



AN INTRODUCTION TO ISO 45003:2021

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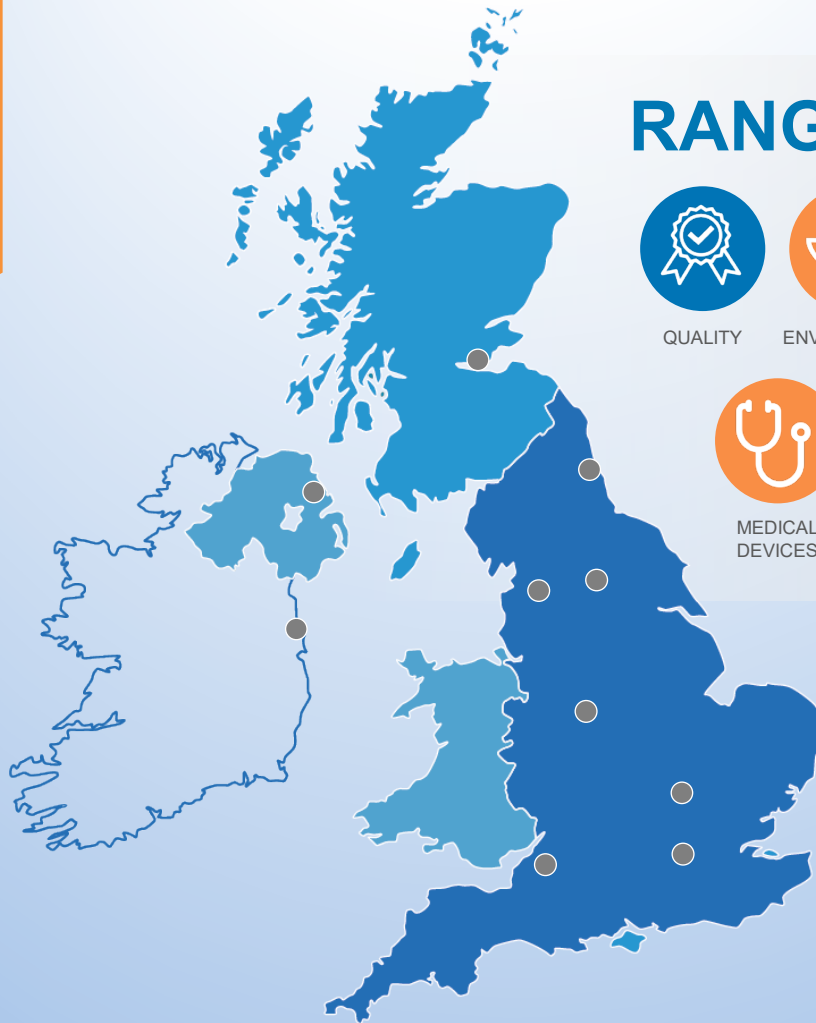
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KEY INFO

- 45 minute webinar
- Questions in the chat box
- Q&A at the end
- Recording of webinar circulated shortly

YOUR PRESENTER



Terry Fisher

ISO 9001, ISO 14001, ISO 45001,
EcoCampus, IOSH

**NQA Occupational Health
& Safety Principal Assessor**

Terry boasts an impressive length of service in a large variety of public and private organisations and industries. Including the likes of: Automotive; Heavy Engineering; Medical Manufacturing; General Manufacturing; Wallcovering & Printing; Educational Estates and Transport and Logistics.



WHAT WILL YOU LEARN?

- The history & structure of ISO 45003
 - Some terms used within the standards
 - An overview introduction to the requirements and application of ISO 45003 within the management system requirements of ISO 45001
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ISO 45003 - GUIDELINES FOR MANAGING PSYCHOSOCIAL RISKS

ISO 45003 HISTORY & DEVELOPMENT

- The aim and intended outcomes of the OH&S management system (ISO 45001:2018) are to prevent work-related injury and ill health to workers, and to provide safe and healthy workplaces.
- Consequently, it is critically important for the organization to eliminate hazards and minimise OH&S risks by taking effective preventive and protective measures, which include measures to manage psychosocial risks.
- Psychosocial hazards are increasingly recognised as major challenges to health, safety and well-being at work.
- ISO 45003 cannot work or be implemented in an organization that has not got ISO 45001:2018.
- ISO 45003:2021 has been developed since the publication of ISO 45001 to enhance performance in psychosocial risks and was published in June 2021.
- It is intended to supplement ISO 45001 and focus on the psychosocial risks that affect both psychological health and safety, and health, safety and well-being at work more broadly.
- Psychosocial risks are also associated with economic costs to organizations and society.
- ISO 45003 gives guidance and examples of elements in relation to risk management and application within this area.
- ***As a guidance standard, it is not an accredited system and therefore cannot be included in the scope of an accredited management system standard.***

STRUCTURE & TERMS

The scope of this documented guidance is:

*This standard document gives guidelines for managing psychosocial risk **within** an occupational health and safety (OH&S) management system based on ISO 45001.*

It enables organizations to prevent work-related injury and ill health of their workers and other interested parties, and to promote well-being at work.

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

The structure of ISO 45003 follows the Annex SL format. The clause requirements are similar to ISO 45001 and some clauses have been added to support performance eg: clause 8.3. Rehabilitation & Return Work

There are a range of terms that are used in relation to what psychosocial risks affect, including “psychological health” and “mental health”. These terms are considered interchangeable and to have the same meaning for the purposes of this document. This document is concerned with all types of impacts on health, safety and well-being at work.

TERMS AND DEFINITIONS

PSYCHOSOCIAL RISK:

Combination of the likelihood of occurrence of exposure to work-related hazard(s) of a psychosocial nature and the severity of injury and ill-health that can be caused by these hazards.

Note 1 to entry: Hazards of a psychosocial nature include aspects of work organization, social factors at work, work environment, equipment and hazardous tasks.

WELL-BEING AT WORK:

Fulfilment of the physical, mental, social and cognitive needs and expectations of a worker related to their work.

Note 1 to entry: Well-being at work can also contribute to the quality of life outside of work.

Note 2 to entry: Well-being at work relates to all aspects of working life, including work organization, social factors at work, work environment, equipment and hazardous tasks.

SYSTEM STRUCTURE & REQUIREMENTS

SYSTEM STRUCTURE – ANNEX SL

ISO 45003 follows the existing Annex SL structure with regard to sections and clauses:

- **Section 4** – Context of the organization.
 - **Section 5** – Leadership and worker participation.
 - **Section 6** – Planning – Assessments & Objectives.
 - **Section 7** – Support: Resources, Competence, Awareness, Communications & Documented Information.
 - **Section 8** – Operational Planning & Control.
 - **Section 9** - Performance evaluation inc. Internal Audits and Management Review.
 - **Section 10** - Improvement
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BENEFITS OF ISO 45003



BENEFITS OF ISO 45003

- The new guidance is aimed at reducing the negative outcomes for workers, which can include poor health and associated conditions and behaviours, as well as reduced job satisfaction, commitment and productivity.
 - Therefore, managing psychosocial risks can result in positive outcomes, including improved job satisfaction and therefore increased productivity.
 - The guidelines give examples of indicators relating to staff behaviours and changes in attitudes that may highlight where workers might require some form of organizational support or changes to existing working practices and processes.
 - The success of psychosocial risk management depends on commitment from all levels and functions of the organization, and the attitude, approach, and culture.
 - The structure of the guidance follows the existing structure of ISO 45001:2018 and is therefore designed to enhance and focus on psychosocial risks within the existing system.
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PSYCHOLOGICAL HEALTH ON PAR WITH PHYSICAL HEALTH

It is widely recognised that as a society we need to get better at managing psychosocial risks and effectively addressing mental health issues.

This is particularly important and relevant in the workplace due to the sheer amount of time spent at work each day.

Psychological health and wellbeing need to be on an equal par to physical safety and injury prevention.

It is beneficial for organizations to understand, develop, and support their workers by considering aspects such as the way work is organised, along with training and awareness for workers to aid recognition of hazards and implement risk reductions.



ISO 45003 SYSTEM DEVELOPMENT

For ISO 45003 the system should be developed to support the workers to reduce risks and enhance wellbeing, underpinned by a supportive organizational culture.

This can include:

- Employee Assistance Programmes
- Worker awareness training for all levels
- Worker representatives and worker engagement initiatives and schemes
- Regular and effective communication methods
- Flexible working policies
- Clear job role expectations
- Provision of suitable resources – including time

Some of the concerns about engaging workers can include worries about pushback, negative attitudes, apathy and the sensitive nature of the impact of psychosocial hazards.

Any of these concerns can come from unsuccessful past initiatives.

For these reasons, care should be taken to address the concerns of workers and other interested parties when establishing the OH&S management system, and participation and consultation should be encouraged.

Engaging worker representatives, where they exist, can help prevent or minimize worker concerns.

Support can be informal as well as formal.

ISO 45003 - SYSTEM REQUIREMENTS

The organization should prioritise actions based on its assessment of psychosocial risks. Risks and opportunities that need to be addressed and specifically include:

- ✓ **Psychosocial hazards;**
- ✓ **Prevention of injury and ill-health;**
- ✓ **Opportunities for improvement, including promotion of well-being at work;**
- ✓ **Strategies for workers returning to work;**

The development, review and maintenance of systems, processes and reporting structures with relevance to the management of psychosocial risk.

REMEMBER:

Workers have responsibilities to both for themselves and others, to provide a positive improvement in wellbeing at work.

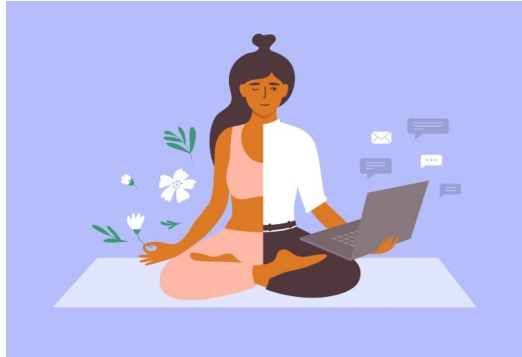
ISO 45003 – A GUIDE TO IMPLEMENTATION

Join our next webinar with NQA's Regional Assessor, Claire Harling for an overview of implementing ISO 45003, specifically looking at Clauses 7, 8 and 9:

WHEN: Friday 9th September 2022

TIME: 11am BST

REGISTER HERE: <https://bit.ly/3AhS3NO>





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Q&A



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