ANSI/ASSP/ISO 45003-2021

Occupational Health and Safety Management – Psychological Health and Safety at Work – Guidelines for Managing Psychosocial Risks

AMERICAN SOCIETY OF
SAFETY PROFESSIONALS

Approved American National Standard

ANSI

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American National Standard

**Occupational Health and Safety Management –
Psychological Health and Safety at Work –
Guidelines for Managing Psychosocial Risks**

Secretariat

American Society of Safety Professionals
520 N. Northwest Highway
Park Ridge, Illinois 60068

Approved August 9, 2021

American National Standards Institute

American National Standard

Published August 2021 by

American Society of Safety Professionals
520 N. Northwest Highway
Park Ridge, Illinois 60068
(847) 699-2929 • www.assp.org

Printed in the United States of America

Foreword

(This Foreword is not a part of American National Standard 45003-2021.)

This standard was developed by an American National Standards Committee (United States Technical Advisory Group (TAG) to ANSI for ISO/TC283), in concert with the standards organizations and liaisons of the TC283 acting within the ISO Directives. The TAG, which is national in scope, functions under the Essential Requirements Document of the American National Standards Institute (ANSI) with the American Society of Safety Professionals (ASSP) as US TAG administrator.

It is intended that the procedures and performance requirements detailed herein can be adopted by any employer whose operations fall within the scope and purpose of the standard.

The standards committee and TAG administrator recognize there are improvement opportunities for the standard. New developments are to be expected, and future revisions of the standard will be necessary to reflect the evolving body of knowledge and experience of bodies providing audit and certification of occupational health and safety management systems.

This standard is an identical adoption of the ISO 45003, an international standard also titled "Occupational health and safety management – Psychological health and safety at work – Guidelines for managing psychosocial risks." The document was approved as an international standard in June 2021.

During June 2021, the United States Technical Advisory Group (TAG) to ANSI for occupational health and safety management systems (OHSMS) reached consensus that this document should be adopted as an American National Standard.

At the time of its approval, the US TAG for TC283 had the following members:

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AIG	Carl Patrizio, CSP, MS
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	Mark Drozdov, SSM, CSFSM, CAI, CMA
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Z10 Standards Committee	Vic Toy, CIH, CSP
	Jim Howe, CSP

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www. iso. org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www. iso. org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www. iso. org/iso/foreword. html.

This document was prepared by Technical Committee ISO/TC 283, *Occupational health and safety management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document 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.

This document is intended to be used together with ISO 45001, which contains requirements and guidance on planning, implementing, reviewing, evaluating and improving an OH&S management system. ISO 45001 highlights that the organization is responsible for the OH&S of workers and others who can be affected by its activities. This responsibility includes promoting and protecting their physical and psychological health.

The aim and intended outcomes of the OH&S management system are therefore 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 minimize OH&S risks by taking effective preventive and protective measures, which include measures to manage psychosocial risks. 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. It is important that psychosocial risks are managed in a manner consistent with other OH&S risks, through an OH&S management system, and integrated into the organization's broader business processes.

Psychosocial risks 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.

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.

Negative outcomes for workers can include poor health and associated conditions (e.g. cardiovascular disease, musculoskeletal disorders, diabetes, anxiety, depression, sleep disorders) and associated poor health behaviours (e.g. substance misuse, unhealthy eating), as well as reduced job satisfaction, commitment and productivity. Managing psychosocial risks can result in positive outcomes, including improved job satisfaction and increased productivity.

Although numerous factors can determine the nature and severity of outcomes of psychosocial risks, organizations have a significant role to play in eliminating hazards or minimizing risks. Both the organization and workers have a shared responsibility for maintaining and improving health, safety and well-being at work.

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.

This document outlines examples of psychosocial hazards arising from work organization, social factors and work environment, equipment and hazardous tasks, as well as a range of control measures that can be used to eliminate hazards or minimize associated risks.

Organizations are responsible for identifying hazards and minimizing the risks associated with them. The participation of workers, in all stages of the process, is critical to the success of managing psychosocial risks.

This document also includes information on what is important for organizations to consider in relation to raising awareness of psychosocial risks, developing competence in the management of psychosocial risks, supporting the recovery and return to work of affected workers, and planning for and responding to emergency situations.

The success of psychosocial risk management depends on commitment from all levels and functions of the organization, especially from top management.ANSI/ASSP/ISO 45003-2021

Occupational health and safety management — Psychological health and safety at work — Guidelines for managing psychosocial risks

1 Scope

This 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.

NOTE   When the term "worker" is used in this document, worker representatives, where they exist, are always implied.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 45001:2018, *Occupational health and safety management systems — Requirements with guidance for use*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 45001:2018 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
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. Detailed examples of such sources are given in Tables 1, 2 and 3.

3.2
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.