

ISO 45004:2024-03 (E)

Occupational health and safety management - Guidelines on performance evaluation

Contents

	Page
Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Performance evaluation	2
4.1 General	2
4.2 Why performance evaluation is important	2
5 Performance evaluation process	2
5.1 General	2
5.2 Elements of a performance evaluation process	3
5.3 Performance evaluation sources of information and tools	3
5.3.1 General	3
5.3.2 Inspections	3
5.3.3 Pre-activity and post-activity reviews	4
5.3.4 Exposure assessments and occupational health surveillance	4
5.3.5 Health and safety meetings	5
5.3.6 Focus groups	5
5.3.7 Surveys	5
5.3.8 Interviews	5
5.3.9 Injury and ill health tracking	6
5.3.10 Incident investigations	6
5.3.11 Audits	7
5.3.12 Management review	7
6 Performance indicators	7
6.1 General	7
6.2 Selection of performance indicators	7
6.3 Key characteristics of indicators	8
6.4 Life cycle of indicators	9
6.5 Types of indicators	10
6.5.1 General	10
6.5.2 Leading and lagging indicators	11
6.5.3 Quantitative and qualitative	11
6.5.4 Potential unintended consequences	12
6.5.5 Value and limitations of benchmarking	13
7 Integration of OH&S performance evaluation into business processes	13
8 Monitor, measure, analyse and evaluate	14
8.1 General	14
8.2 Uncertainty	15
8.3 Monitor and measure	15
8.4 Analyse	15
8.5 Evaluate	16
9 Communication	16
10 Act on results	17
11 Review performance evaluation processes	17
Annex A (informative) Performance evaluation examples	19
Bibliography	30