

WCO Global HRM Conference : **Managing HR through crisis and beyond**

Psychological health and safety at work: managing psychosocial risk

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working on ISO 45003 - Psychological Health and Safety in the Workplace

ISO 45001 – Occupational Health and Safety Management Systems – Requirements with Guidance for use

- “**0.1 Background** - An organization is responsible for the occupational health and safety of workers and others who can be affected by its activities. This responsibility includes promoting and protecting their physical and *mental health*.”

ISO 45003 Psychological health and safety at work: managing psychosocial risks — Guidelines

Provides valuable guidance to organizations seeking to comply with ISO 45001 in the identification of **psychosocial** hazards and the assessment of the **risks** they present.

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

Organizational context: Consider the external and internal issues that affect psychosocial risk.

EXTERNAL ISSUES

- local, regional and national circumstances
- related legal requirements and guidance
- how workers travel to work
- access to childcare and schooling
- domestic situations
- changes or problems in the supply chain
- changes in customer needs and expectations, or behaviours
- increased or decreased demand for products/services

INTERNAL ISSUES

- how work is organized and supported
- impact on work - related health, safety and well -being
- the number and types of workplaces and the nature of the work
- workforce size and characteristics
- individual needs of workers
- increased worker absence
- adequate provision of toilet and handwashing facilities

Planning

- identify **hazards of a psychosocial nature** under three main categories:
 - Aspects of how work is organized
 - Social factors at work
 - Work environment, equipment, and hazardous tasks

Support

- establish, provide and maintain the human, financial, and technological **resources** to achieve objectives and manage psychosocial risk.
- emphasize training and building **competence**.
- **communicate** to demonstrate commitment to managing psychosocial risks and promoting well-being
- assist workers to be **aware** of the factors that affect their psychological health, safety and well-being at work and how to reduce psychosocial risk

Operation

- implement and maintain processes to **eliminate hazards** and **reduce psychosocial risks**.
- identify **control measures** related to work organization, social factors at work, work environment, equipment and hazardous tasks.

Levels of intervention:

Primary: provide organizational level controls to prevent harm.

Secondary: assist workers to raise awareness and understanding through effective training and other appropriate measures.

Tertiary: reduce the harm of exposure through corrective and supportive actions and rehabilitation.

Performance evaluation and improvement

- relies on accurate data and measurement of the right indicators
- evaluation of effectiveness provides direction for the continual improvement
 - of the OH&S management system and
 - performance in relation to psychosocial risk.

Thank you...

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