free basic Wi-Fi, flat-screen TVs, kitchenettes, and sitting and dining areas. Sophisticated 2-bedroom suites add whirlpool tubs.

Dining options include an Italian restaurant/bar, a pub, a cozy eatery with sandwiches and pastries, and a cafe with a 24-hour breakfast menu. Other amenities include a spa and a casino with live entertainment, plus a fitness center, two pools, a business center, and laundry facilities.

WSO Awards Banquet

WSO Awards Banquet is scheduled on Monday evening, October 7, to honor the individuals, corporations, organizations, and other groups for their concerns in the protection of people, property, resources, and the environment. A list of all WSO Awards, along with the requirements for each, may be found on our website. If you wish to nominate an individual, company, corporation, agency, publication, association, or other entity, please contact the WSO World Management Center for the WSO Awards Nomination Brochure or download from the WSO website.

SEE YOU
THERE!
OCTOBER
7-9

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2019 Symposium *Continued from Previous Page*

Call for Speakers

The 2019 Call for Speakers was distributed in January. All abstracts submitted will be reviewed, and authors will be notified if the presentation has been accepted. Deadline for abstract submission will be May 15.

You may submit your outline/abstract online:

<http://worldsafety.org/online-outlineabstract-submission/>

DISCLAIMER: The WSO does not pay speaker fees or facilitate the travel and other subsistence arrangements for any speaker of the Symposium. All arrangements related to travel, visas, accommodations, and daily subsistence are the exclusive responsibility of the speaker. Speaker pays discounted registration fee if attending the Symposium.

Manuscripts/Papers/Presentations

- Format for publication in the Symposium Proceedings: Papers should be written in concise language (English) and should be typed, double spaced, using only one side of the paper. Number the pages and leave margins (lower and upper margins 1" or 2.54cm; left and right margins 1-1/4" or 3.17cm). A separate title page should contain the title, author's full name, qualifications, a half-page résumé, and a photo, together with a complete mailing address. Please submit text composed in Microsoft Word (MsWord), via email attachment or copied to a USB drive and mailed to us.
- Presentations may be submitted in MS PowerPoint format; however, an Abstract must accompany.
- Illustrations, tables, and graphs may be submitted. Color photos are acceptable. Type legends for any photos in double spacing on separate pages.
- Statistical data should be expressed in SIUs (Standard International Units), as far as is practicable.
- References should be cited in the text by superior numbers and a full list of references given at the end of the paper in numerical sequence. References to books should include author's surnames and initials, full title, place of publication, full name of publisher, and date of publication. References to journal articles should include author's surnames and initials, full title of article, full title of journal, date of publication, volume number, issue number, and page. The accuracy of references is the author's responsibility. Check each reference in the manuscript and again in the proofs. References should be listed on a separate page.
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- Copies of the "Symposium Proceedings" are distributed to the Missions of the United Nations, participants at various national and international conferences where the WSO participates, WSO National Offices, participants of the WSO sponsored/co-sponsored seminars and courses, agencies of state/ federal/etc. governments, libraries of universities, as well as numerous societies and associations (globally).

Schedule of Dates for Speakers' Documentation

- | | |
|-------------|--|
| 15 May | Completed "Paper Outline/Abstract" with indication of length of the presentation/workshop. All sessions will be either 30 or 60 minutes. |
| 31 May | <ul style="list-style-type: none">• Résumé/bio: 100-150 words• Abstract: 150-200 words, double-spaced• Bio: 100-150 words, double-spaced |
| 1 June | INTERNATIONAL SPEAKERS MUST HAVE VALID TRAVEL VISA BY THIS DATE to participate! Request your invitation letter in ample time to schedule your visa interview. |
| 1 August | Paper for publication in the "Symposium Proceedings," speaker's photo, and an updated bio |
| 1 September | Conference Registration Form and payment of Fees must be received to confirm participation in the Symposium Program. |



UPCOMING EVENTS

**32nd Annual WSO
Environmental and Occupational Safety and Health
Professional Development Symposium**
7–9 October 2019
Tuscany Suites & Casino
Las Vegas, Nevada, USA
www.worldsafety.org/32nd-annual-wso-symposium/

**OFSEC 2019
Oman Fire, Safety and Security Expo**
21–23 October 2019
Oman Convention and Exhibition Centre
Muscat, Oman
www.muscat-expo.com/ofsec/

For more information, please contact WSO-WMC:
www.worldsafety.org | +1-660-747-3132 | info@worldsafety.org

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"Making Safety a Way of Life...Worldwide" since 1975

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