Psychological health and safety at work: managing psychosocial risk

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• “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.
For more information:

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