HOW TO IMPLEMENT ISO 45003 – PHYSIOLOGICAL HEALTH & SAFETY WITH AN EXISTING HEALTH & SAFETY SYSTEM

nqa.

Claire Harling
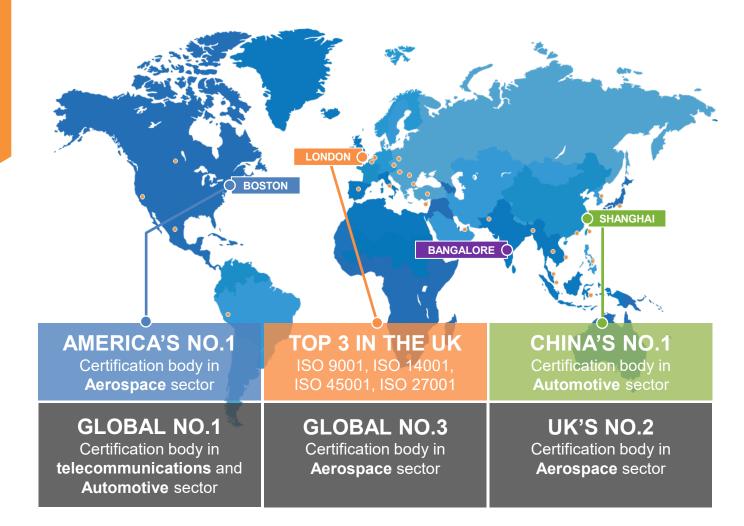
Regional Assessor

OUR PURPOSE

IS TO HELP CUSTOMERS DELIVER PRODUCTS THE WORLD CAN **TRUST**

NQA is a **world leading certification body** with global operations.

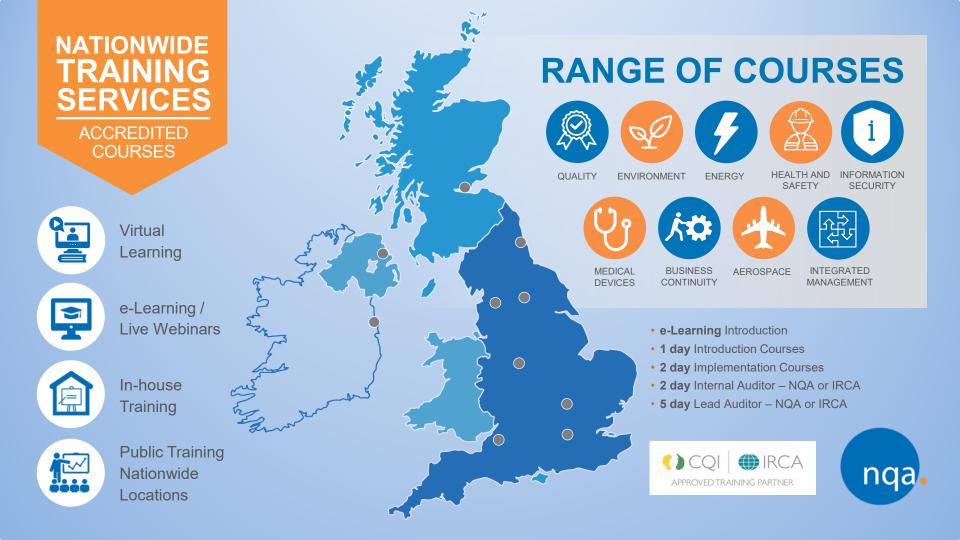NQA specialises in certification in **high technology** and engineering sectors.

nqa.

BOSTON

LONDON

SHANGHAI

BANGALORE

AMERICA'S NO.1
Certification body in **Aerospace** sector

TOP 3 IN THE UK
ISO 9001, ISO 14001, ISO 45001, ISO 27001

CHINA'S NO.1
Certification body in **Automotive** sector

GLOBAL NO.1
Certification body in **telecommunications** and **Automotive** sector

GLOBAL NO.3
Certification body in **Aerospace** sector

UK'S NO.2
Certification body in **Aerospace** sector

CERTIFICATION AND TRAINING SERVICES

We specialize in management systems certification for:

QUALITY	AEROSPACE (QUALITY)	AUTOMOTIVE (QUALITY)	ENVIRONMENT	ENERGY
HEALTH AND SAFETY	INFORMATION RESILIENCE	FOOD SAFETY	RISK MANAGEMENT	MEDICAL DEVICES

KEY INFO

- **45 minute webinar**

- **Questions in the chat box**

- **Q&A at the end**

- **Recording of webinar circulated shortly**

YOUR PRESENTER

Claire Harling – NQA Regional Assessor

From 2005 until 2020 I wrote, oversaw the internal auditing & maintained the Environmental Management System for a small chemical manufacturing company. In 2016/17, I was able to attain certification for 8 of the company's sites for ISO 14001:2015. Provided guidance on approved monitoring equipment, carried out Mcerts audits on companies contracted to conduct on-site monitoring. Preparing & submitting reports to the Environment Agency. I also provided input into the company safety management system, COMAH site safety reports & involved in the Local Authority COMAH exercises.

WHAT WILL YOU LEARN/UNDERSTAND?

- That with an existing Health & Safety Management System, that incorporating the guidelines of ISO 45003:2021 is not as daunting as it initially appears.

- **Examples of Psychosocial Hazards:**
- Work Related stress
- Bullying & Harassment
- Lone or remote working
- Violence in the workplace (employee to employee)
- Fatigue
- Alcohol & Drug Use
- Changes in Behaviour

CLAUSE 7: SUPPORT

CLAUSE 7.1 RESOURCES

➤ As with ISO 45001:2015 the guidelines are indicating that along with determining & providing the resources, it also details that the organisation should maintain the resources needed to achieve its objectives with respect to the management of Psychosocial risk.

➤ In enabling the organisation to achieving these objectives, resources such a human, technological can be utilised along with financial resources.

CLAUSE 7.2 COMPETENCE

There are 2 sub clauses to 7.2

➢ **7.2.1**

➢ Along with the requirements of 7.2 to determine necessary competence, ensure that workers are competent, take action to enable competences to be developed & maintained and then retain appropriate documentation to provide evidence of compliance.

➢ ISO 45003 details that any Psychosocial risk training enables the trainee to identify the hazards & how they can be managed eg. how they interact and impact other hazards.

➢ It also suggests that the organisation ensure that the workers and other interested parties have not just the competence but also the opportunity to implement the measures & processes for the prevention of risk. It is also how the message is distributed within the organisation, enabling employees to understand how to approach/report concerns.

➢ It is sourcing & utilising advice or guidance from external bodies eg. HSE website, Mental Health Charities, Health Care organisations.

➢ Its also taking into account needs, experience, language skills, literacy & also the diversity of workers

CLAUSE 7.2 COMPETENCE

Sub-clause 7.2.2

➤ This is where the organisation should establish the competence for all levels within the organisation that have line management responsibilities – team leaders, supervisors, etc.

➤ Establishing whom performs risk assessment – do they have the knowledge, training, experience to identify Psychosocial Risks

➤ When control measures are implemented and along with other interventions – ensuring the necessary level of competence

➤ Ensuring that those completing evaluation & reviews of the process are suitably trained to review and determine outcomes

CLAUSE 7.3 AWARENESS

In comparison to ISO 45001, there is more detail & guidance provided in ISO 45003 with regards to differing levels of awareness.

For example:
➤ Informing employees & other interested parties that factors within the workplace can
   a) Affect health, safety & wellbeing at work
   b) Potentially create or increase stigma &/or discrimination
   c) Reduce psychosocial risks
   d) Provide support in the roles & responsibilities of the employees to promote Health & Safety plus Wellbeing in the workplace.

➤ When developing awareness, the organisation needs to take into account factors including **i)** the importance of Top Management Support for reporting Psychosocial hazards but more importantly protection from any reprisals for reporting **ii)** risks, opportunities & impacts arising from the changes within the workplace **iii)** identify & take action to eliminate stigma &/or discrimination – this can be exceptionally difficult to do.

7.4 COMMUNICATION

➢ Communication is a good tool as it enables the organisation to demonstrate its commitment to managing Psychosocial risks, promotion of wellbeing plus informing employees & interested parties what is expected of them by the organisation but more importantly what they can expect from the organisation.

➢ Opening channels of communication from top-management down to worker/employee level. But also promoting feedback to top management.

➢ Communicate information on how work-related changes can impact on health, safety & wellbeing at work.

➢ Communicate how potentially employee illness can have implications on how other employees view their colleague & how they treat them, can affect workplace moral.

➢ Use of Noticeboards to promote wellbeing programs eg, nearby exercise classes - yoga, colouring books & pencils

There are 2 subclauses 7.5.1 & 7.5.2.

➤ **7.5.1 - General**
Details how the documented information should include a) processes for the management of psychosocial risk; b) details of Roles, Responsibilities & Authorities; c) assessments of psychosocial risks; d) results of monitoring, evaluation, control measures & their effectiveness; e) how legal requirements and other requirements are met

➤ **7.5.2 – Confidentiality**
Of all of the clauses & subclauses, this is probably the most critical. The organisation should establish processes related to psychosocial risks that ensure the confidentiality of personal information. The organisation should **a)** maintain the confidentiality of documented & undocumented information with respect to an individual worker's experience of Psychosocial risk; **b)** protect against disclosure of the outcomes following exposure to the hazards including medical treatment, time away from the workplace, flexible work arrangements & medical data; **c)** inform the worker concerned of any limits that apply to confidentiality.

Cause 8.1 – Operational Planning & Control

➤ **8.1.1 & 8.1.1.1** – General

The aim of this sub-clause is to advise the organisation to plan, implement, control & maintain processes to adequately & effectively manage the psychosocial risks & new opportunities – via elimination, analyse existing controls design & manage work to prevent risks to psychosocial health & safety plus promotion of wellbeing at work.

➤ **8.1.1.2** – Organisation to complete an assessment of the psychosocial risks, identifying existing controls, determine if new controls are required, eliminate work-related psychosocial hazards where possible

➤ **8.1.1.3** – Utilise the various levels of intervention, when managing the risks

➤ **8.1.2** – Eliminating hazards, reducing OH&S risks & promoting of well-being at work – develop methods

CLAUSE 8 OPERATIONS

Clause 8 continued

➢ **8.1.2** – Eliminating hazards, reducing OH&S risks & promoting wellbeing at work.

This clause looks at identifying the hazards & risks, then determining how to eliminate them or if not eliminated reduced. Looking at dedicated training courses to enable certation of Mental Health First Aiders, looking at operating process (industry dependant) how are employees treated, number of allocated tasks, interaction with various department (employees out of comfort zone).

It also details how to identify the signs of exposure to psychosocial risk:
➢ Changes in behaviour
➢ Lack of engagement
➢ High staff turnover
➢ Social isolation or withdrawal – refusing offers of help, neglecting personal wellbeing (lack of care in appearance, not eating properly, etc)
➢ Conflicts, lack of willingness to co-operate, either being bullied or being the bully
➢ Reduced desire to work with others.

CLAUSE 8.2 EMERGENCY PREPAREDNESS & RESPONSE

- The aim of this clause to take into consideration the impact of an emergency in the workplace. Identifying differing emergency scenarios and completing drills to determine how employees would react. This is where a site emergency plan is not just a fire evacuation plan. It is where, the employees can conduct 'role-play' to determine how employees will react in the event of an emergency incident.

- After the emergency has been dealt with, reviews should be held to determine what can be improved and what was suitable.

- Take the time to gather feedback from <u>all</u> involved, this is crucial to enabling improvements to be discussed, via hot & cold de-briefs. This then allows plan to evolve.

- The organisation should design & implement an appropriate 'return to work' program for the employee.

- Return to Work Programs can include Risk Assessments for psychosocial H&S, Individual Employee Risk Assessments. Data on any rehabilitation programs.

- Return to Work Programs should include regular meetings with HR, Team leader & Employee, to ensure that the employee is returning at the correct speed

- Communication between the relevant team members to ensure that they are aware of any working restrictions eg. hours worked, duties permitted to fulfil, etc.

- Communication during the return to work period, confidential conversations with the employee to determine if the plan is working, also determine feedback from the rest of the team.

CLAUSE 9 PERFORMANCE EVALUATION

➤ **9.1** – Monitoring, Measurement, analysis & performance evaluation
This is to determine if the policy is complied with, objectives are met & include if risk assessments have been reviewed, new hazards or risks have been identified, if control measures are adequate to minimise the risk – reviews are conducted via

➤ **9.2** - Internal Audits
As with ISO 45001, conduct audits at planned intervals & include psychosocial risks plus the management of the risk

➤ **9.3** – Management review
As with ISO 45001, management review is a requirement, the agenda is similar to ISO 45001, but the skill is in the approved method for obtaining data without loosing confidentiality.

Subclauses 9.3 & 9.2 are critical with regards to maintaining the high level of confidentiality that this standard requires.

THANK YOU

Warwick House | Houghton Hall Park | Houghton Regis | Dunstable | LU5 5ZX | United Kingdom

0800 052 2424 | | www.nqa.com