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ISO 45003 Psychological health and safety at work

Prioritizing your people's
psychological well-being
with a new global
standard



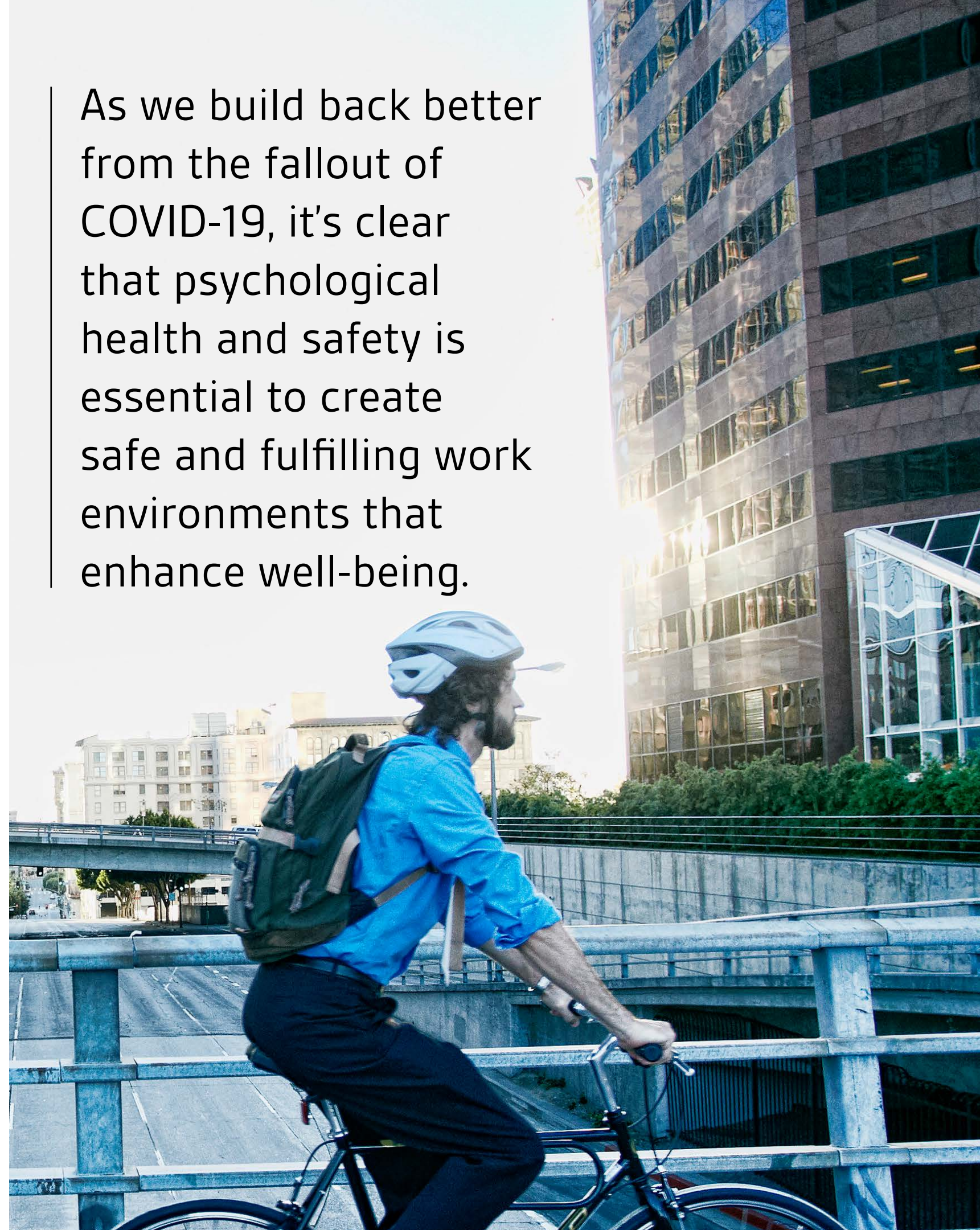


The pandemic will have lasting impacts for the mental health of the current working population but also the younger generations who have yet to enter the job market. Organizations will need to not only continue to support their workers' mental health now but continually improve and enhance this provision.

The provision of psychologically and physically safe, healthy, and sustainable work will also be a critical differentiator in a highly competitive job market when recruiting, particularly a younger generation of employees who seek out organizations that will not only look after but actively enhance their well-being.

Susan Taylor Martin
Chief Executive, BSI

As we build back better from the fallout of COVID-19, it's clear that psychological health and safety is essential to create safe and fulfilling work environments that enhance well-being.



Psychological health and safety has been a major issue in global workplaces for many years and COVID-19 has increased the need for organizations to take a proactive approach. ISO 45003 will support organizations to understand the issues, develop new approaches and manage the risks in the short and longer-term. Creating a culture of trust lies at the heart of resilient organizations, this is why the most resilient organizations prioritize their people.

Kate Field
Global Head, Health, Safety and Well-being, BSI



Psychological health and safety at work has overtaken physical safety as an organizational focus for the 2020s. Supporting psychological health and safety at work has never been so important with stress, burnout, anxiety and depression costing economies billions from reduced productivity, long-term sickness absence and its related costs.

The launch of ISO 45003 Psychological health and safety – marks the first global standard providing practical advice on managing psychological health and safety, and promoting well-being at work. It helps organizations to navigate the perceived complex landscape of psychosocial risks, using plain language and examples of simple actions to manage risks through an occupational health and safety management system.

The new standard recognises that users are serious about the psychological health, safety and well-being of their people but does not require a psychology degree to implement. It has been designed to be used by a wide range of people across your organization, including line managers, health and safety teams and human resources.

The benefits of using ISO 45003

Organizations with high levels of psychological health, safety and well-being are equipped to:

- Unlock high levels of discretionary effort
- Enjoy higher performance levels and enhanced productivity
- Benefit from strengthened recruitment, diversity, engagement and retention
- Reduce costs and improve compliance

For the individual, the benefits are equally clear. They enjoy a safe, healthy work environment, carrying out fulfilling tasks supported by effective working relationships. Psychological well-being promotes a healthy work/life balance with opportunities for career development and the reassurance of financial security.

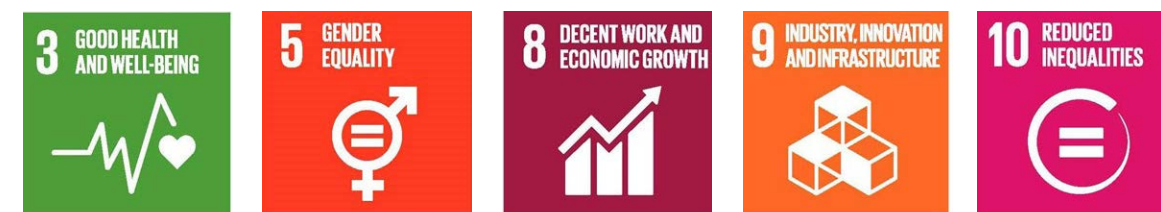




ISO 45003 and its alignment to the United Nations Sustainable Development Goals (SDGs) sends a powerful message to shareholders and stakeholders – including employees – that organizations truly prioritize their people.

ISO 45003 contributes to UN SDG Goal 3 on good health and well-being, Goal 5 on gender equality, Goal 8 on decent work and economic growth, Goal 9 on industry, innovation and infrastructure, and Goal 10 on reducing inequalities.

SUSTAINABLE DEVELOPMENT GOALS



Equity, diversity, inclusion and psychological health and safety

Organizations that are committed to ensuring psychologically safe and healthy workplaces, also need to be committed to ensuring equity, diversity and inclusion (EDI). Many psychosocial risks that arise from poor psychological health and safety management are directly linked with poor practices in relation to EDI, and failing to create a decent, fair and respectful workplace for all.

Bullying, harassment and violence are obvious psychosocial risks but there are many others, for instance: lack of flexible working often discriminates against care givers, particularly women; lack of fairness in pay or promotion and other forms of discrimination impact different ethnic groups; social isolation based on gender identity and sexual/romantic orientation or religion; concerns about career development for young or mature workers; job security concerns for those with visible or hidden disabilities; ergonomic design that does not cater for diversity.

Psychological health and safety management is therefore an essential part an organizations equity, diversity and inclusion strategies and vice versa; embracing equity, diversity and inclusion is an essential part of psychological health and safety management.

For more guidance on EDI, please refer to ISO 30415 which sets out the fundamental prerequisites for diversity and inclusion within an organization.





Demonstrate your organization's commitment to psychological health and safety

How BSI can help

Knowledge

Welcome to ISO 45003, the world's first standard for psychological health and safety at work. Learn how to manage psychosocial risks arising in the workplace. Find out more about [ISO 45003](#).

Training

BSI has developed a [one-day training course](#) on ISO 45003, which is available globally. You'll learn how to manage psychosocial risk across your organization as part of your overall occupational health and safety management system based on [ISO 45001](#).

Gap analysis

Book a gap analysis with us and we will take a closer look at your existing psychological health, safety and well-being practices and compare it with the guidance of ISO 45003.

Certification

Gain independent assurance that you are following international good practice [by certifying your ISO 45003 management](#) with BSI.

Customized audit

Working with you, BSI can offer customized audits, tailored to meet your organization's specific requirements.*

Prioritizing People Model©

BSI's Prioritizing People Model© sets out best practice for workplace well-being and the integrated elements that will deliver a culture of trust and support a resilient organization. It encompasses the physiological and safety elements that are needed to provide decent, safe, healthy and compliant workplaces, the psychological needs of belonging and esteem to deliver an engaged, committed and productive workforce and culminates in the actualization of both people's potential and the organization's potential demonstrated through innovation. By embedding this best practice model, an organization creates a culture of trust that also enhances its resilience. To find out more about the model, [download the whitepaper](#).

All health, safety and well-being solutions

Find out more about BSI's complete range of [health, safety and well-being solutions](#).

* Limitations may apply if pursuing BSI certification services



ISO 45003 Psychological health and safety management – Most asked questions

What is ISO 45003?

ISO 45003 is a new occupational health and safety guidance standard designed to support organizations to appreciate and achieve psychological health, safety and well-being in their workplace, to avoid psychosocial risks and unlock the full potential of their people.

What type of organization can use ISO 45003?

ISO 45003 is designed to be used by organizations of all sizes and across all sectors. It has been written to provide clear and simple guidance with relevant examples that will support organizations irrespective of scale or sector.

Is this standard mandatory or voluntary?

All standards are voluntary. The only exception to this is when a standard is cited in a particular country's legislation. Conformance with a standard can also become a contractual requirement.

Do I need to be an expert or doctor in psychological health to use ISO 45003?

No. It's important to understand that psychological health and safety management needs the same skills and approaches as other health and safety risks. You don't need to be a psychologist. As with any health and safety risk, you do need to be able to identify the hazards, assess the risks and know what organizational level changes are needed to manage the risk. ISO 45003 is designed to help you do this for psychosocial risks.

How does it relate to other ISO standards?

ISO 45003 mirrors the structure of ISO 45001 and is written so that psychosocial risk is managed as part of an ISO 45001 based management system. The structure is also aligned to other ISO standards such as ISO 14001, ISO/IEC 27001 and ISO 9001. This means that it can be easily integrated with other standards.

How does it relate to ISO 45001 – occupational health and safety management system?

ISO 45003 has been designed to be used with ISO 45001 as it is about the management of health and safety risks, but ISO 45003 recognizes that psychological health, safety and well-being are not always fully addressed within existing health and safety management. Ideally, organizations will use ISO 45001 and ISO 45003 together, however organizations don't need to be using ISO 45001 to use and get the benefits from ISO 45003.

What are psychosocial risks?

This specific term is used to describe potentially negative impacts on psychological health and safety in the workplace. It describes the factors within the workplace and the work we do that can negatively impact a worker's psychological and physical health. Psychosocial risks can be introduced by the way we work, including workloads, deadlines, the type of work, isolation, and work/life balance. Contributing social factors include culture, working relationships, bullying, harassment, fairness, and career development. Other hazards that can give rise to psychological harm include high noise levels, thermal discomfort, pain from musculoskeletal disorders, fear of violence and aggression, or even witnessing an incident:

[Watch the video](#)





How does ISO 45003 relate to ISO 9001 (and IATF 16949 and AS/EN/ JISQ 9100) – quality management systems?

ISO 45003 can be used to support conformance to Clause 7.1.4 to provide a suitable environment for the operation of the processes for quality management. This includes social, psychological and physical factors.

Who are the right people in my organization to implement ISO 45003?

This varies from organization to organization. As ISO 45003 is designed to support ISO 45001, for many organizations the health and safety team may lead implementation. For others, it may be the HR team or even the quality team. Whichever function 'leads', it will be essential for functional teams to work together, in particular health and safety and human resources, as ISO 45003 will draw on expertise from both areas.

What can we do to identify psychosocial hazards in our workplace?

It is important to understand that ISO 45003 is about managing organizational risks, and not individual issues. Organizational hazards can be identified in a number of ways, for example: analysing tasks, schedules and location, consulting with workers, worker surveys, exit interviews, standardized questionnaires, audits and data sources such as complaints, grievances, absence and attrition rates.

How do you assess and manage psychosocial risks?

You approach it the same way as you would any type of health and safety risk. Once you identify the hazards, you identify who may be harmed, the likelihood and consequence. You can then use the same quantitative or qualitative methods that you use for other health and safety risks to identify the level of risk. As with other health and safety risks, the aim is then to eliminate that risk at an organizational level, and where it can't be eliminated to put in other measures to reduce the risk as much as possible.

Can ISO 45003 help organizations with the challenges and opportunities arising from COVID-19 and changes like more flexible/home working?

Yes. Change is one of the most common psychosocial hazards that can arise, and there is a lot of change going on as a result of the pandemic. This can create risks and opportunities for psychological health and safety management. For instance, more flexible approaches to working locations, such as home can introduce opportunities for improved work/life balance through reduced commuting; or risks associated with feelings of isolation or challenges 'switching off'.

Can ISO 45003 help organizations create fair and respectful workplaces that are diverse and inclusive?

Many psychosocial risks that arise from poor psychological health and safety management are directly linked with poor practices in relation to equity, diversity and inclusion, and failing to create a decent, fair and respectful workplace. This is why ISO 45003 reinforces the need to assess psychosocial risks by considering the diversity of the workforce. Psychological health and safety management is an essential part an organizations equity, diversity and inclusion strategies.

How does ISO 45003 contribute to workplace well-being?

ISO 45003 provides the first international definition on workplace well-being: *fulfilment of the physical, mental, social and cognitive needs and expectations of a worker related to their work*. However, ISO 45003 does not provide guidance on what workplace well-being programmes need to include. ISO 45003 focuses on promoting well-being by managing psychosocial risk. To understand what best practice in workplace well-being looks like, organizations can use [BSI Prioritizing People Model](#)©

Can my organization be certified to ISO 45003?

ISO 45003 is a guidance standard, not a requirements standard like ISO 45001. This means ISO 45003 cannot be awarded an 'accredited' certification like ISO 45001. However, BSI will be offering a non-accredited certification globally. This will be available for organizations that use ISO 45001 and organizations that use other health and safety management system approaches. The process for ISO 45003 certification will be the same as for any other form of BSI certification.

Will there be any training in place to support implementing ISO 45003?

Yes. BSI has developed a one-day training course on ISO 45003, which is available globally now. It is suitable for anyone who is involved in supporting your organization's psychological health, safety and well-being and psychosocial risk management. It may include line managers as well as health and safety, occupational health, human resources, compliance and risk and operational teams and managers.

A full ISO 45003 FAQ document can be found [here](#).



Why choose BSI:

BSI shapes, shares and embeds best practice, so that organizations can become future ready – by being trusted, resilient and ready to succeed in our ever-changing world. We are the world leader in developing standards to maximize the value of an organization's most important asset – their people.

BSI is proud to hold the Secretariat of the ISO Technical Committee that has developed the first international guidance standard on managing psychological health and safety at work – ISO 45003. In the development process the Committee have worked with global experts in health and safety to bring together global good practice and distil their knowledge into this new standard.

Health, safety and well-being best practice is in our DNA

BSI is the world leader in developing health, safety and well-being standards. We've pioneered standards on topics including valuing people, occupational health and safety management, fire safety management and competency, smart working, pandemic safe working and face coverings to name a few.

ISO 45003 has been written to support and complement ISO 45001 Occupational Health and Safety Management, which contains requirements and guidance on planning, implementing, reviewing, evaluating and improving an occupational health and safety management system. ISO 45001, which was based on BSI's own British Standard OHSAS 18001, highlights that an organization is responsible for the occupational health and safety of its workers and others who can be affected by its activities. This responsibility includes promoting and protecting their physical and psychological health and safety.

Our heritage for creating trust is further demonstrated by the BSI Kitemark™ certification – the ultimate Mark of Trust. Exclusive to BSI and established for over a century, Kitemark™ certification is recognized by organizations from around the world.



Driving business improvement and organizational resilience

BSI partners with our clients to become more resilient and embed a culture of trust in workplace health and safety in organizations of all sizes worldwide.

Our history

Established in 1901, today we work with over 84,000 clients each year across 193 countries.

Our people

The expertise, passion and experience of our people are at the heart of what we do. This allows us to deliver excellence, enabling you to grow and prosper.

Our clients

BSI works with leading organizations globally: 84% of the FTSE 100, 50% of the Fortune 500, 81% of the Nikkei listed companies as well as thousands of SMEs.

You may also be interested in

- [ISO 45001 Occupational Health and Safety Management System](#)
- [ISO/PAS 45005 Global Guidelines for Safe Working during COVID-19](#)
- [ISO 30415 Human Resource Management – Diversity and Inclusion](#)
- [ISO \(DIS\) 23617 Ageing Societies – Guidelines for age-inclusive workforce](#)



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