ISO 45003 Psychological Health and Safety at Work

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

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Intro and overview

ISO 45003 is 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. Designed to be used by a wide range of people across your organization and requiring no psychology degree to implement, the new standard recognises that users are serious about the psychological health, safety and well-being of their people. Throughout the process, BSI acts as your trusted partner, forging enduring relationships with clients, stakeholders and industry experts in order to build trust and long-term progress for all.

Susan Taylor Martin

Chief Executive, BSI

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

The benefits of using ISO 45003

For organizations

Organizations with effective psychological health, safety and well-being systems 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.
- Enjoy improved reputation among customers, suppliers and investors.
- Reduce absenteeism and employee burnout.

For individuals

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 and life balance with opportunities for career development and the reassurance of financial security.

Commitment to management standards is proven to deliver real business benefits. BSI clients who have adopted an OH&S management system tell us they benefit in the following ways:

- 79% helped comply with regulation.
- More than half say it helped protect their business.
- 64% helped manage business risk.
- More than half say it inspired trust in their business.

For leadership

Leadership and empowerment

ISO 45003 allows leaders of an organization, to show their commitment to safe and healthy workplaces in a way that hasn't been seen before. Organizations that truly put their people first, can now demonstrate this by integrating broader wellness/well-being agendas into their management system. At the same time, ISO 45003 recognizes the value created by an actively engaged and empowered workforce.

Bringing psychological health and safety into the heart of your business

We know how difficult it can be for organizations to incorporate employees' psychological well-being into the strategic direction of their business, which is why we made ISO 45003. It gives the ideal practical guidance for managing psychological health and fostering a positive, healthy environment in the workplace. And, with the BSI Mark of Trust being a truly globally recognized badge of excellence, the standard or training you complete will help your customers and the wider world understand how seriously and effectively psychological well-being is managed across your business.

Globally, the World Health Organization estimates that mental ill-health costs the global workforce an estimated one trillion dollars in lost productivity each year, which is why more than half of UN Global Compact CEOs interviewed are offering physical and/or mental health resources to their workforce, with this number increasing to 71% for CEOs of large companies.

On top of this, ongoing recruitment and retention challenges are increasing the need for organizations to proactively manage psychological safety, health and well-being. This approach clearly demonstrates a culture of care where mental and physical health are protected, and harm is prevented. This is now an essential element of an organization's strategic purpose.

Using standards can offer a set of powerful business and marketing tools for organizations of all sizes. You can use them to fine-tune your performance and manage the risks you face while operating in more efficient and sustainable ways. Standards allow you to demonstrate the quality of what you do to your customers, and help you to see how to embed best-practice into your organization.

This is where ISO 45003 can be so important. BSI's globally recognized Mark of Trust will help your customers, and the wider world, understand how seriously and effectively psychological health, safety or well-being is managed across the business.

ISO 45003 contributes to the United Nations Sustainable Development Goals (UN SDGs) and its alignment to UN SDGs sends a powerful message to shareholders and stakeholders, including employees, that organizations truly prioritize their people. The icons below showcase the goals that ISO 45003 contributes to.

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. The icons below showcase the goals that ISO 45003 contributes to.

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ISO 45003 Psychological
Health and Safety at Work

Equity, diversity, inclusion and psychological health and safety

Organizations that are committed to psychologically safe and healthy workplaces must do the same for equity, diversity and inclusion (EDI). Many psychosocial risks that arise from poor 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, including...

- A lack of flexible working often discriminates against caregivers, particularly women.

- A lack of fairness in pay or promotion can disproportionately impact minority ethnic groups.

- Social isolation can occur based on gender identity, sexual orientation or religion.

- Insufficient career development opportunities for young or mature workers.

- Ergonomic design that does not cater for visible or hidden disabilities.

Psychological health and safety management is an essential part of an organization's equity, diversity and inclusion strategies, and vice versa. 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

BSI is your trusted partner in progress, dedicated to shaping thinking on important issues and helping your organization accelerate progress towards a sustainable world. As you look to do so, there are many ways we can help.

Knowledge

To help you understand and adopt a culture of trust, you can find a wide range of educational materials such as blogs, webinars, case studies and whitepapers on our website. Find more about ISO 45003 here.

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.

Explore our training portfolio.

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. We will provide you with a report to help you identify the areas that are in-line with the standards, and those areas that need further improvement, so you can develop a clear plan of action.

Software tools and solutions

BSI Connect is the integrated technology solution that inspires trust in your audit, compliance and supply chain activities enabling you to build resilience through data-driven insight. It will help you monitor your employees' health and safety closely in a more effective way by providing you precise real-time data and helping you maintain your health and safety records and documented information, facilitating incident tracking and your risk management. BSI Connect provides your organization with the visibility to keep your employees and contractors safe and protect your business.

Certification

Gain independent assurance that you are following international good practice by certifying your ISO 45003 management system with BSI. Through certification, your organization will demonstrate effective risk management processes for regulatory compliance and continuous improvement, as well as protect and inspire confidence and trust in your organization from employees and external parties. At BSI, our hybrid audits combine our auditing capabilities with our immersive technology to provide a seamless, full-service experience. This programme provides a more consistent, flexible approach that engages teams from different locations effectively.
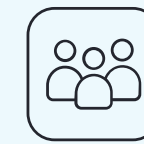
Internal and Supplier Audits*

Working with you, BSI can offer audits tailored to meet your organization's specific requirements, both internally and across your supply chain, providing you insight against your best practice criteria. You'll be able to get the transparency and confidence required to build trust and resilience in your organization and protect your brand.

*Limitations may apply if pursing BSI certification services

BSI's Prioritizing People Model©

Benefits for people
Workplace well-being

Benefits for organization
Organizational resilience

Fulfilment needs
Actualization

Innovative organization
Innovation

Psychological needs
Esteem   Belonging

Engaged, committed, productive workforce

Autonomy	Social engagement
Career development	Work life balance
Effort reward balance	Collaboration and positive relationships
Fair and respectful workplaces	Consultation and participation

Basic needs
Safety   Physiogical

Decent, safe, healthy, compliant workplace

Secure and sustainable employability	Absence management
	Personal health
Workplace free from adverse social behaviour	Rest and recuperation
	Workplace welfare
Workplace free from physical, mental & cognitive injury and ill-health	

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 to a resilient organization. It encompasses the physiological and safety elements that are needed to provide decent, safe, healthy and compliant workplaces. These elements support meeting 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 enables a culture of trust that also enhances its resilience. To find out more about the model, <u>download the whitepaper</u>.

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Health and Safety at Work

Related standards

ISO 45001 Psychological Health and Safety at Work is the world's first Occupational Health & Safety (OH&S) management system ISO standard. Its focus on risk prevention, innovation and continual improvement will benefit organizations with the foresight to achieve this global standard through improved organizational resilience.
By publicly demonstrating their commitment to providing safe and healthy workplaces, organizations can attract and retain the best talent, driving business excellence and accelerating progress towards a more sustainable future. Learn more about ISO 45001 here.

ISO 9001 Quality Management Systems is the internationally recognized quality management system (QMS) standard designed to be a powerful business improvement tool for organizations of any size. It provides a good set up and foundation for both ISO 45001 and ISO 45003, which respectively enhances your existing QMS with workplace OH&S, and psychological health, safety and well-being. To learn more about ISO 9001, visit our web page.

All health, safety and well-being solutions
Find out more about BSI's complete range of health, safety and well-being solutions 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 distill their knowledge into this new standard.

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All health, safety and well-being solutions

Learn more about how BSI helps you with psychological health and safety in the workplace.

Visit our landing page.

Call: **+44 (0)345 080 9000**
Visit: **bsigroup.com**