

Welcome to this information booklet on ISO 45003 - a new standard that provides guidance on managing mental health and wellbeing in the workplace. ISO 45003 recognises the importance of creating a healthy work environment that addresses psychological risks and promotes well-being. In this booklet, we will introduce the ISO 45003 standard and explain how it can benefit organisations. We will illustrate how the assessment would work, and why organisations should be considering ISO 45003 in today's climate.

WHAT IS ISO 45003?

The standard was issued in 2022 and sits in support of ISO 45001 but providing a particular focus on this increasingly important aspect of health and safety management. It has been described as a 'child of ISO 45001'.

The document is intended to be used with ISO 45001 but there is no defined requirement for an organisation to operate an ISO 45001 management system. ISO 45001 requires the organisation to take responsibility for planning, implementing, reviewing and evaluating and improving their OH&S management system and promoting and protecting the physical and psychological health of their workers. It is this latter focus that really bring ISO 45003 into the frame.

WHAT ARE THE BENEFITS OF ISO 45003?

The guidelines outline a number of risks which can exist where psychosocial risks are not addressed – these include

- Increased costs due to absence from work due to issues such as stress
- Increased staff turnover leading to increasing costs in recruitment and training
- Reduced product or service quality 'eye off the ball'
- Workplace investigations into accidents, incidents, staff turnover

continued - what are the benefits of ISO 45003?

- Litigation and tribunals – and the associated costs
- Organisational reputation

Identifying the psychosocial risks which are or may be present in an organisation, and putting effective control measures in place can result in a range of benefits including

- Increased worker engagement
- Enhanced productivity
- Increased innovation
- Organisational sustainability

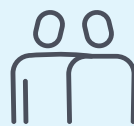
It is important to note that the term ‘worker’ which is used in this standard and in ISO 45001 brings the entire organisation into play – from the CEO down, and also includes those who work under sub-contract or temporary arrangements, it’s not just for the traditional ‘employee’.

HOW DOES THE STANDARD WORK?

The standard uses the PDCA approach to drive forward thinking and the 10 clause structure echoes that of other management system standards.



- 1. Plan your system and make sure it's appropriate for your organisation and adequately resourced**



- 2. Identify work related psychosocial hazards and develop and deploy appropriate controls**



- 3. Review how well your controls are working and whether or not the hazards have changed**



- 4. Drive forward improvement, ensuring the system remains appropriate for the organisation today and in the future**

continued - how does the standard work?

The standard identifies 3 specific areas which can result in hazards in the workplace and for each one provides suggestions as to how these may present themselves:

1. Aspects of how work is organised

2. Social factors at work

3. Work environment, equipment and hazardous tasks



Each one provides suggestions as to how these may present themselves, for example under 'social factors at work' organisations are prompted to consider issues such as interpersonal relationships, leadership, organisational culture, recognition and reward with examples provided to prompt thinking and discussion.

Having considered these 3 areas, and identified what does, or may, apply to the organisation, actions to reduce and control the risks can be put in place. The effectiveness of those control measures can be evaluated through monitoring and measurement 'staff turnover has reduced' 'the number of staff off sick with stress is down', audit and management review.



HOW CAN ISO 45003 CULTIVATE POSITIVE CHANGE?

The standard provides suggestions on control measures which may be appropriate – for example

- allowing breaks to manage fatigue, and restricting work-related contact via mobile phone and email during during non-working time,
- establishing support measures for workers who are experiencing negative impacts from exposure to psychosocial risks,
- improving workplace surroundings and features to isolate or protect workers from hazards eg noise, vibration, temperature.

Guidance on signs of exposure are also provided, eg changes in behaviour, social isolation or withdrawal, increased absence from work, lack of engagement, high staff turnover etc.

Recognising the need to provide an environment which facilitates rehabilitation and return to work, there's a wealth of information on how organisations can establish the right environment and culture to support their staff.

Just as with other management system standards, understanding organisational context, providing appropriate leadership and support, evaluating performance and driving forward improvement all come in to play.

INDEPENDENT THIRD-PARTY CERTIFICATION

ISO 45003 provides 'guidelines', not 'requirements' and is not therefore certifiable in the same way as other management system standards, but organisations like CfA will be offering 'recognition' of the work done by organisations to meet the standard.

Our team of trained assessors are experienced auditors with extensive knowledge of ISO management systems and have received specialist training in the requirements of ISO 45003.

They will use their skills, knowledge and experience to review your systems and actions against the requirements of the standard, providing you with the opportunity to share your expertise with your own organisation and with the wider marketplace and to identify areas for improvement.