Psychological health and safety at work: Managing psychosocial risks

An overview of ISO 45003 and how it can help organizations

Friday 26 June 2020

By Royal Charter

bsi.

Welcome

Sally Swingewood,
Lead Standards Development
Manager, BSI

Martin Cottam,
Group Technical Assurance and
Quality Director, Lloyd's Register

Stavroula Leka,
Professor, University College
Cork & University of Nottingham

By Royal Charter

bsi.

Agenda

- Overview of ISO/TC 283

- Overview of ISO 45001

- Overview of ISO 45003

- How ISO 45003 is developed

- Practical hints and tips for managing psychological health during the current crisis

- Q&A

- How to get involved and learn more

bsi.

# Overview of ISO/TC 283

Martin Cottam

ISO/TC 283

- ISO/TC 283 is responsible for developing standards for occupational health and safety (OH&S) management

- The standards developed in this committee are applicable to organizations of all sizes, sectors and locations and should drive improvement in OH&S performance

Why is the work of TC 283 needed?

- To encourage and support improvement in global OH&S performance

- Data from the International Labour Organization (ILO) indicates that:

  - there are over 2.78 million deaths globally per year as a result of occupational accidents

  - over 374 million work-related non-fatal injuries/illnesses per year many resulting in extended absences from work

  - the economic burden of current OH&S performance is estimated to be 3.94% of global Gross Domestic Product (GDP)

Committee membership
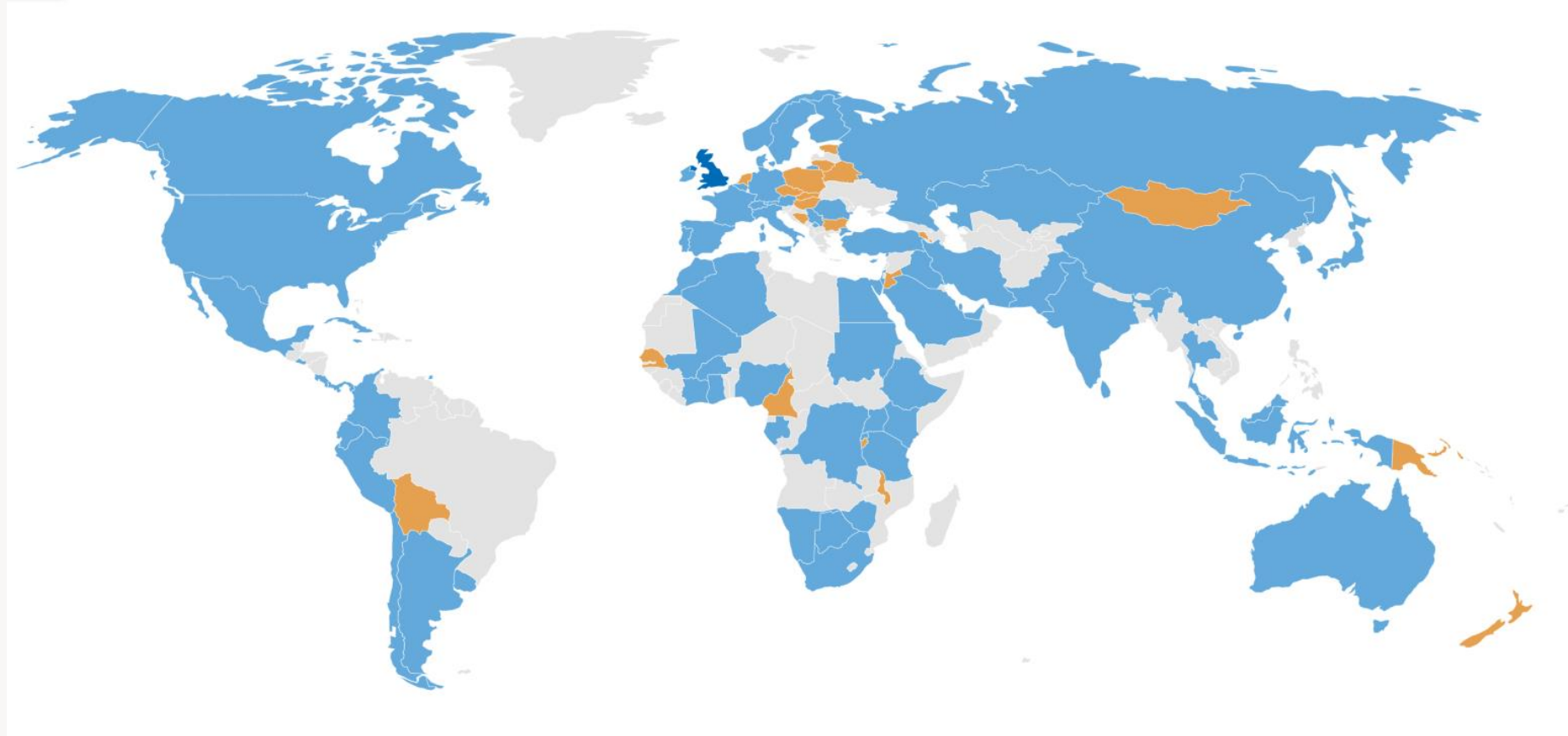
78 participating member countries

21 observing member countries

Objectives of the TC

- Develop and publish formal and informal documents to support implementation of ISO 45001

- Identify trends and challenges in effective OH&S management and develop material to help drive improvement

- Gather feedback to help identify and prioritize the TC's work programme, raise awareness of the TC's work and encourage debate

- Develop specific materials to promote and support the use of the principles of ISO 45001 by SMEs

bsi.

8

Current and future deliverables

- ISO 45001:2018 *Occupational health and safety management systems - Requirements with guidance for use* published March 2018

- *A Practical Guide for Smaller Organizations (Handbook)* publication due August 2020

- ISO 45003 *Occupational health and safety management - Psychological Health and Safety in the Workplace – Guidelines on Managing Psychosocial Risks* publication due June 2021; draft for public comment soon

- ISO 45002 *General guidelines on implementation of ISO 45001:2018* publication due 2022

- ISO 45004 *OH&S performance evaluation* preliminary work item

Overview of ISO 45001:2018

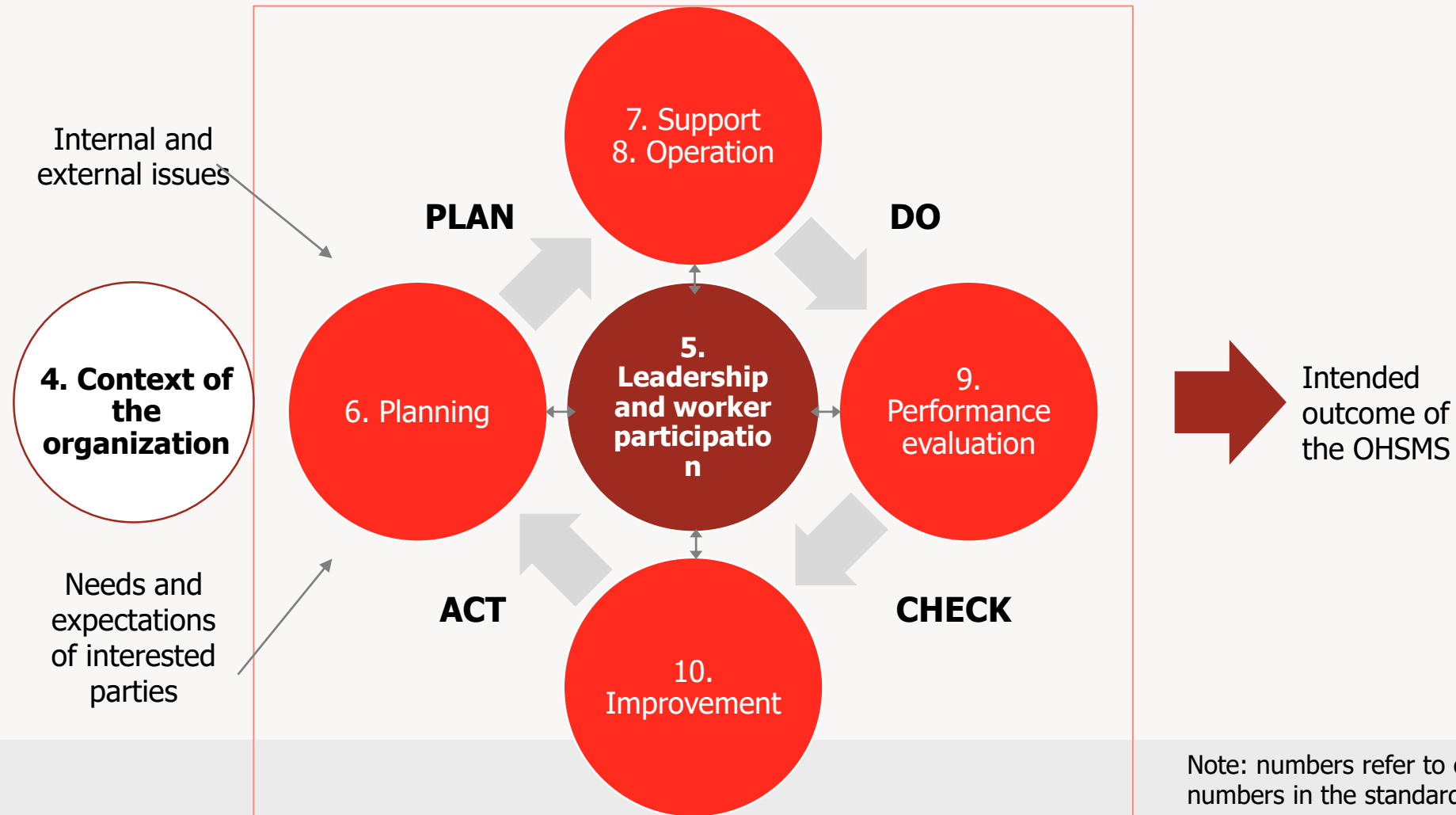Martin Cottam

bsi.

About ISO 45001

- First ISO management system standard for occupational health & safety management

- Published March 2018

- Developed between 2013 and 2018 by ISO project committee with participation from over 60 countries

About ISO 45001

- Builds on, and replaces, OHSAS 18001

- Compatible with other ISO MS standards such as:
  - ISO 9001 (Quality management) and
  - ISO 14001 (Environmental management)

BSI Standards Publication

BS ISO 45001:2018

Occupational health and safety management systems
Requirements with guidance for use

bsi.

...making excellence a habit."

Management *system* structure

Internal and external issues

4. **Context of the organization**

Needs and expectations of interested parties

PLAN

DO

ACT

CHECK

7. Support
8. Operation

6. Planning

5. Leadership and worker participation

9. Performance evaluation

10. Improvement

Intended outcome of the OHSMS

13

bsi.

Overview of ISO 45003

Stavroula Leka

Link between ISO 45001 & ISO 45003

ISO 45001 references mental health and related topics:

- **Introduction:** 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.

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

- **Planning:** A.6.1.2.1 Hazard identification - Hazards can be . . . Psychosocial . . ."

ISO 45003
Psychological health and safety in the workplace – Guidelines on managing psychosocial risks

- "Guidelines" in the title confirms it is not a "requirements" standard

- Provides guidance on managing psychosocial risk within an OH&S management system: organizations are not able to certify against this

- Identifies ISO 45001:2018 as a foundation document, which this guidance standard cross-references throughout

Scope

ISO 45003 provides guidance with respect to managing psychosocial risk within an occupational health and safety (OH&S) management system to enable organizations to prevent work-related injury and ill health of their workers and other interested parties, and to promote well-being and engagement.

It is applicable to organizations of all sizes and in all sectors for the development, implementation, maintenance and continual improvement of safe and healthy workplaces.

bsi.

What is psychosocial risk?

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

Hazards of a psychosocial nature can include aspects of work tasks, work organization, management, work environment and organizational conditions that have the potential for psychological and physical harm.

Work-related stress

Focus has been on work-related stress: the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope

ESENER (EU-OSHA, 2010, 2015, 2019) found that only about 20% of European enterprises inform their employees on psychosocial risks or work-related stress, let alone taking appropriate actions to tackle them

bsi.

Well-being at work

However shift towards concept of well-being has highlighted need to consider the psychosocial work environment more holistically, including both potential negative and positive outcomes
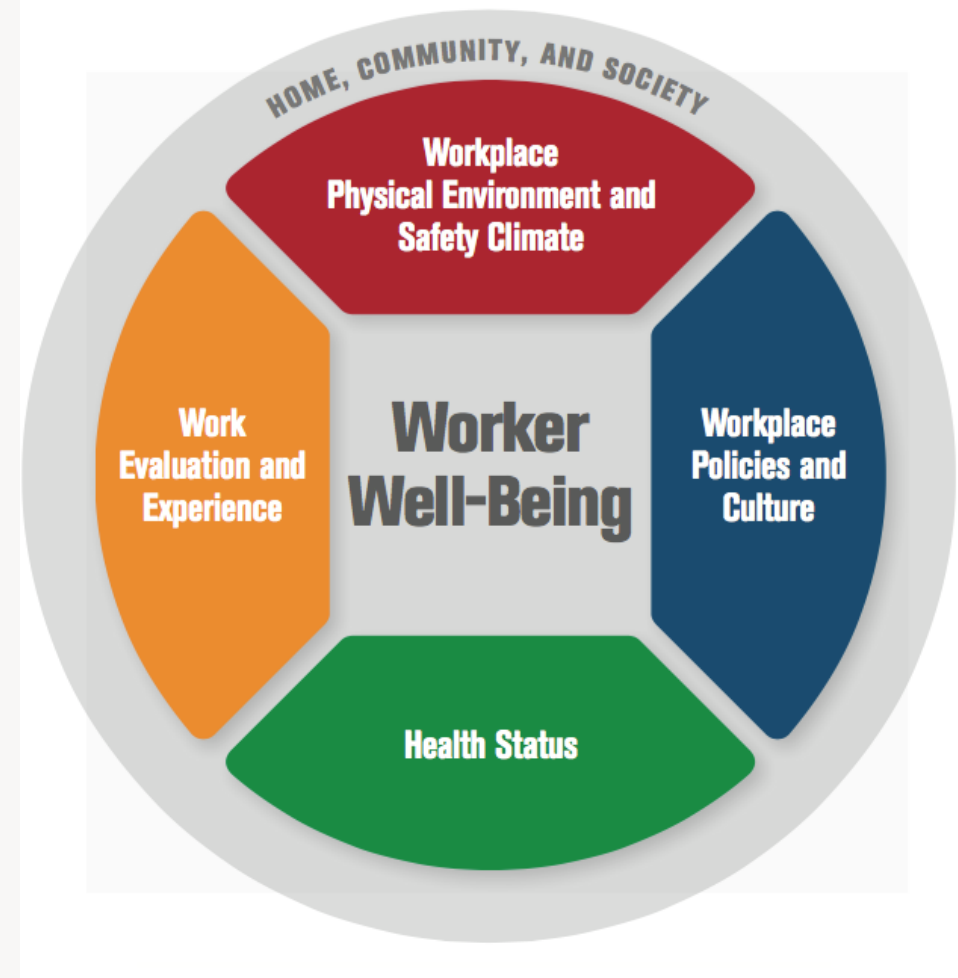
Well-being at work is defined as individuals' ability to work productively and creatively, to engage in strong and positive relationships, fulfilment of personal and social goals, contribution to community, and a sense of purpose

WHO defines mental health as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community

Well-being at work

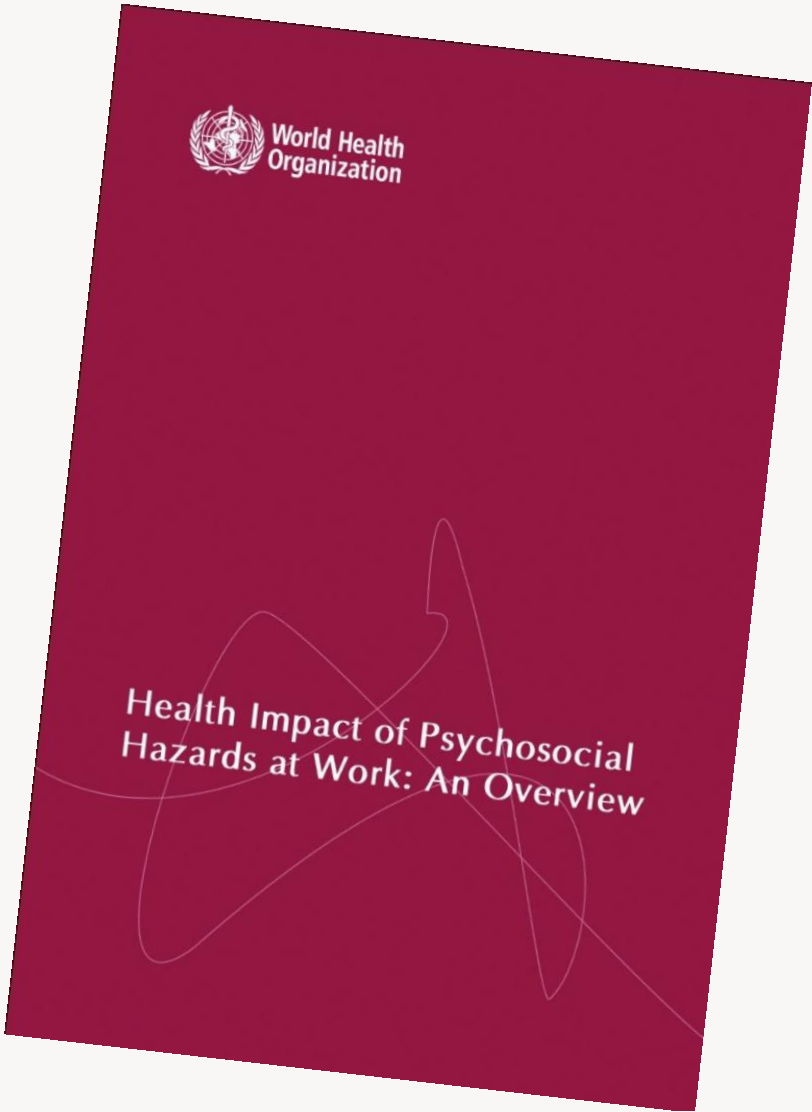Worker well-being is an *integrative* concept that characterizes quality of life with respect to an individual's health and *work-related* ***environmental*, *organizational***, and ***psychosocial*** factors.

It is the experience of ***positive*** *perceptions* and the presence of *constructive **conditions*** at *work* and in *other areas of life* that enables workers to thrive and achieve their full potential.

Accumulating evidence...

Health and safety at work
Stress, anxiety and depression statistics 2016

0.5 million
Workers suffering from work-related stress, anxiety and depression (new and long-standing cases) in 2015/16
Source: Estimates based on self-reports from the Labour Force Survey

11.7 million
Working days lost
Source: Estimates based on self-reports from the Labour Force Survey 2015/16

24
Working days lost per case on average
Source: Estimates based on self-reports from the Labour Force Survey 2015/16

37%
Of all work-related ill-health cases
Source: Estimates based on self-reports from the Labour Force Survey 2015/16

45%
Of all working days lost due to ill health
Source: Estimates based on self-reports from the Labour Force Survey 2015/16

5.2 billion
Annual cost of work-related stress, anxiety and depression in Great Britain 2014/15
Source: Estimates based on HSE Cost Model

Main work factors
Workload pressure including:
• Tight deadlines
• Too much pressure
• Too much responsibility

Lack of managerial support including:
• Organisational changes
• Violence at work
• Role uncertainty

Public sector most affected
In particular:
• Education
• Health
• Social care

Associated jobs:
• Teaching
• Nursing/midwifery
• Welfare

Source: Estimates based on self-reports from the Labour Force Survey 2015/16

www.hse.gov.uk/stress

Source: Estimates based on self-reports from the Labour Force Survey 2015/16

World Health Organization

Health Impact of Psychosocial Hazards at Work: An Overview

bsi.

Policy approaches

Several approaches implemented to make employers engage in psychosocial risk management: (e.g. regulatory approaches, and voluntary approaches in the form of standards, guidance, and specific tools and methods)

Relevant standards at national level:

- British Standards Institution in 2011: first national guidance standard on the management of psychosocial risks in the workplace (BSI, 2011)
- National standard on psychological health and safety in the workplace in Canada in 2013 (BNQ, CSA Group and MHCC, 2013): the first standard that is auditable in this area
- Work-related psychological health and safety (Safe Work Australia, 2019)
- Input texts for ISO 45003

Benefits for users

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

- The credibility of a global standard will encourage more organizations to address this important issue

- Guidance will be provided on how large and small organizations can manage workplace psychosocial risk by identifying the primary risk factors and determining what would improve the working environment

bsi.

What information will be provided?

ISO 45003 will provide guidance on:

- How to identify the conditions, circumstances and workplace demands that have the potential to impair the psychological health and well-being of workers

- How to identify primary risk factors and assess them to determine what changes are required to improve the working environment; and

- How to identify and control work-related hazards and manage psychosocial risk within an OH&S management system

Further information

ISO/TC 283/WG2

Convenors: Stavroula Leka (UK)

Norma McCormick (Canada)

- Contact: Stavroula.Leka@nottingham.ac.uk

Stavroula.Leka@ucc.ie

bsi.

Development of ISO 45003

Sally Swingewood

Who is involved?

- 136 participating experts in the working group

- 41 participating countries

- 6 international liaison organizations

How is it being written?

- The preliminary draft was based on existing documents, primarily Canadian standard Z1003 and the UK's PAS 1010

- After each meeting a new draft is developed: we developed 5 working drafts before agreeing the standard was ready for public consultation (DIS – draft internal standard – ballot)

- ISO member bodies in the technical committee will now comment and vote to approve or disapprove the document

Global decisions

Experts in the working group discuss and agree on overarching decisions, such as:

- Alignment with the structure of ISO 45001

- Guidance gives practical guidance on managing psychosocial risk within the OH&S management system – this is not a separate management system

- Inclusion of the topic 'well-being' – this is a deliberate expansion on the scope of ISO 45001
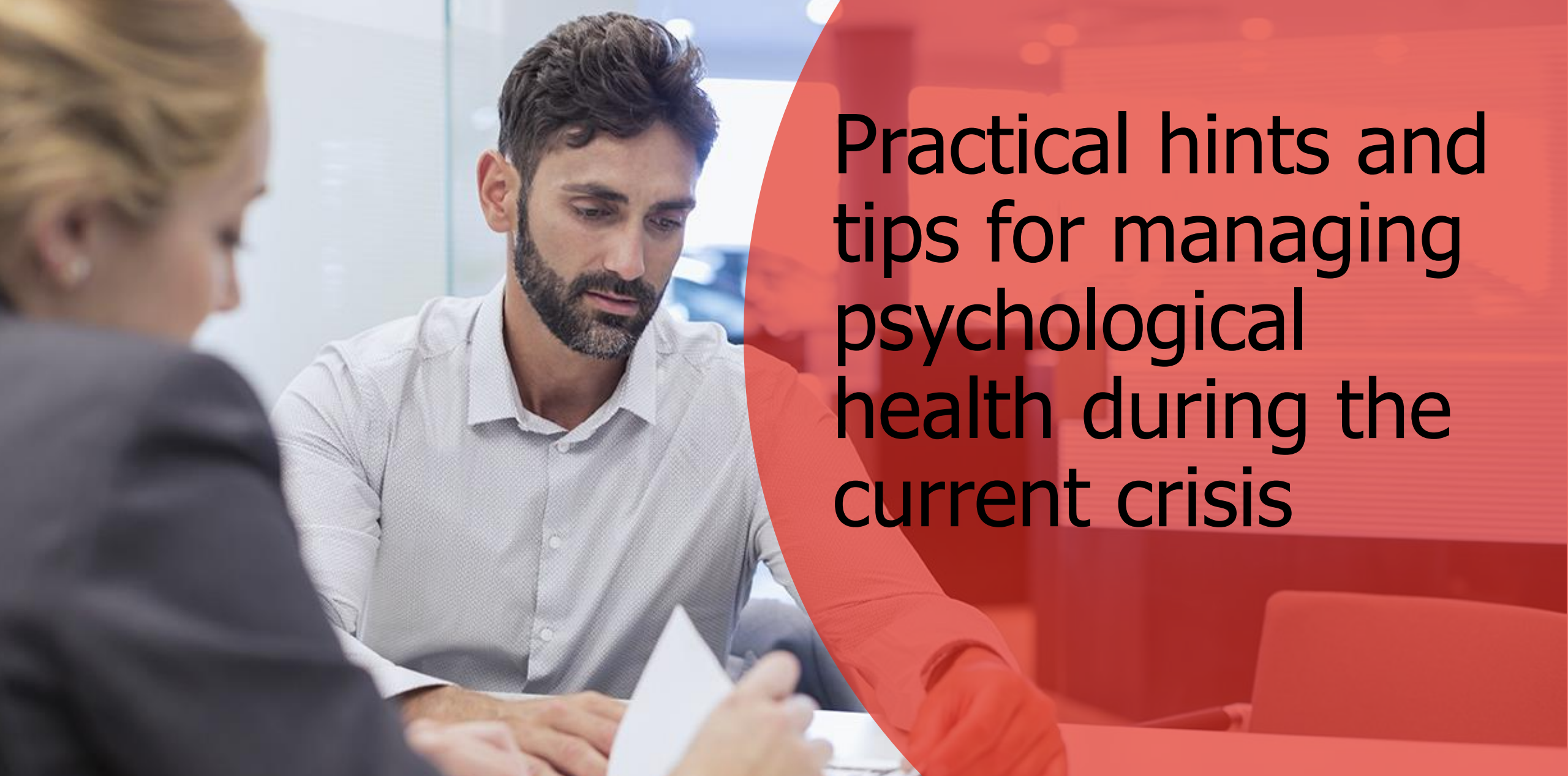
Process

- Members submit comments on every draft

- Every comment is discussed by the group – usually around 50 people in a meeting

- A decision is made to accept, partially accept or not accept each comment

- Decisions are made by consensus – unless almost everyone can live with a change, no change is made to the text

A lot of time is spent trying to find compromise!

bsi.

Public consultation

- The draft will soon be open for comment

- Anyone can comment

- All comments will be discussed by the UK committee

- Agreed comments will go into ISO for discussion

Standards Development is a service provided by BSI Group

bsi. Standards Development

📞 +44 345 086 9001
🌐 Contact us online

Register / Login

| Home | Categories | About | Help |

About

Want to stay up to date with the progress of standards that affect you and your industry? This is your source of information on all the standards and proposed standards with which BSI are involved. Want to know more?

Standards

Have your say in the development of industry-shaping standards! See Update Standards for a list all standards under review. Search or browse by category to find your chosen standard, then read and comment on proposal or draft.

Ideas

Have you identified the need for a new standard? If you have an idea, submit your proposal to our standardization experts. Find out more about how standards are made and how you can get involved.

Propose your idea

Search for standards, committees and keywords | Search

Browse by category

Practical hints and tips for managing psychological health during the current crisis

bsi.

Key psychosocial risks during the COVID-19 pandemic

- **Workload**: overload and underload; adapting to new technologies; new tasks

- **Working hours and work pace**: unpredictable hours, long hours, intense work pace

- **Role ambiguity and clarity**: possible new roles, lack of clarity

- **Lack of control**: rapid change, lack of autonomy, lack of 'voice'

Tips for managing these risks

- **Workload**: increase support from managers and peers, offer training, check in and chat, adapt roles to share workload between workers

- **Working hours and work pace**: allow flexible work hours and time off, more control over pace and deadlines, encourage regular breaks

- **Role ambiguity and clarity**: give clear information about tasks, what is expected, what kind of help is available

- **Lack of control**: allow workers to speak about their anxieties, work together to find solutions, allow more control over how things are done

bsi.

Key psychosocial risks during the COVID-19 pandemic

- **Lack of social support**: physical and social distancing, remote working, isolation, communication issues

- **Job insecurity**: associated economic impact and uncertainty, job loss

- **Career development**: limited career prospects, impact on rewards

- **Work-home interface**: personal space, isolation, carer responsibilities, impact on working practices

- **Specific worker groups**: e.g. healthcare workers

bsi.

Tips for managing these risks

- **Lack of social support**: regular one to one chats or video calls to suit the individual; optional social gatherings via video; ask what's going on at home

- **Job insecurity**: encourage open discussion, work together to find solutions, be transparent and share information early

- **Career development**: share information on training and development resources, encourage mentoring and coaching

- **Specific worker groups**: listen to individual anxieties, offer additional safety measures for known vulnerable groups, be supportive and flexible
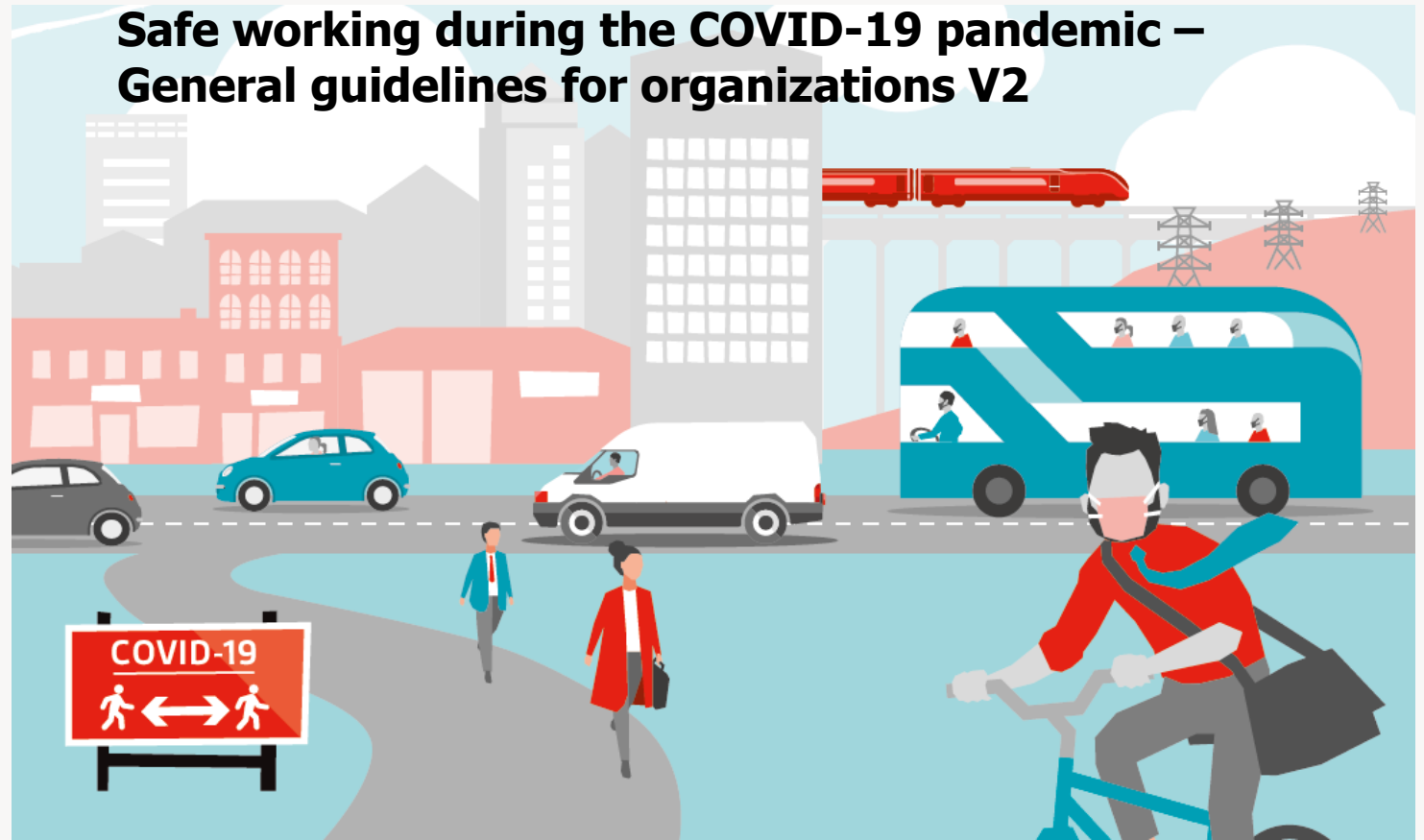
Q&A

bsi.

Other OH&S resources

bsi.

Materials for smaller organizations

- The Little Book of Health & Safety Management

- BS 45002-1 *Guidance on managing occupational health*

- BS 45002-2 *Risks and opportunities*

- BS 45002-3 *Guidance on incident investigation*

Free BSI Guidelines

Safe working during the COVID-19 pandemic – General guidelines for organizations V2

https://www.bsigroup.com/en-GB/topics/novel-coronavirus-covid-19/covid-19-guidelines/

Version 2 will be published 2nd July – please give us your feedback

bsi.

How to get involved

bsi.

Follow our work:

https://committee.iso.org/home/tc283

Get in touch:

Committee Manager: Sally Swingewood

Tel: +44 (0) 7849 112 599

Email: sally.swingewood@bsigroup.com