Managing psychological health within your company

Jeff Witte – Executive Director, Sales

Building business resilience

Trust
Growing need to manage operational risks, demonstrate compliance and build long-term business resilience, confidently sharing performance with internal and external stakeholders.

Digitalization
A digital certification journey that enables efficient management and effective continual improvement.

Sustainability
Address growing stakeholder demands for sustainable operations and confidently contribute to progress on the UN SDG goals.

Assurance
Certification to help companies manage operational risks, improve supplier management and demonstrate a sustainable performance.

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Independent, trusted certification body & training provider

Performance optimization

Compliance to standards and regulations

Advance competence

Achieve resilient, sustainable operations

Our approach

We commit to quality and integrity in providing innovative & added-value services

Leading assurance services

We support our customers in achieving impactful improvement of social, environmental and business performance.

True partnership approach

We collaborate with our customers with also tailored key account programs for complex organizations to support their business objectives.

Added value auditing

Based on best-practice auditing techniques, smart delivery methods (remote and virtual) and our robust risk-based methodology, we ensure a customer-focused approach.

Advancing competence

Our training approach is built to enable our customers' ability to change and differentiate, turning knowledge into action and risks into rewards.

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Management systems certification & training

- Quality

- Environment

- Occupational health and safety

- Energy & water management

- Information security and privacy

- Business continuity and resilience

- Food safety

- Other industry specific standards

- Personnel Certification

Training
- Classroom & inhouse
- Virtual & eLearning
- Blended & bespoke

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Global presence, local experts

Extended network of 3,400+ auditors and trainers and 30+ accreditations

Americas
190 employees

Europe
880 employees

Africa
20 employees

APAC, India & ME
260 employees

Greater China
165 employees

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A world leading certification body & innovative training provider

80,000+

Customers in more than 180 countries.

90,000+

Management system certificates.

10,000+

Food and beverage companies partner with us to ensure safety and sustainability.

3,000+

Automotive and aerospace companies partner with us to ensure quality safety.

2,500+

ICT and telecommunication companies partner with us to ensure data security and business continuity.

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Introduction

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Learning objectives

- Identify why psychosocial risk management is important to an organization

- Identify risks and opportunities associated with psychological health management

- Steps to take in order to ensure that health, safety and well-being are at the heart of your organization

- ISO 45003 - key requirements and benefits

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Overview

Mental health issues across populations—including anxiety, depression and post-traumatic stress—are also set to increase (see WEF Global Risk Report)

- ISO 45003 was published as a full International Standard in June 2021.

- ISO 45003 is a **guideline** which provides guidance on the management of psychosocial risks and promoting well-being at work, as part of an occupational health and safety (OH&S) management system.

- Psychosocial hazards are increasingly recognized as major challenges to health, safety, and well-being at work.

- Psychosocial hazards relate **to how work is organized, social factors at work and aspects of the work environment, equipment, and hazardous tasks.** Psychosocial hazards can be present in all organizations and sectors, and from all kinds of work tasks, equipment, and employment arrangements.

- Psychosocial hazards can occur in combination with one another and can influence and be influenced by other hazards.

- Psychosocial risk relates to the potential of these types of hazards to cause several types of outcomes on individual health, safety, and well-being and on organizational performance and sustainability.

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Overview

- Negative outcomes for workers can include:
  - Poor health and associated conditions (e.g. cardiovascular disease, musculoskeletal disorders, diabetes, anxiety, depression, sleep disorders)
  - Poor health behaviours (e.g. substance misuse, unhealthy eating)
  - Reduced job satisfaction, commitment, and productivity.

- Managing psychosocial risks can result in positive outcomes, including improved job satisfaction and increased productivity.

- For the organization, the impact of psychosocial risks includes increased costs due to absence from work, turnover, reduced product or service quality, recruitment and training, workplace investigations and litigation, as well as damage to the organization's reputation.

- Effective management of psychosocial risk can lead to benefits such as improved worker engagement, enhanced productivity, increased innovation, and organizational sustainability.

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Why & What is ISO 45003?

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Why ISO 45003?

According to the WEF Global Risks 2021 Report:

- A "global risk" is defined as an uncertain event or condition that, if it occurs, can cause significant negative impact for several countries or industries within the next 10 years;
- Severe mental health deterioration listed in the top 10
  - Pervasiveness of mental health ailments and/or disorders globally and across multiple demographics, negatively impacting well-being, social cohesion and productivity: anxiety, dementia, depression, loneliness, stress etc.

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Why ISO 45003?

- The list of 35 global risks included in the survey was updated in 2020.

- This year, 12 new risks were added as a result of observed economic, geopolitical, societal and technological trends, as well exacerbated or emerging trends from the COVID-19 crisis that have the potential to have long-term effects. These new risks are: (1) "collapse of a multilateral institution", (2) "collapse of a systemically important industry", (3) "collapse or lack of social security systems", (4) "digital inequality", (5) "digital power concentration", (6) "failure of technology governance", (7) "fracture of interstate relations", (8) "geopolitization of strategic resources", (9) "pervasive backlash against science", (10) "prolonged economic stagnation", (11) "severe mental health deterioration" and (12) "widespread youth disillusionment".

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What is ISO 45003?

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It provides guidance on:

- How to provide Management of psychosocial risks & promoting well-being at work
- afe and healthy workplaces
- How to eliminate hazards and minimizing OH&S risks
- Managing psychosocial risks

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Negative outcomes for workers – some examples

| Poor Health Conditions	Poor Health behaviors
Cardiovascular disease	Substance misuse
Musculoskeletal disorders	Unhealthy eating
Diabetes	Reduced job satisfaction/productivity
Anxiety	Less commitment to work due to health issues
Depression	
Sleep disorders	

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Psychosocial risks

Psychological health & safety of individuals
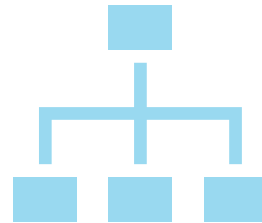
Health, safety and well-being at work affect processes at the organization
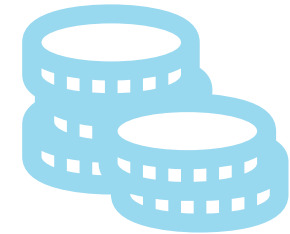
Results in long term economic costs to organization and society

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What are the impacts of psychosocial risks for the organization?

- Absence from work

- Turnover

- Reduced product or service quality

- Recruitment and training

- Workplace investigations and litigation

- Damage to the organization's reputation.

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Some definitions

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Mental health

Mental health, defined by the World Health Organization, is "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community"

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Some defnitions

- Psychosocial risk – what does it mean?

- What is the definition provided by ISO?

"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"

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Some defnitions continued

- Psychosocial hazard - work-related hazard(s) of a psychosocial nature

Social factors at work	Leads to Psychological hazard - Yes/No	If yes- what affects/causes injury/ill health? how severe?
How work is organized		
Social factors at work		
Work environment		
Hazardous tasks		
Equipment etc.		

What is the potential of these types of hazards to cause negative effects on individual health, safety and well-being and on organizational performance and sustainability?

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Some defnitions continued

- Well-being at work – what does it mean?

- What is the definition provided by ISO?

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

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Identification of Psychosocial Risks & Management of Safety at the Workplace

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Signs of exposure to psychosocial risk – are you observant?

- Changes in behavior

- Social isolation or withdrawal, refusing offers of help or neglecting personal well-being needs

- Increased absence from work or coming to work when ill

- Lack of engagement

- Reduced energy

- High staff turnover

- Low quality performance or failure to complete tasks/assignments on time

- Reduced desire to work with others

- Conflicts, lack of willingness to co-operate and bullying

- Increased frequency of incidents or errors

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Psychosocial risks – management

PLAN

- **1. Identify the elements of psychosocial risks at workplace**
    - identify hazards of a psychosocial nature, including
        1. aspects of how work is organized
        2. social factors at work
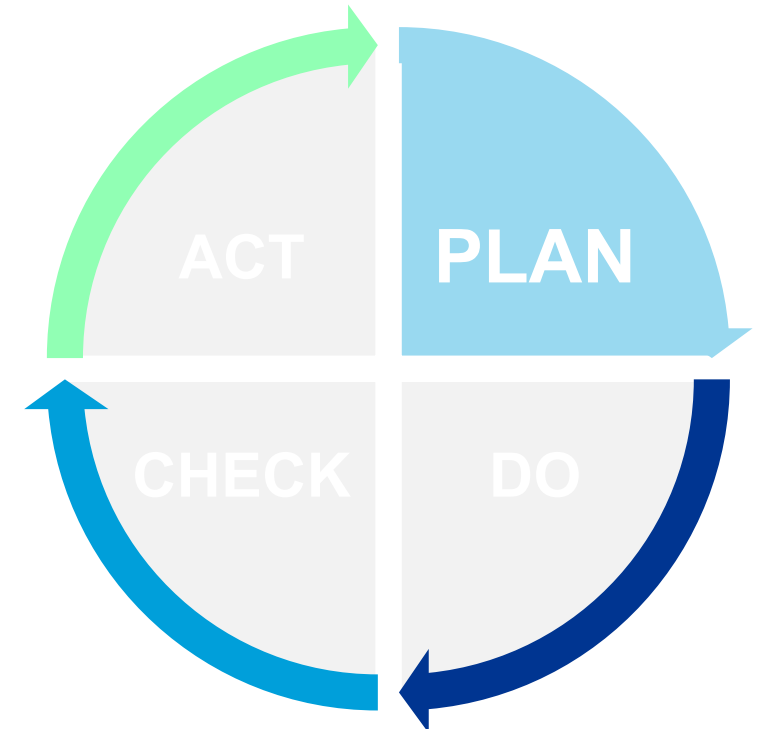   3. work environment, equipment and hazardous tasks
- **Initial diagnosis**

Quantitative - Survey forms
- o Individual view
- o They bring many elements and warning signs

Qualitative
- o Interviews - individual and group
- o Field observation
- o Analysis of indicators / results

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Psychosocial risks – how to manage

PLAN

2. Analyze the causes & prepare a psychosocial risks management plan in line with risks related to:

1. aspects of how work is organized

2. social factors at work

3. work environment, equipment and hazardous tasks

3. Prioritize and establish the initiatives to manage the risks

- Short-, medium- and long-term plan

- Technical initiatives

- Organizational and communication strategies

- Process review,

- Resource targeting (investments, people, materials)

- Education plans

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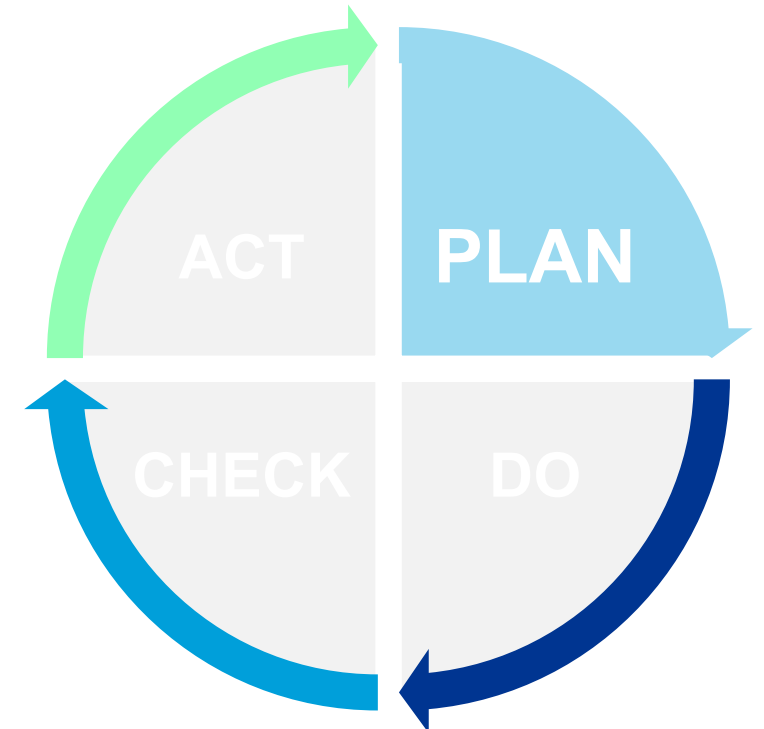
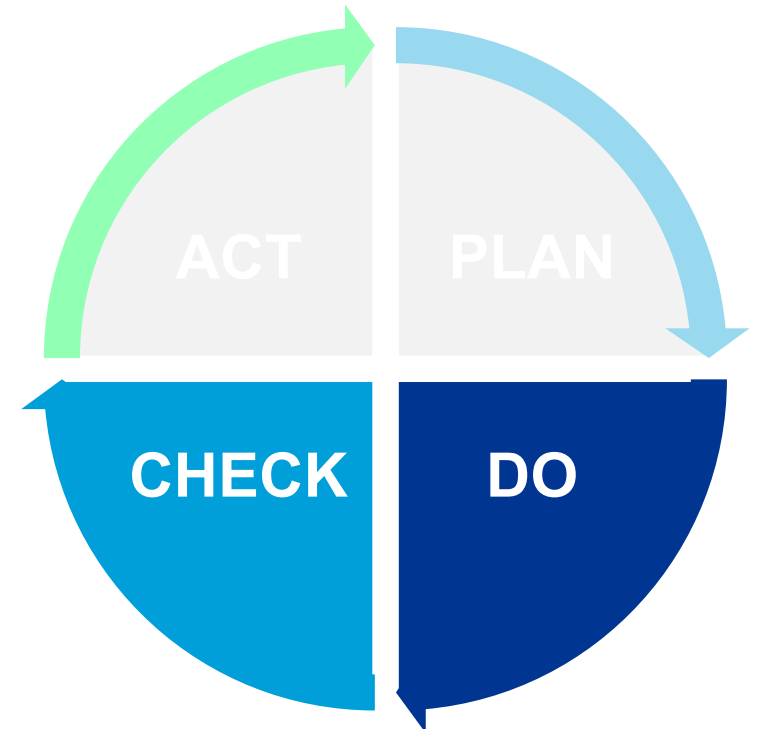# Psychosocial risks – management continued

- **DO**

  - Putting the **psychosocial risks management plan** into practice - understand the underlying sources/causes of harm prior to control measures are considered to improve the effectiveness of activities to manage psychosocial risk

  - Plans should be SMART with SMART Objectives in analyzing psychological risks

- **CHECK -** establish monitoring indicators
 Examples:

    - Implementation of the plan

    - Indicators related to targeted initiatives

    - Training hours

    - Compliance with corrective maintenance

    - New polls or targeted surveys

ACT PLAN CHECK DO

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Psychosocial risks - management continued

- **ACT**
  - Evaluate cycles - annual, bi-annual
  - Revising the plan
  - Lessons learned
  - Critical and multidisciplinary analysis

  - Communication & Followup
    - o What? When? How? By whom? To whom?
    - o Confidentiality – how its managed?
    - o What is documented & where?

YOU'RE BEING FILMED

ACT PLAN CHECK DO

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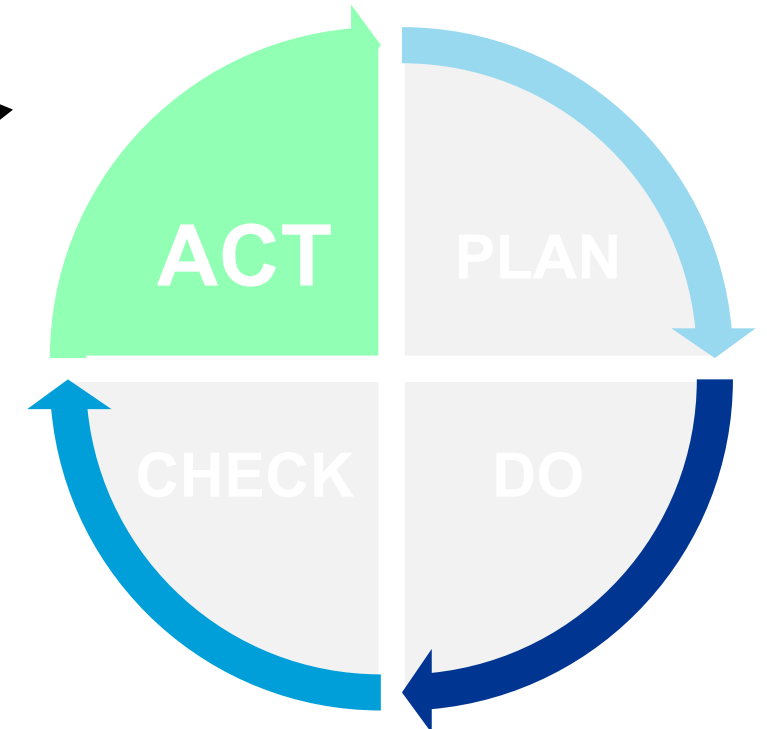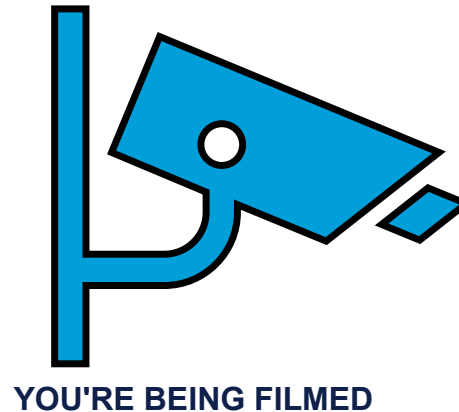
Follow up - communication, trust & transparency

Trust cannot be earned without transparency

- What is not reflected on a daily basis does not generate credibility.

- Values and beliefs should act as an internal reminder to direct our initiatives and behaviors

- Trust is built through practices

- Transparency must be adequately demonstrated to the public, but there must always be delivery on promises - building trust

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What are the tools & methods available for you to identify gaps

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Tools and Methods

a) Determine the extent to which the policy is complied with and objectives are met

b) Provide data on activities related to psychological health and safety in the workplace, recognizing the need for confidentiality of personal information

c) Determine if the processes for psychosocial hazard identification and assessment of risk are in place and controls are operating effectively (e.g. taking into account signs of worker exposure to psychosocial risk as set out in 8.1.2.5)

d) Provide the basis for decisions about improvements related to health, safety and well-being at work

e) Determine the extent to which the organization has fulfilled legal requirements and other requirements

f) Provide information on the OH&S management system's performance in managing psychosocial risks.

• The organization should develop appropriate qualitative and quantitative measures in consultation and with participation of workers and, where they exist, their representatives.

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INTERNAL AUDITS / OBSERVATIONS

- Search for evidence - procedures, records

- Worrying about writing everything down

- It is an assessment

- Follow a trail, protocol

BEHAVIORAL OBSERVATION

- Observes how people behave and react to routine situations

- Be careful to put people at ease

- It is not an assessment

- There is no "route" to be followed

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Next steps

1.   Purchase a copy of the Standard

2.   Conduct a Gap Analysis – DNV can help. It's what we do.

3.   Consider Training – Implementation and/or Internal Auditor

4.   Implement Best Practices as outlined in ISO 45003

5.   Continual Improvement

Questions & comments

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Thank you

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