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ISO TC 283

ISO 45003
Psychological Health & Safety in the Workplace – Guidance

ISO / TC 283 is responsible for:

ISO 45001:2018 Occupational health and safety management systems —
Requirements with Guidance for Use

ISO 45003 Occupational health and safety management - Psychological Health and Safety in the Workplace - Guidelines

ISO 45001:2018 has now been adopted as a National Standard of Canada — CSA 45001 Occupational health and safety management systems — Requirements

ISO 45001 references mental health and related topics:

- "**0.1 Background -** An organization is responsible for the occupational health and safety of workers and others who can be affected by its activities. This responsibility includes promoting and protecting their physical and *mental health*."

- "**3.18 - injury and ill health -** adverse effect on the physical, *mental or cognitive condition* of a person"

- "**A.6.1.2.1 Hazard identification -** Hazards can be . . . . . *psychosocial*, ..."

Psychosocial hazards in the workplace – now a significant public health issue

- shifting emphasis from infectious diseases to **mental health conditions presents a major public health** challenge for employers, employees in their prime working and earning years, their families, health care providers and communities.

- **mental health disorders** are now recognized as the **leading cause of sickness absence** and long-term work disability in most developed countries.

- depression and anxiety create significant **economic, social and personal costs** to employees, employers and society.

Economic Impact/Benefit

- Cumulative global impact of **lost economic output** anticipated to be $16.3 trillion between 2011 and 2030.

- **Treating mental health conditions is an affordable and cost-effective** way to promote wellbeing and prosperity and a positive return on investment.

- Investment in **treatment** for depression and anxiety produced a **fourfold return** in better health and ability to work.

- **Cost benefit is clear** with decreases in workplace absence, use of sick leave and short and long term disability claims.

The Z1000 'Suite' of Standards

- Z1000 – Occupational health and safety management

- **Z1001 – OHS training**
- **Z1002 – OHS hazards and risks**
- **Z1003 – Psychological health and safety in the workplace**
- **Z1004 – Workplace ergonomics**
- **Z1005 – Incident investigation**
- **Z1006 – Management of work in confined spaces**
- **Z1007 – Hearing loss prevention program management**
- **Z1010 – Management of work in extreme condition**
- **Z1600 – Emergency and continuity management program**

CSA Z45001:2019 – Occupational Health and Safety Management System
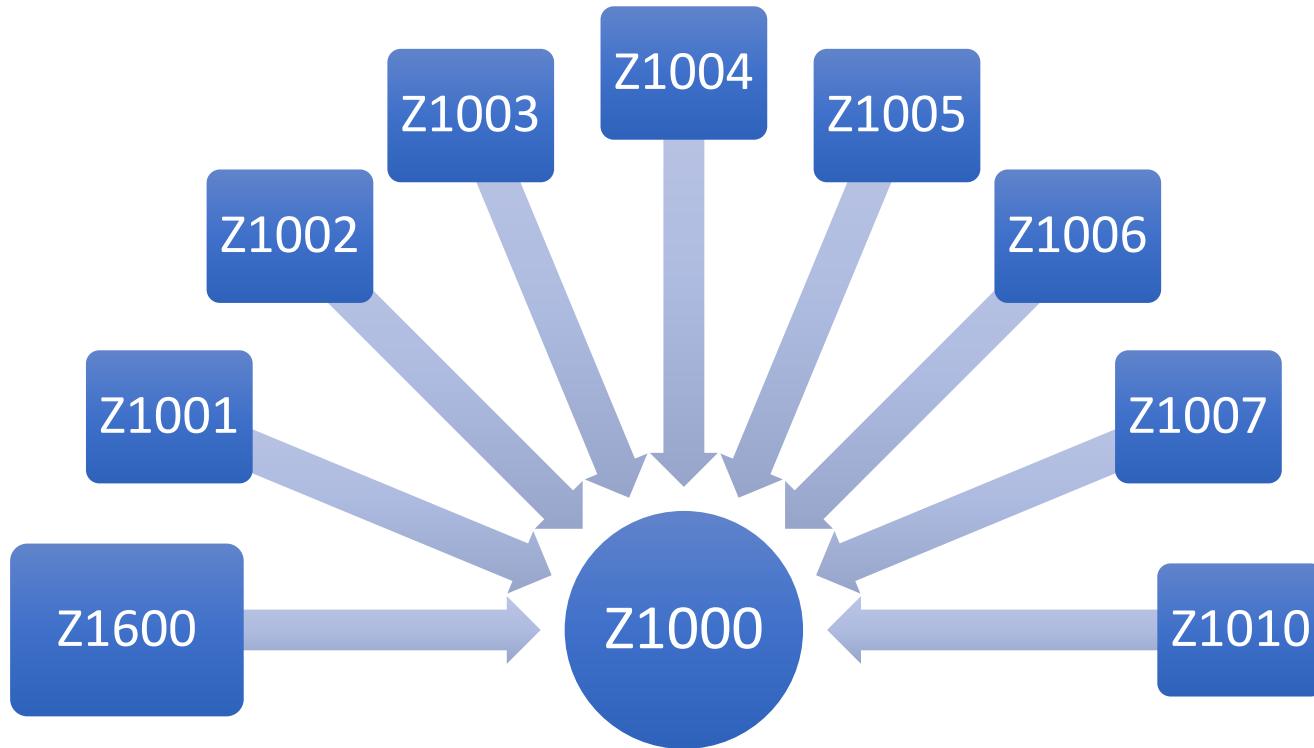
CSA Z1003   Guiding principles

a) legal requirements associated with psychologically healthy and safe workplaces applicable to the organization will be identified and complied with as a minimum standard of practice;

b) psychological health and safety is a shared responsibility among all workplace stakeholders and commensurate with the authority of the stakeholder;

c) the workplace is based on mutually respectful relationships among the organization, its management, its workers, and worker representatives, which includes maintaining the confidentiality of sensitive information;

CSA Z1003   Guiding principles

d) individuals have a responsibility towards their own health and behaviour;

e) a demonstrated and visible commitment by senior management for the development and sustainability of a psychologically healthy and safe workplace;

f) active participation with all workplace stakeholders;

g) organizational decision making incorporates psychological health and safety in the processes; and

h) a primary focus on psychological health, safety, awareness, and promotion as well as the development of knowledge and skills for those persons managing work arrangements, organization, processes, and/or people.

Activities associated with this Standard, specifically related to planning, data collection, and evaluation requirements, are to be conducted in a psychologically safe, confidential, and ethical manner.

New work item proposal submitted to ISO by Canada.

English title: Psychological Health and Safety in the Workplace

French title: Santé et sécurité psychologiques en milieu de travail

Benefits of an international standard

- ISO 45003 will be the first international standard dealing with psychological health and safety in the workplace.

- A global standard will encourage more organizations to address this important issue.

- Guidance for large and small organizations on managing workplace psychosocial risk by identifying the primary risk factors and determining what would improve the working environment.

Psychological Health and Safety in the Workplace

Response to the New Work Item Proposal

Ballot very positive:

- Ballot on *"*Occupational health and safety management -- Psychological Health and Safety in the Workplace - Guidelines"

- 48 Approved, 3 against, 10 abstentions;

- Development assigned to ISO/TC 283/WG 2 -Psychological health and safety in the workplace.

- Canada holds the Convenorship

First Meeting – Coventry September 2018

- **38 Experts from 19 P and O countries**
  Argentina, Australia, Botswana, Canada, Chile, Denmark, El Salvador, France, Germany, Korea, Japan, Mexico, Portugal, Rwanda, United States, Spain, Sweden, United Kingdom, Zimbabwe

- Liaisons: IOE, IIOC, ITUC

- Received presentations on input documents from Australia, Japan, Sweden, UK and Canada.

The National Standard on Psychological Health and Safety in the Workplace – CSA-Z1003-13/BNQ 9700-803 2013

- Developed by volunteers with diverse interests;

- Published January 16, 2013; Total downloads to date - > 45,000

- **Available free worldwide;**

CSA	BNQ
www.csa.ca/z1003	English : www.bnq.qc.ca/can-csaz1003-bnq9700-803/en French: www.bnq.qc.ca/can-csaz1003-bnq9700-803/fr

French version also available at CSA's French website
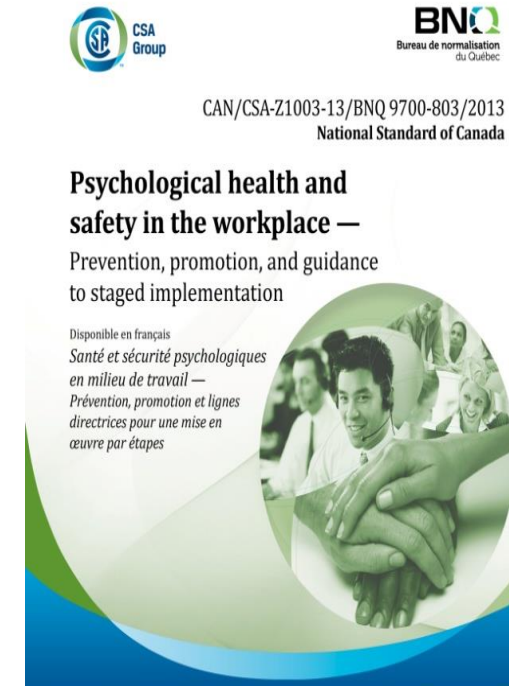
PAS 1010: Guidance on the management of psychosocial risks in the workplace 2011

- First guidance standard on the management of psychosocial risks in the workplace, published by BSI in 2011

- Developed by the PRIMA-EF Consortium in collaboration with EU-OSHA, WHO, HSE, ETUC, EEF
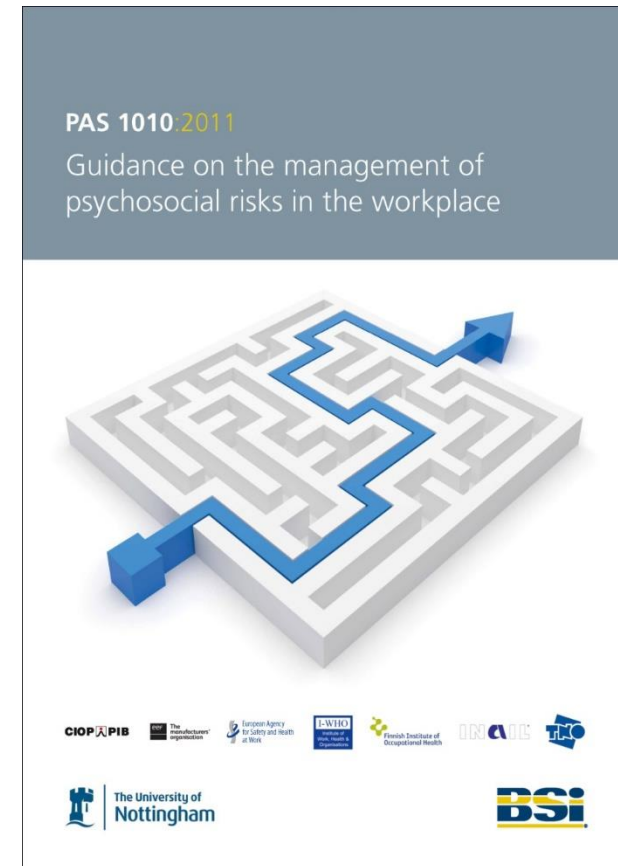
Safe Work Australia

Work-related psychological health and safety

A systematic approach to meeting your duties

National guidance material JANUARY 2019

- describes a systematic practical approach to managing work-related psychological health and safety.

- most elements are required under work health and safety (WHS) or workers' compensation laws in all Australian jurisdictions.

- recognizes poor psychological work health and safety can lead to both psychological and physical injuries

Japan's Mental Health Guideline

| Develop mental health plan | ⟷ | Review and discuss by health committee |

care by workers themselves	care by supervisors and managers	care by industrial doctors and health managers	care by external resources
(workers)	(supervisors and managers in line of command)		(external organizations and external mental health care professionals)

a) Provide workers with **training and information** about mental health

b) Understand and **improve work environment** to prevent mental health problem

c) **Identify risks** and provide arrangement for workers suffering mental health problem

d) Support workers **suffering mental health problem** return to work successfully

The organization shall avoid discrimination due to mental health problem and protect personal information.

Decisions made at Coventry meeting:

- Structure of 45003 to follow the main clause titles in 45001.

- 45001 to be identified as a normative reference in Clause 2.

- Working Draft prepared for distribution to WG 2 members for comment by December 31, 2018

- WG members to identify information, tools and resources for inclusion in Annexes

Second meeting Dallas – March 2019

Delegates from 23 countries.

- 1000 comments were received on the first working draft and those accepted were incorporated into second draft.

- well-being incorporated explicitly into both the scope of the document and the guidance as appropriate.

Decisions, issues and challenges

Highlighting "well-being" in 45003
- Important to discourage approval of a proposal for another MSS on Workplace Well-being

Explaining the relationship between 45001 and 45003
- Identify when to state in 45003 that the requirements of 45001 apply without repeating them
- Consider how the hierarchy of controls applies to psychosocial risk

Psychological health and safety / Psychosocial risk
- Continuity edit required

3rd meeting Kigali, Rwanda
Progressed to Working Draft 5

Developed an Introduction to make explicit that ISO 45001: 2018 *Occupational Health and Safety Management Systems – Requirements with Guidance for Use* is a foundation document.

Organizations will not be certified against 45003 as it provides guidance on managing psychosocial risk **within an occupational health and safety (OH&S) management system**

Structure of the standard

1. Scope
2. Normative reference (ISO 45001)
3. Terms and definitions
4. Context of the organization
5. Leadership and worker participation
6. Planning
7. Support
8. Operation
9. Performance evaluation and management review
10. Improvement

1. Scope

This document provides guidance with respect to managing psychological health and safety risk within an OH&S management system based on ISO 45001 *Occupational health and safety management systems – Requirements with guidance for use*. It enables organizations to prevent work-related injury and ill health and promote well-being of their workers and other interested parties, and to promote well-being at work. It is applicable to organizations of all sizes and in all sectors for the development, implementation, maintenance and continual improvement of healthy and safe workplaces.

Definition of psychosocial risk

3.1   psychosocial risk

combination of the likelihood of occurrence of exposure to work-related hazard(s) of a psychosocial nature and the severity of injury and ill-health that can be directly associated with these hazards

Note to entry: Hazards of a psychosocial nature can include aspects of work organization, social factors at work, work environment, equipment and hazardous tasks. Detailed examples of such sources are given in Table 1, Table 2 and Table 3 of this document.

Definition of well-being at work

3.2   well-being at work

fulfillment of the physical, mental and cognitive needs and expectations of a worker related to their work

Note 1 to entry: Well-being at work can also contribute to the quality of life outside of work.

Note 2 to entry: Well-being at work relates to all aspects of working life, including work organization, social factors at work, work environment, equipment and hazardous tasks,

4. Context of the organization

4. Context of the organization

4.1 Understanding the organization and its context

In relation to managing psychosocial risk, the organization should:

a) consider the <u>external and internal factors</u> that can affect the achievement of the outcomes of its OH&S management system.

b) understand the relevant <u>needs and expectations</u> of workers and other interested parties

c) consider which of these needs and expectations are, or could become legal requirements or other requirements.

4. Context of the organization

4.1 Understanding the organization and its context (continued)

In relation to managing psychosocial risk, the organization should:

d) adjust the design of activities to manage psychological risk to suit the specific context of the workplace

e) tailor activities to improve the focus, reliability and validity of the process to manage psychosocial risk; and

f) determine how the assessment of psychosocial risks will be used to make effective action plans

5. Leadership and worker participation

5.1 Leadership and commitment

The successful management of psychosocial risk calls for a commitment throughout the organization. Top management should lead this and workers at all levels of the organization should help drive it *

Top management should:

5.2 Policy

In establishing an OH&S Policy for the organization, top management should:

a) ensure that commitments to preventing ill-health and injuries related to psychosocial risk and promoting well-being at work are included in the OH&S policy

b) determine if there is a need for a separate policy about managing psychosocial risks

c) consider how other policies (eg. human resources, corporate social responsibility) support the OH&S policy to achieve common objectives.

6. Planning

- 6.1 Actions to address risks and opportunities
- 6.1.2 Hazard identification and assessment of risks and opportunities

Tables assist in identifying hazards of a psychosocial nature

Table 1   Aspects of how work is organized

Table 2   Social factors at work

Table 3   Work environment, equipment and hazardous tasks

Objectives for planning:

- identify the conditions, circumstances and workplace demands with the potential to impair the psychological health and wellbeing of employees;

- identify and assess the primary risk factors to determine changes to improve the working environment; and

- identify and control work-related hazards and manage psychosocial risk within an occupational health and safety (OH&S) management system.

7. Support

7.1 Resources - the infrastructure and resources needed to achieve its objectives with respect to the management of psychosocial risk including .

the human, financial, technology, infrastructure and equipment and other resources specific to its operations;

7.2 Competence

7.3 Awareness

7.4 Communication

7.5 Documented Information

7.5.1 Confidentiality

8. Operation

8.1 Operational planning and control

Eliminating hazards and reducing OH&S risks

Psychosocial risk control measures related to:

    Aspects of how work is organized

    Social factors at work

    Work environment, equipment and hazardous tasks

Signs of exposure to psychosocial risk

8.1.3 Management of change

8.1.4 Procurement contracting and outsourcing

8.2 Emergency preparedness and response

8.3 Rehabilitation and return to work

9.   Performance evaluation and management review

9.1 Monitoring, measurement, analysis and performance evaluation

9.2 Internal audit

9.3 Management review

10. Improvement

10.1 The organization should take into account the outcome of:

a) performance evaluations

b) incident reports

c) consultations with, and recommendations from workers

d) audits; and

e) management reviews

The organization should evaluate the effectiveness of its improvement actions.

10.2 Incident, nonconformity and corrective action

10.3 Continual improvement

Further information:

ISO TC 283 website:

ISO TC 283 on ISO Online

ISO/TC 283

Technical Committee's website for more information.