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Quit Tasmania

QUIT TASMANIA GUIDELINES FOR DEVELOPING A SMOKE-FREE WORKSITE POLICY

The following step-by-step guide will help you develop and implement a smoke-free worksite policy for your organisation.

A smoke-free worksite policy is a formal, written document addressing the issues relating to smoking in your organisation. Having a policy:

- provides clear direction to all employees as to why their worksite has adopted a smoke-free policy
- specifies the requirements for employers and employees
- alerts all employees, contractors and visitors that the organisation takes a firm stance on the issue of smoking and exposure to environmental tobacco smoke.

There are eight key steps to implementing a smoke-free worksite policy:

1. Getting management approval and support
2. Finding out what's already going on in your workplace and what else you need to know
3. Establishing who is going to make it happen
4. Communicating with others about what's going on
5. Drafting the policy
6. Providing education and training about the policy
7. Modifying documents and processes as appropriate
8. Preparing the worksite for implementation

At an early stage, it is helpful to choose a date for the introduction of the smoke-free worksite policy. This provides a goal to work towards, and a timeframe for completion of each component of the implementation process. If no completion date is established, the implementation process may become drawn out and lose its focus.

Key factors for the success of a smoke-free worksite policy include:

- ongoing, active management support
- successfully managing negative staff reaction to the policy
- allowing adequate time for the implementation process; your employees will need time to get used to the idea of a smoke-free worksite
- selecting the most appropriate person to manage policy implementation
- clarifying your message; the policy is not about trying to stop people from smoking, it is about eliminating smoking in the worksite.

1. Getting management approval and support (without this, you won't get far)

High-level management support is vital to the successful development and implementation of a smoke-free worksite policy. By demonstrating leadership and a commitment to the policy, managers can influence employee attitudes towards this positive change in the worksite.

It is important:

- to discuss the expectations of managers so that there is a clear understanding of the policy's purpose

- to investigate potential issues and problems associated with the introduction of smoke-free initiatives—this will give the policy its best chance of success

- that managers clearly understand the benefits of a smoke-free environment and the various options available for reducing exposure to environmental tobacco smoke

- to put the consideration of a smoke-free worksite policy on the agenda for your organisation's next management meeting.

It might be helpful to provide managers with useful information available from the QUIT Tasmania website, including:

- facts about the health effects of environmental tobacco smoke

- the overall benefits of implementing a smoke-free worksite policy, including the costs and potential savings

- legislation and legal requirements

- findings of surveys and reviews conducted in the needs assessment (see point 2 below)

- an example of a smoke-free worksite policy (see *Template 8: Smoke-free worksite policy*)

- an outline of the steps involved in the development and implementation of a policy, including a projected timeline and details of any resources required.

Ensure that responsibility for the project is shared by all levels of management. It is important that senior managers 'own' the process, and provide ongoing support to the person responsible for implementing the policy. This will help to reduce the perception by employees that this person is solely responsible for the policy. Senior managers can demonstrate their ownership of the policy through announcements and other communication, and by being present in meetings where the policy is discussed. Emails, letters and other documents could be circulated and signed off by senior managers, while they could also make themselves available to discuss and resolve individual or group issues related to the policy.

First-line manager support and cooperation is important to influence the perceptions, behaviour and potential compliance of staff. First-line managers need to understand the benefits of the policy to both the organisation and employees. They will be instrumental in affecting the reaction and developing the cooperation of your employees.

2. Finding out what's already going on in your workplace and what else you need to know

The second step in developing a smoke-free worksite policy is to find out what you already have in place and who would be affected by the policy. The way you do this will depend on the size of your organisation and may include conducting employee surveys and reviews of existing policies and facilities.

Useful questions to ask include the following:

- Does a smoke-free worksite policy already exist and, if so,

  - ☐ is it written down?

  - ☐ is it enforced?

  - ☐ does it need updating?

  - ☐ are your employees aware of it? If not, what do employees know of the current codes of practice regarding smoking at work?

- Are smoking practices within your organisation in line with current legislation?

- What do your employees know and think about the health effects of smoking and exposure to environmental tobacco smoke?

- What is the level of support among your employees for a smoke-free worksite policy?

- How many employees currently smoke; who will the policy affect?

- What type of smoking cessation support would your employees prefer?

Conducting an employee survey is a good way to explore some of these questions. If your organisation has already decided to implement a smoke-free worksite policy, think about the best way to present the questionnaire. Don't imply choice about the implementation of the policy, but do offer the opportunity for employees to make suggestions and express their views on what should be included in the policy and how it should be implemented.

The following template will help you create an employee survey on smoking.

Template 1 – Employee survey page 8

In a smaller organisation, it might be more appropriate to find out what's already happening on an informal basis, through individual conversations with employees or as agenda items in staff meetings.

3. Establishing who is going to make it happen (you can't do it all on your own)

The two key actions that will help make it all happen are to:

1. Establish a committee or use an existing group, such as the Occupational Health and Safety Committee or Health and Wellbeing Committee, to oversee the development and implementation of your policy (in a smaller organisation, this step may not be necessary).

2. Appoint an individual staff member to manage the implementation process.

If you have the resources to establish a committee, ensure a wide range of interests are represented and encourage active participation in the development of the policy – this will help to create a sense of ownership. The principal goal of the committee is to develop the smoke-free worksite policy and to guide its implementation.

Membership of the committee should consist of a wide range of representatives, including management, employees, human resources, union representatives and occupational health and safety staff where possible. Where the policy will have a significant impact on clients it may also be appropriate to include client representatives. It is important to state that smokers are invited to join the committee. The committee will need to meet regularly for some time before the policy implementation date, and continue to meet for a period after implementation to oversee and problem solve the implementation process.

The following template will help you create a Terms of Reference document.

Template 2 – Sample Terms of Reference – page 11

Appointing an individual staff member who can consistently manage the implementation process will ensure continuity and minimise the risk of implementation problems or failure. It is vital to select the best person to manage the implementation process, as this may have a significant effect on the outcome of the project. It would be useful if the person you appoint to the role:

- is a non-smoker
- has a commitment to the smoke-free worksite policy
- is willing to take on the role

- has the determination and perseverance to make things happen
- has empathy (to understand the position of smokers)
- is resilient (to withstand any negative reaction to the policy)
- has good decision-making and organising skills
- has a good relationship with other employees and is respected by them
- has good verbal and written communication skills
- is experienced in project management
- has conflict resolution skills
- has a good understanding of smoking related issues, including a belief in the benefits of smoking reduction or cessation.

Some employees who smoke may experience anxiety and uncertainty about their ability to manage their nicotine addiction during working hours. This may be expressed as anger towards the person responsible for implementing the policy. It is important that managers are alert to this possibility and offer support to the person if they experience difficulties. There are various techniques that may help reduce potential conflict. For more information on Conflict Resolution see the following Fact Sheet.

Fact sheet 1 – Conflict resolution page 27

Anxiety about smoking restrictions may lead to initial resistance to the implementation of a smoke-free worksite policy. However, other worksites with a similar policy have found that generally, this involves only a minority of employees, and resistance diminishes or evaporates after the policy is introduced.

Implementation of the policy can be time consuming, and the person responsible would benefit from being provided with some adequate and uninterrupted time to devote to the project, even if this means relieving them of some of their other duties during the life of the project.

This person could also consider sharing the implementation tasks among others members of the committee, and identifying and involving others within the organisation who have specific expertise relevant to the project (e.g. media skills, smoking cessation expertise, project management skills, training expertise).

The person responsible for implementing the project will need to have regular communication with the committee, as well as other people who will be affected by the policy.

4. Communicating with others about what's going on

How you communicate with your employees about the policy will depend on the nature and size of your organisation. Smaller organisations may prefer to use more informal means of communication, as managers often have a closer relationship and more frequent contact with employees.

Initially, you will need to identify those who have an interest in, or will be affected by, the implementation of the smoke-free worksite policy.

Effective communication with employees is crucial to gaining support and ensuring the success of the policy over time.

You will need to clarify what you want employees and others who have an interest in the policy to know about. You will also need to decide how you are going to inform them. The following template will help you create a Communication Plan.

📄 *Template 3 – Sample communication plan – page 15*

From the early stages of policy development, ensure that employees understand the intent of the policy. It is not about trying to coerce smokers into giving up smoking; rather, it is about encouraging healthy lifestyle choices among staff, promoting a healthy organisational image and protecting non-smokers from the harmful effects of smoking. Recognise the rights of smokers to continue smoking if they wish—but not on the premises of the organisation.

Employees need to be:

- involved in the decision-making process; this will encourage employees to take ownership of the process, which will help reduce resistance and promote greater acceptance of the policy

- consulted about the policy; this involves seeking the input and feedback of people affected by the policy at all stages of implementation.

Ensuring that there is consultation between managers and health and safety representatives may assist in gaining employee support and commitment.

Identify existing distribution and communication processes (e.g. staff meetings or staff newsletters) and decide which of these could be used to communicate with employees about the policy.

Using multiple forms of communication is likely to be most effective in getting your messages across to people affected by the policy. You may wish to consider using some or all of the following communication methods:

- agenda items and discussion in staff meetings
- staff information sessions
- emails to employees, contractors and customers
- letters to employees and contractors
- postings on the organisation's intranet and internet sites
- articles in staff newsletters
- agenda items in occupational health and safety meetings
- notices on message boards
- flyers attached to payslips

- posters
- 'on hold' phone messages
- letters and pamphlets included in any customer mail outs, invoices and statements
- movement-triggered voice recordings on entry to the worksite, reminding visitors of the policy.

Consult and communicate regularly throughout the development and implementation of the policy, as well as during the policy evaluation and review process. When the draft smoke-free worksite policy is developed, circulate it to staff with a request for comment and feedback before you finalise the document.

Encourage employees to provide feedback or discuss their concerns about the policy by offering them the opportunity for individual meetings with management and/or the person responsible for policy implementation.

For ideas on how to word your communications to employees through different stages of policy development and implementation, see the following templates.

Template 4 – Employee information page 17

Template 5 – Employee brochure page 21

External communication is also important, with your potential audience including unions, clients or customers of the organisation, contractors and the general community.

For more information on how to communicate your worksite changes externally, see the following templates.

Template 6 – Letter to contractors page 22

Template 7 – Media release page 23

When the policy comes into effect, consider placing signage in appropriate areas. This will help to reinforce your policy. For appropriate signage, contact QUIT Tasmania on 13 7848.

5. Drafting the policy

For help with drafting your smoke-free worksite policy, use the following template.

Template 8 – Smoke-free worksite policy – page 24

The Tobacco Control Officers (referred to in the compliance section of the template) can be contacted on (03) 6166 0656 (Southern Tasmania) and (03) 6777 1979 (Northern Tasmania).

Now you have your policy drafted, there are still a few steps to go to make the transition of your worksite to a smoke-free environment as successful as possible.

6. Providing education and training about the policy

Prior to the implementation of your policy, hold training sessions for your employees to inform them about:

- your smoke-free worksite policy, including the implementation date, its purpose and contents and details of any smoking cessation support that will be provided
- the health effects of exposure to tobacco smoke and environmental tobacco smoke
- worksite boundaries
- compliance procedures and the location of designated smoking areas, if appropriate
- the responsibility of employees to politely approach visitors who smoke on site, informing them of the smoke-free status of the site and requesting that they stop smoking. (It would be advisable for employees to avoid escalating the confrontation if the visitor refuses or does not comply; in this instance employees could be advised to notify their manager about the situation.)

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A sample script may go something like:

"Excuse me, sir/madam, you may not be aware that this is a smoke-free area—would you mind extinguishing your cigarette please? You are welcome to smoke outside the boundaries of the premises which are …, or in the designated smoking area [if appropriate] located at …"

In a smaller organisation, education and training about the policy may be conducted in staff meetings or informally with a small group of employees.

Larger organisations may consider using experienced internal or external trainers to more effectively engage employees.

7. Modifying documents and processes as appropriate

To reinforce the policy message and bring other documents and processes in line with the new policy, you may need to:

- include the smoke-free worksite policy details in all job advertisements
- update human resources policies to clarify requirements regarding paid and unpaid work breaks
- include smoke-free worksite requirements in job descriptions
- inform all job applicants about the policy requirements at job interviews
- update any employee code of conduct booklets
- include a statement about the policy in the company letterhead and/or logo
- add the policy details to 'on-hold' telephone messages.

8. Preparing the worksite for implementation

Before the smoke-free worksite policy is implemented, consider:

- displaying a countdown calendar to indicate how many days to go before the policy is implemented
- planning a high-profile event or promotional activity to celebrate the implementation of the policy; invite employees, managers, relevant stakeholders, and perhaps political or 'celebrity' figures and include keynote speakers to talk on such subjects as smoking prevalence, health effects of smoking or costs of smoking

- displaying any promotional material announcing the implementation of the policy
- erecting appropriate 'no smoking' signage (see reference to signage templates in point 4 above)
- erecting posters identifying your organisation's smoke-free status, employee support opportunities, etc.
- removing any smoking paraphernalia (e.g. ashtrays, butt bins)
- clearly identifying the boundaries of designated smoking areas, if appropriate.

Template 1: Employee survey

{Remove this section once complete}

The following template is a starting point for you to create an employee survey on smoking. It can be changed as needed to suit the specific needs of your workplace.

Included in the template are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some prompts ask you to {remove/add/delete as applicable}.

You may also consider placing this survey online. There are several online survey tools that may be suitable, including Survey Monkey <www.surveymonkey.com>, Fluid Surveys <www.fluidsurveys.com> or People Pulse <www.peoplepulse.com.au>.

If your organisation has staff who do not have access to the internet, a paper-based survey will be necessary to capture results from these employees. In some cases, a mix of paper-based and online surveys will be best.

In the interests of employee health and wellbeing, {insert organisation name} is considering the introduction of a smoke-free worksite policy. This means that our organisation will be {going smoke-free and/or limiting the places where people can smoke on site}.

We would like to know what you think about this change, and would appreciate your feedback on:

- the current issues concerning smoking at this worksite
- the likely impact of a smoke-free worksite policy.

Please take a few minutes to complete this survey and return it to {insert name} by {insert date}.

{or}

Please place your completed survey in the collection box located at {insert location} by {insert date}.

Thank you.

Employee Survey: Smoking

1. Are you aware of existing policies that relate to smoking at our worksite?

❏ Yes (continue to Question 2)   ❏ No (go to Question 3)

2. Are you satisfied with the existing policies concerning smoking?

❏ Yes   ❏ No (please explain)

....
....

3. Do you avoid places where you may be exposed to other people's cigarette smoke?

❏ Often   ❏ Sometimes   ❏ Never

4. Please tick the box that best corresponds to how strongly you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Smoking affects workplace morale	❏	❏	❏	❏	❏
Smoking breaks affect productivity	❏	❏	❏	❏	❏
Any exposure to tobacco smoke is dangerous	❏	❏	❏	❏	❏
Non-smokers should breathe air that is free of tobacco smoke	❏	❏	❏	❏	❏
Second-hand smoke in the workplace is a serious threat to my health	❏	❏	❏	❏	❏

5. Are you affected by second-hand cigarette smoke at your worksite?

❏ Yes, very affected   ❏ Yes, somewhat affected   ❏ No, not affected

If yes, how does it affect you?

....
....

6. How supportive are you of your worksite becoming smoke-free?

Very supportive	Supportive	Neither supportive nor unsupportive	Unsupportive	Very unsupportive
❏	❏	❏	❏	❏

7. Do you smoke?

❑   Yes   ❑   No (go to Question 9)

If yes:
a)   on average, how many cigarettes do you smoke per day? ....
b)   would a smoke-free policy (tick all that apply)
   ❑   help you quit smoking?
   ❑   help you cut down?
   ❑   create difficulties for you? (If yes, please specify under c) below)
   ❑   not affect you at all?
c)   do you have any other comments?
....
....
....

8. The implementation of a smoke-free policy should include the provision of (tick all that apply):
   ❑   information about how to quit
   ❑   {free/subsidised} 'Quit' courses at work
   ❑   {paid/unpaid} time off to phone or attend Quit counselling or quitting courses
   ❑   financial support or reimbursement for medications to help with nicotine withdrawal
   ❑   other (please specify) ……………………………………………..

9. Do you have any suggestions or other comments about your worksite becoming smoke-free?
....
....
....

Thank you for taking the time to complete this survey.

Template 2: Sample Terms of Reference

{Remove this section once complete}

The following template is a starting point for you to create a Smoke-Free Worksite Policy Implementation Committee Terms of Reference. It can be changed as needed to suit the specific needs of your workplace.

Included in each section are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some sections also give prompts to {adjust/delete if not applicable}.

After you have developed your Terms of Reference, it is a good idea to circulate it to committee members for comment. Once finalised, members should receive a copy. The Terms of Reference should also be included in any orientation material given to new committee members.

{Insert organisation logo here}

{insert organisation name}

Smoke-Free Worksite Policy

Implementation Committee

Terms of Reference

Version {X} {Date}

1.   Background/Context

This section may include:

- background information on the scope and benefits of implementing a smoke-free worksite policy (see these examples of useful background material)

  o Workplaces are now recognised as a key setting to promote healthy behaviours. Most people spend a significant amount of time at work. Not only does this make the workplace an important place to promote health, but it also allows for a large number of people from one location to be involved.

  o There is significant evidence that healthy employees provide social and economic benefits to businesses and the community, such as reduced absenteeism from illness and injury, greater productivity whilst at work, reduced staff turnover, reduced health care costs and a more satisfied workforce.

  o Smokers have a higher incidence of health problems and have a lower life expectancy than the general population. Smokers' health problems can impact on their work performance and affect productivity through more frequent sickness-related absences.

  o Legislation exists to protect non-smokers from the harmful effects of 'second-hand' or environmental tobacco smoke.

- a brief discussion on the history of health and wellbeing programs in your organisation

- a brief discussion on the key driver(s) for program development and implementation, i.e. recent changes, legal obligations, budget allocations, increased management focus, etc

- any other information that may be of use to steering committee members}.

2.   Roles and functions of the {insert organisation name} Smoke-Free Worksite Policy Implementation Committee

This committee has been formed to support and assist in the development and implementation of a smoke-free worksite policy. The policy will be used to establish a smoke-free environment for the protection of the health and wellbeing of employees and visitors to the worksite.

The {insert organisation name} Smoke-Free Worksite Policy Implementation Committee will: {delete as appropriate}

- provide strategic leadership in the development and implementation of the policy
- provide advice, support and assistance to the person responsible for the implementation of the policy (the 'responsible employee')
- ensure the policy implementation process meets milestones within agreed timelines
- monitor identified and emerging risks and advise on their prevention, mitigation and management
- monitor any necessary budget and expenditure
- participate in ongoing decision making and problem solving related to the policy
- {insert any additional roles/functions as necessary}.

3. Role of individual committee members

The role of the individual members of the {insert organisation name} Smoke-Free Worksite Policy Implementation Committee includes: {delete as appropriate}

- attending regular meetings as required and actively participating in the committee's work
- acting as a resource and consultant to the responsible employee
- reviewing and providing feedback on draft resources and outputs developed by the responsible employee
- representing the interests of all {insert organisation name} employees, as appropriate
- keeping employees and colleagues informed about the status and development of the policy, and presenting their views and feedback to the committee
- having a genuine interest in the initiatives and the outcomes being pursued in the policy implementation
- being an advocate for the policy's outcomes
- being committed to, and actively involved in, pursuing the policy's outcomes
- {insert any additional roles as necessary}.

4. General

4.1. Membership

The {insert organisation name} Smoke-Free Policy Implementation Committee shall be comprised of:

- Employee representative {Consider number of representatives and how they will be selected}
- Union representative
- Occupational health and safety representative
- Management representative(s)
- Human resources representative
- Client representative {if applicable}
- Other people as relevant or appropriate.

4.2. Chair/Convenor

The committee will be chaired by {insert name/title of Committee Chair}. Meetings will be convened by the Chair and supported by the responsible employee, {insert name here}.

4.3. Agenda items

All agenda items will be forwarded to the responsible employee by close of business 10 working days {adjust as appropriate} prior to the next scheduled meeting.

The agenda, with attached meeting papers, will be distributed at least 5 working days {adjust as appropriate} prior to the next scheduled meeting.

4.4. Minutes and meeting papers

The minutes of each {insert organisation name} Smoke-Free Worksite Policy Implementation Committee meeting will be prepared by the responsible employee {insert name here}.

Full copies of the minutes, including attachments, will be provided to all committee members no later than 5 working days {adjust as appropriate} following each meeting.

By agreement of the committee, out-of-session decisions will be deemed acceptable. Where agreed, all out-of-session decisions will be recorded in the minutes of the next scheduled committee meeting {delete or adjust as appropriate}.

4.5. Frequency of meetings

The {insert organisation name} Smoke-Free Worksite Policy Implementation Committee will meet {insert agreed frequency}. The committee will meet regularly until any issues associated with the implementation of the policy have been resolved.

4.6. Proxies to meetings

{Delete statements as appropriate}

Members of the {insert organisation name} Smoke-Free Worksite Policy Implementation Committee will nominate a proxy to attend a meeting if the member is unable to attend.

Where possible, the Chair will be informed of the substitution at least 5 working days {adjust as appropriate} prior to the scheduled meeting.

The nominated proxy will provide relevant comments/feedback about the attended meeting to the {insert organisation name} Smoke-Free Worksite Policy Implementation Committee member they are representing.

4.7. Quorum requirements

A quorum will be half the regular membership plus one {adjust as necessary}.

4.8. Review

The effectiveness and membership of the {insert organisation name} Smoke-Free Worksite Policy Implementation Committee will be reviewed after {x} months.

Template 3: Sample communication plan

{Remove this section once complete}

The following table outlines a sample plan for communicating the key messages about your smoke-free worksite policy.

A range of parties may be interested in your policy change, and you will need to determine:

- *who they are*
- *what to tell them*
- *how to tell them*
- *who is going to tell them*
- *when to tell them.*

An example for contractors is given in the first row of the table, with further example groups listed in the first column. Add or remove as necessary.

Target audience: Who do we want to inform?	Key messages: What do we want to tell them?	Communication methods: How are we going to tell them?	Who is responsible for doing it?	Deadline: By when does this need to happen?	Date completed
Example: Contractors	• We want to promote the health and wellbeing of our staff and visitors • Our worksite will be smoke free from 30 June 2015 • Contractors visiting the site will not be permitted to smoke on the premises after this date	• Letter to manager/CEO of each contracting organisation • Notice on website • Signage erected at gate • Article in external newsletters • Advertisement in local paper	• Debbie – Site Manager • John – IT Manager • Charlie – Maintenance foreman • Alice – Public Relations Manager • Alice – Public Relations Manager	• 31 March 2015 • 15 April 2015 • 30 April 2015 • 3 May 2015 • 15 June 2015	
Employees					
Customers					

Contractors		
Visitors		
General public		

Template 4: Employee information

{Remove this section once complete}

As you develop and implement a smoke-free policy at your worksite, it will be important to communicate regularly with your employees. You can let them know what is going on through employee newsletters, intranet sites, emails, noticeboards, or letters attached to payslips. The following templates will help you create notes that provide information about different stages of the process.

Included in the template are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some prompts ask you to {remove/add/delete as applicable}.

Each of the following templates provides information specific to different stages of the implementation process.

1. [Informing your employees that a smoke-free policy is on the agenda and inviting representation on the Smoke-Free Worksite Policy Implementation Committee](#)
2. [Informing your employees that a Smoke-Free Worksite Policy Implementation Committee has been formed](#)
3. [Informing your employees that a draft smoke-free worksite policy is available for comment](#)
4. [Informing your employees that the smoke-free worksite policy has been finalised, key changes that will happen, and the date of implementation](#)

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1. *Informing your employees that a smoke-free policy is on the agenda and inviting representation on the Smoke-Free Worksite Policy Implementation Committee*

Going smoke-free

It's becoming increasingly well known that working and socialising in an environment affected by tobacco smoke does harm to our health.

To protect all employees, and support those who currently smoke, a smoke-free policy is being developed for {insert organisation name}.

This policy will have two components:

    i.   new restrictions to smoking at {insert organisation name} worksites

and, as we recognise that nicotine is addictive,

    ii.   support for smokers to reduce and/or quit smoking.

A smoke-free policy implementation committee is being created to develop this policy. The committee will include representatives from {insert list of relevant stakeholders, e.g. senior management, occupational health and safety representative, human resources representative, unions}. Smokers and non-smokers will be represented on the committee.

If you would like to be part of this committee, please let {insert contact name and details} know by {insert date}.

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2. Informing your employees that a Smoke-Free Worksite Policy Implementation Committee has been formed

Going smoke-free

Smoking is the single greatest cause of preventable death in the developed world and there is no safe level of exposure to environmental tobacco smoke (second-hand smoke). There are health risks for anyone exposed to second-hand smoke.

In response to this knowledge, we have formed a committee to develop a smoke-free worksite policy for {insert organisation name}.

The policy will have two components:

i.   new restrictions to smoking at {insert organisation name} worksites
ii.   support for smokers to reduce and/or quit smoking.

Members of the Smoke-Free Worksite Policy Implementation Committee are {insert/delete as applicable}:

- {insert name}, representing senior management
- {insert name}, representing human resources
- {insert name}, representing employees (smoker)
- {insert name}, representing employees (non-smoker)
- {insert name}, representing occupational health and safety
- {insert name}, representing {insert relevant union name}
- {insert name}, representing {insert other stakeholders as applicable}.

Have your say
The committee welcomes suggestions and questions. Please direct these to {insert contact name and details}.

You can also have input into the Smoke-Free Worksite Policy at a staff forum to be held at {insert details - date/time/venue}.

A draft Smoke-Free Worksite Policy will be available for comment within the next {insert time frame}, and will be communicated through {insert relevant communication method, e.g. email, noticeboard, newsletter}.

3. *Informing your employees that a draft Smoke-Free Worksite Policy is available for comment*

Going smoke-free

The Smoke-Free Worksite Policy Implementation Committee is pleased to announce that the draft Smoke-Free Worksite Policy is now available for comment.

This policy has two components:

i.   new restrictions on smoking at {insert organisation name} worksites, because we know a smoke-free worksite can help employees reduce the amount they smoke, as well as protect staff from environmental tobacco smoke (second-hand smoke)

The proposed changes in this area are {insert policy details}.

ii.   support for smokers to reduce and/or quit smoking, because we know that providing support can more than double the chance of someone succeeding in stopping smoking

The proposed support to be provided to smokers includes {insert smoking cessation support details}.

A full copy of the draft Smoke-Free Worksite Policy is available from {insert relevant details, e.g. intranet site, noticeboard}.

Have your say

You are welcome to give feedback on the draft policy, either by contacting {insert contact name and details} by {insert date}, or at a forum to be held at {insert details - date/time/venue}.

4. *Informing your employees that the Smoke-Free Worksite Policy has been finalised, key changes that will happen, and the date of implementation*

Going smoke-free

Thank you to all employees who provided input into the draft Smoke-Free Worksite Policy.

The policy has now been finalised and will come into effect on {insert date}.

Key changes under the policy are:

    i.   new restrictions to smoking at {insert organisation name} worksites:

- {insert policy details}

    ii.   support for smokers to reduce and/or quit smoking:

- {insert smoking cessation support details}

The Smoke-Free Worksite Policy will:

- help smokers quit or reduce smoking and become healthier
- protect the health of all employees—there is no safe level of exposure to environmental tobacco smoke (second-hand smoke)
- help reduce sick leave due to smoking-related illness
- help lessen the chance of staff being unwell at work due to smoking-related illness
- help reduce stress within the workplace—research shows there is no evidence that cigarettes provide medicinal benefits, but plenty of evidence that nicotine dependency heightens psychological distress in tobacco smokers
- help de-normalise smoking within the Tasmanian community, for the benefit of all Tasmanians, young and old and in-between.

A copy of the new Smoke-Free Worksite Policy is available from {insert details, e.g. intranet site, noticeboard}.

If you have any questions about the new policy, please contact the Smoke-Free Worksite Policy Committee through {insert contact name and details}.

Template 5: Employee brochure

{Remove this section once complete}

Before you implement a smoke-free policy in your workplace, it will be important to let your employees know what is happening.

The following template is a starting point for you to create an information brochure. It can be changed as needed to suit the specific needs of your workplace. You could use this information for distribution on notice boards, for circulation with payslips, internal mail distribution and/or inclusion on your intranet website.

Included in the template are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some prompts ask you to {remove/add/delete as applicable}.

Smoking is the single greatest cause of preventable death in the developed world and there is no safe level of exposure to environmental tobacco smoke (second-hand smoke). There are health risks for anyone exposed to second-hand smoke.

From {insert date}, {insert organisation name} will be introducing a smoke-free policy to provide employees with a safer and more comfortable work environment. This will protect employee health, and decrease the risk of employees developing smoking-related illnesses.

Smoking will not be permitted in any of the buildings or grounds of the worksite, or in work vehicles belonging to {insert organisation name}. This policy will help protect all employees, contractors and visitors from the dangers of exposure to second-hand cigarette smoke.

Free/subsidised {delete as applicable} nicotine replacement therapy and other smoking cessation resources will be available to help employees who would like to quit smoking and/or manage their nicotine withdrawal whilst at work. Further information about smoking cessation support can be obtained from {insert applicable information}.

Employees interested in stopping smoking will be given {paid/unpaid} leave to access group and/or individual support and counselling services.

From {insert date}, employees who choose to smoke must only do so during designated {award} rest breaks, and must {leave the grounds of the worksite to do so/use the designated smoking area(s)}. The length of break times and lunch times will not be extended to accommodate smoking.

If employees do not comply with the policy, they will initially be counselled and offered support for nicotine withdrawal symptoms. If problems with compliance continue, the situation will be handled in the same way as {insert organisation name} deals with other misconduct or breaches of any other policies or conditions of employment.

Staff will be supported to consistently adhere to the smoke-free policy by line managers and supervisors.

Remember, it is a breach of the *Public Health Act 1997* (Tas) to smoke on the grounds of a designated smoke-free area.

For help to quit, contact the Quitline on 13 78 48.

Quitline
13 QUIT

GUIDELINES FOR DEVELOPING A SMOKE-FREE WORKSITE POLICY

Template 6: Letter to contractors

{Remove this section once complete}

Before you implement a smoke-free policy in your workplace, it might be helpful to give your visiting contractors some introductory information.

The following template is a starting point for you to create a letter for your contractors. It can be changed as needed to suit the specific needs of your workplace.

Included in the template are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some prompts ask you to {remove/add/delete as applicable}.

Dear {insert contractor name},

To protect our employees, contractors, customers and other visitors, {insert organisation name} will be introducing a smoke-free worksite policy from {insert date}.

Smoking is the single greatest cause of preventable death in the developed world and there is no safe level of exposure to environmental tobacco smoke (second-hand smoke). Second-hand smoke causes a wide range of health issues, including respiratory disease, cancer and heart disease.

From {insert date of policy implementation}, your employees will be able to visit our workplace without the risk of exposure to second-hand tobacco smoke. Please advise your employees that from this date, smoking on the premises of {insert organisation name} worksites (including indoor and outdoor areas and within vehicles) will not be permitted. Your employees who choose to smoke must {leave the grounds of the worksite to do so/use the designated smoking area(s)}. Signage will be prominently displayed to remind contractors and visitors of the smoke-free status of the premises.

It is a breach of the *Public Health Act 1997 (Tas)* to smoke on the grounds of a designated smoke-free area, which from {insert date} will include the buildings, grounds and vehicles of {insert organisation name}.

If you have any feedback or concerns about the introduction of this policy, please call {insert appropriate contact name} on {insert appropriate contact number}.

We hope that your employees will find visiting our smoke-free worksite a more pleasant and enjoyable experience.

Yours sincerely

{insert relevant contact name/position}

For help to quit, contact the Quitline on 13 78 48.

Template 7: Media release

Once you implement your smoke-free worksite policy, it might be useful to let the general community know about your changes.

The following template is a starting point for you to create a media release. It can be changed as needed to suit the specific needs of your workplace.

Included in the template are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some prompts ask you to {remove/add/delete as applicable}.

{Insert organisation logo}

Media release

{Insert date}

"NOBODY SMOKES HERE ANYMORE"

{Insert organisation name} is taking action to protect the health of its workers and visitors, announcing it will soon become smoke-free.

{Insert name and title} said the smoke-free policy covering the {insert suburb} building and grounds will be introduced on {insert date}.

"Our organisation is legally required to provide a safe working environment for our employees, and has a responsibility to ensure the safety of visitors", {he/she} said.

"For us, this includes safeguarding them from the known harmful effects of second-hand smoke. So from {insert date} we offer a safer and healthier environment for all of our employees."

{Insert Mr/Ms Surname} said employees, visitors and contractors will not be permitted to smoke within {xx metres of xxx}.

"We are very proud that we'll soon be providing a healthy smoke-free environment for all who visit or work on the site," {he/she} said.

"Not only will this improve health outcomes for all of our employees, we also know that smoke-free worksites can help those people who are finding it really tough to quit."

"We know there is no safe level of exposure to tobacco smoke. We are committed to promoting a culture of healthier living and improving the health of our employees and the community in general."

{Insert information about the organisation}

Media contact: {Insert name}
                         {Insert phone number}

GUIDELINES FOR DEVELOPING A SMOKE-FREE WORKSITE POLICY

Template 8: Smoke-free worksite policy

{Remove this section once complete}

Environmental tobacco smoke (ETS) is well known to be harmful to health, and research indicates that there is no safe level of exposure.[1] Long-term exposure to ETS can cause serious health problems, including heart disease and lung cancer.

Having a smoke-free worksite policy in your workplace can help you protect the health of your employees by reducing the risk of tobacco-related health problems. It also means you comply with your legal obligations. Under the Work Health and Safety Act 2012 (Tas)*, your organisation has a duty to provide a safe working environment for employees. In addition, the* Public Health Act 1997 (Tas) *bans smoking in enclosed places and workplaces.*

The following template is a starting point for you to create a smoke-free worksite policy. It can be changed as needed to suit the specific needs of your workplace.

Included in each section are prompts to {insert} information. Simply replace the bracketed words with the information requested. Some sections give prompts to {remove/add/delete as applicable}.

After you have developed your smoke-free worksite policy, it is a good idea to circulate it to employees for comment. You could do this through your employee intranet site, email distribution list or written memo. Remember to consider employees who do not have regular access to internet and email (for example, remote field or maintenance employees).

Once the policy is finalised and signed off by senior managers, all employees should receive a copy. The policy should also be included in any orientation material that is given to new employees.

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[1] US Department of Health and Human Services 2006, *The health consequences of involuntary exposure to tobacco smoke: a report of the Surgeon General,* US Department of Health and Human Services, Centres for Disease Control and Prevention, Coordinating Centre for Health Promotion, National Centre for Chronic Disease Prevention and Health Promotion and Office on Smoking and Health, Atlanta.

Smoke-free Worksite Policy

{Insert organisation name}

Mission statement
{Insert organisation name}: • is committed to providing employees with a safe, healthy and supportive environment in which to work • recognises that the health and wellbeing of our employees is important • is committed to providing a supportive workplace culture where healthy lifestyle choices are valued and encouraged.
Objectives and strategies
{Insert organisation name} respects the right of smokers to smoke. However, {insert organisation name} will support smokers if they wish to stop smoking. {Insert organisation name} will: {add or delete as appropriate} • safeguard employees, customers and visitors from the harmful effects of tobacco smoke • provide smoking cessation support to employees wanting to stop smoking. This policy reinforces {insert organisation name}'s commitment to reducing the harm caused by tobacco smoke.
Scope
• This policy applies to all employees, contractors, customers and visitors on the worksite. • Smoking is not permitted at any time on the grounds or buildings of the worksite, or within work vehicles. • The boundaries of the worksite are shown in the attached map {attach organisation map}, and include all indoor and outdoor areas of the worksite within the map boundaries. • This policy applies from {insert date}. **{or}** • Smoking is not permitted at any time on the grounds or buildings of the worksite, except within the designated smoking area(s). • The policy applies to all employees, contractors, customers and visitors while on the worksite. • The boundaries of the worksite are shown in the attached map {attach organisation map}, and include all indoor and outdoor areas of the worksite within the map boundaries, except the designated smoking areas. • The designated smoking area(s), identified with 'Designated Smoking Area' signs, is (are) located at {insert description of areas}, and is (are) clearly marked on the attached map. • The location(s) of these designated smoking areas have been selected to ensure that employees are not exposed to the risk of second-hand tobacco smoke. • This policy applies from {insert date}. In addition: • smoking is not permitted in work vehicles • cigarette sales and/or promotion of cigarette products is not permitted on the worksite.
Smoking cessation support {delete if not required}
{Insert organisation name} recognises the difficulties facing employees who smoke, and will provide the following support to employees to assist them in dealing with the effects of nicotine withdrawal during work hours, and/or to stop smoking {delete any of the following measures that do not apply}: • an assessment for nicotine dependence and treatment options • an individual cessation plan to address withdrawal from tobacco products • the provision of nicotine replacement therapy, paid for by the organisation {or} subsidised by the organisation {or} with costs reimbursed by the organisation • {paid/unpaid} leave to attend smoking cessation groups and courses or counselling services • provision to contact the Quitline during work hours • access to and {paid/unpaid} leave to attend counselling through the Employee Assistance Program or other smoking support counselling organisations.

Smoking breaks {delete if not required}

- Employees who wish to smoke while at work may do so only during award rest breaks (where applicable).
- Further breaks are not permitted.

{or}

- Provision for making up the time spent on additional smoking breaks outside award rest breaks is to be negotiated with relevant managers.

In addition:

- employees are not permitted to go off site to smoke during award rest breaks.

Compliance measures

- As a designated smoke-free worksite, it is a breach of the *Public Health Act 1997* to smoke on the premises.
- All employees and other persons are expected to comply with the requirements of this policy.
- Managers and supervisors are responsible for encouraging compliance with this policy.
- All employees are responsible for ensuring visitors comply with this policy.
- All visitors who smoke on the premises are to be informed of the policy and politely requested to extinguish their cigarette. Repeated breaches should be reported to managers for further action.
- Contractors should be advised of the policy and asked to extinguish their cigarette.
- Employees who breach the policy will initially be counselled by their supervisor. The supervisor will reinforce occupational health and safety obligations, and the health effects of passive smoking on co-workers. The employee will be informed of the smoking cessation or withdrawal management support available for employees, and how to access these resources. Formal disciplinary action in line with workplace procedures, and/or reporting to a Public Health Tobacco Control Officer will occur for repeated breaches of the policy.

Expectation of employees

Employees are expected to:

- participate in the implementation of this policy
- comply with the requirements of this policy
- inform those entering the worksite of this policy
- ensure that additional cigarette breaks (beyond award rest breaks) are taken in their own time
- request that any visitors, customers or contractors smoking on site extinguish their cigarette
- report to managers any instances of exposure to environmental tobacco smoke.

Communication

{Insert organisation name} will ensure that:

- all employees receive a copy of this policy during the induction process
- this policy is easily accessible by all members of the organisation
- employees are informed when a particular activity aligns with this policy
- employees are empowered to actively contribute and provide feedback to this policy
- employees are notified of all changes to this policy.

Monitoring and review

{Insert organisation name} will review this policy {six/twelve} months after implementation and annually thereafter.

Effectiveness of the policy will be assessed through:

- feedback from employees, the Smoke-free Worksite Policy Implementation Committee and management
- review of the policy by management and committee to determine if all objectives have been met
- level of employee engagement.

Name {e.g. Chair of the Smoke-free Worksite Policy Implementation Committee }:	Manager {e.g. CEO, General Manager}:
Signature:	Signature:
Date:	Date:
Date of next review:	

A healthy workplace is good for business

FACT SHEET 1 – CONFLICT RESOLUTION

Conflict is a natural part of life. It demonstrates that individuals are interested, passionate and engaged, and willing to express themselves to others around them.

Conflict can escalate into more inflammatory situations if not handled well. Conflict is not a problem in itself – it is what we do with it that makes the difference. If you are in conflict with someone and you don't know what to do, you may find these tips helpful.

If there is no threat of physical violence, talking it out is the best solution. Face-to-face contact is the preferred option over letters and messages – and a good deal better than banging on walls, throwing objects, or complaining about it to everyone else!

If you accept that conflict is a perfectly natural part of life, you can learn to manage your own responses when faced with an emotionally charged situation.

Consider working through the following steps if you find yourself in a situation where conflict has arisen.

1. **Stay calm.** If you get angry in return, you'll only fuel the other person's anger. You're not responsible for their anger, but you can help lower the intensity of the situation by staying calm yourself.

2. **Decide.** Should you ignore the angry outburst and give them space to 'let off some steam'? Should you get away because they may become violent? Is this a good time to get them to talk? Use your judgement to decide the best – and safest – thing to do right now.

3. **Listen to the other person.** Let the person know you are listening. You may not agree, but there's nothing more frustrating than trying to talk to someone who doesn't appear to be listening. Say that you're glad you're talking about the issue. This helps to ease the tension and is a great help in moving things towards an agreement.

Understand that your own reaction to an emotional outburst may reduce or amplify the conflict. Your communication skills are a powerful influence, and may be the key to de-escalating a situation.

4. **Acknowledge his or her anger.** Whether it's at the time or later on, tell the other person that you understand they are angry. Even if you think it's too obvious or simple to say "I see that you're angry", this type of comment will help lower the other person's level of anger. Even though your comment won't resolve the anger, it will decrease the intensity.

5. **Manage your emotions – stay out of the anger.** Acknowledge the other person's anger—but do not become part of it. Even if you agree with the other person about whatever is making them angry, you want to avoid being associated with their emotional way of expressing it. If you are the target of the anger, you still want to avoid the intense feelings.

6. **Talk about the issues.** When you decide it's time to talk, focus on the issues the other person is angry about, not about their anger. "I understand that you're angry about the program" or "I understand that you're angry at me for forgetting to give you the message" are examples of sticking to the issues.

7. **Choose your role – carefully.** You can apologise and promise to be more inclusive, consultative or careful about giving messages and information. You can say you understand their views about the program. But avoid 'taking on' the problem. Do not add your own complaints about the program or the other things you dislike about what's happening at work. Let the issue or concern belong to the other person and avoid getting tangled up with the issue.

8. **Genuinely consider the other person's point of view.** Gain an understanding of the other person's perspective. To help understand the problem, it may be useful to ask questions about their point of view.

9. **Imagine yourself in their shoes.** Never say "you're wrong". In fact, try hard to look for areas of agreement and build on them. There's power in the words "Yes, I see what you're saying. Do you mean…?" This shows the other person you are listening and validating their concerns. By doing this, you gradually begin to break down their anger.

10. **If the situation turns verbally abusive, put a stop to it.** State firmly but calmly: "You're very angry right now and you're saying things you don't mean (give them the benefit of the doubt). I'm going to excuse myself. We can talk again after you calm down." Then leave the room or ask them to leave.