ISO 45003:2021 (E)

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

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Context of the organization

4.1 Understanding the organization and its context
4.1.1 General
4.1.2 External issues
4.1.3 Internal issues
4.2 Understanding the needs and expectations of workers and other interested parties
4.3 Determining the scope of the OH&S management system
4.4 OH&S management system

5 Leadership and worker participation

5.1 Leadership and commitment
5.2 OH&S policy
5.3 Organizational roles, responsibilities and authorities
5.4 Consultation and participation of workers

6 Planning

6.1 Actions to address risks and opportunities
6.1.1 General
6.1.2 Hazard identification and assessment of risks and opportunities
6.1.2.1 Hazard identification
6.1.2.2 Assessment of risks and opportunities
6.2 Objectives to address psychosocial risk

7 Support

7.1 Resources
7.2 Competence
7.3 Awareness
7.4 Communication
7.5 Documented information
7.5.1 General
7.5.2 Confidentiality

8 Operation

8.1 Operational planning and control
8.1.1 General
8.1.2 Eliminating hazards, reducing OH&S risks and promoting well-being at work
8.1.2.1 Psychosocial risk control measures
8.1.2.2 Psychosocial risk control measures related to work organization
8.1.2.3 Psychosocial risk control measures related to social factors
8.1.2.4 Psychosocial risk control measures related to work environment, equipment and hazardous tasks
8.1.2.5 Signs of exposure to psychosocial risk
8.1.3 Management of change

8.1.4 Procurement, contracting and outsourcing
8.2 Emergency preparedness and response
8.3 Rehabilitation and return to work

9 Performance evaluation

9.1 Monitoring, measurement, analysis and performance evaluation
9.2 Internal audit
9.3 Management review

10 Improvement

10.1 General
10.2 Incident, nonconformity and corrective action
10.3 Continual improvement

Page count: 23