

A GUIDE TO ISO 45003

An Overview of the Standard and More Total Worker Health® Resources



AMERICAN SOCIETY OF
SAFETY PROFESSIONALS

STANDARDS



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INTRODUCTION

This guide was developed by the ASSP Standards Team to provide an overview of ISO 45003 and to provide additional resources for those interested in learning more about Total Worker Health® and this new ISO standard.

In June 2021, the International Organization for Standardization (ISO) announced the approval of the ISO 45003 Standard titled:

ISO 45003: 2021 Occupational Health and Safety Management — Psychological Health and Safety at Work — Guidelines for Managing Psychosocial Risks

The development of the ISO 45003 guidance document is aimed at bringing a greater focus to overall worker health, as well as safety, particularly in regard to how safety professionals can incorporate psychological risk analysis into their occupational safety and health management systems.





“We have to evaluate the potential stressors in a workplace that could bring on psychosocial risks.”
“The intent of this document is to help organizations and safety professionals more effectively identify and address psychosocial hazards and risks that may exist within the workplace.”

– Ken Clayman, member of the U.S. Technical Advisory Group to TC 283





WHAT IS ISO 45003?

ISO 45003 is intended to provide guidance on the management of psychosocial risks and also with the overall concept of promoting well-being at work. ISO 45003, as part of an occupational health and safety (OH&S) management system, is designed to work in conjunction with the current ISO 45001 Occupational Health and Management Systems standard.

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.

The Foreward to ISO 45003:

Psychosocial hazards relate to how work is organized, social factors at work and aspects of the work environment, equipment and hazardous tasks. They 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.

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.

The United States Technical Advisory Group, (TAG) submitted its final vote of "yes without comments" to the American National Standards Institute (ANSI) during April of 2021 and steps are being taken for ISO 45003 to be a National Adopted International Standard (NAIS). This is the same approach taken with ISO 45001 and the ISO TC262 Risk Management and Risk Assessment Standards (ISO 31000). The intent is to have ISO 45003 adopted as an American National Standard sometime during autumn of 2021.

The progress of the **ISO 45003** Standard can also be tracked on its ISO homepage. This page includes information and where it is in the standards development process.



Foreword and 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



- 7.1 Resources**
- 7.2 Competence**
- 7.3 Awareness**
- 7.4 Communication**
- 7.5 Documented information**
 - 7.5.1 General**
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- 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**
 - 8.1.3 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**

Bibliography





ASSP TWH RESOURCES AND MATERIALS



ISO 45003 Resources

- **Article: [Shaping the Future of Safety Management Systems](#)**

This article discusses the vision of the ISO/TC 283 Committee who is responsible for the ongoing development and enhancement of the ISO 45001 standard.

- **Podcast: [Psychosocial Safety & Health](#)**

This podcast features Ken Clayman who explains ISO 45003 and how stresses in the workplace, interactions between employees and pressures from a boss can manifest in psychosocial hazards and risk that can lead to illness, injuries and lack of productivity.

[ASSP is offering a week of courses focused on Total Worker Health® August 9 – 13, 2021:](#)

[Live Virtual Classroom: ISO 45003 The Psychologically Healthy Workplace](#)

The course addresses:

- ISO 45003 and psychologically healthy workplaces
- Similarities and differences between ISO 45001 and ISO 45003
- The relationships between psychologically healthy workplaces and employee-centered safety cultures
- Leveraging occupational health and safety, health improvement strategies, and psychologically healthy workplaces to mitigate risk and drive creativity

Access Total Worker Health® Resources at:

assp.org/resources/total-worker-health

Learn how taking a Total Worker Health® (TWH) approach can help your organization create and sustain a culture that supports overall worker well-being. Assess your readiness and make the business case for TWH in your organization.





OTHER RESOURCES

We believe these materials will be of interest to those looking for information on ISO 45003 Standard. Please note that ASSP does not endorse these sites.

Article: [ISO 45003 and the need for psychological health and safety](#)

Article: [IOSH Magazine: Delving deeper into ISO 45003](#)

Short ISO Presentation: [ISO 45003: A driving force for the effective management of psychological health & safety in the workplace](#)

IOSH webinar: ISO 45003 – [The changing landscape for managing psychosocial risks](#)

Article: Not all organizations agree with the proposed ISO 45003 Standard: [British Psychological Society response to the BSI's consultation on ISO 45003](#)





Information Related to Standards Development

Please note, as of yet, there are no examples yet of public/private use and recognition of ISO 45003 since the standard is new and there have not been any specific actions taken at this point.

Links and information related to American National Standards:

- [Essential Requirements used by ANSI](#)

The links below will give you information from ASSP addressing how voluntary national consensus standards are used in regulatory settings:

- [Voluntary consensus standards can transform your safety program from a compliance-driven cost center into a corporate sustainability initiative that can save lives and boost profits](#)
- ASSP Podcast Episode 3: October 8, 2018: [How Government Agencies Use Industry Consensus Standards](#) - Lauren Bauerschmidt, ASSP standards development
- ASSP Podcast Episode 1: September 10, 2018: [Industry Consensus Standards](#) - Tim Fisher, ASSP standards and technical services





**SAFETY MANAGEMENT
SYSTEMS STANDARDS**

Other standards and materials related to Safety management systems:

ISO 45003 is part of the standards under the ISO TC283 Committee for Occupational Health and Safety Management Systems. Other standards under ISO TC283 currently include:

Specific to ANSI/ASSP/ISO/IEC 45001:

ANSI/ASSP/ISO 45001-2018 Occupational Health and Safety Management Systems - Requirements with Guidance for Use

This document specifies requirements for an occupational health and safety (OH&S) management system, and gives guidance for its use, to enable organizations to provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving its OH&S performance.

ASSP/ISO TR - 45001-2021 Occupational Health and Safety Management Systems – A Practical Guide for Small Organizations

This handbook is aimed at small organizations. It provides an overview of the ISO 45001:2018 requirements and sets out approaches for small organizations to implement them, to help you establish an occupational health and safety (OH&S) management system.

ASSP/ISO TR - 45005-2021 Occupational Health and Safety Management – Safe Working During the COVID-19 Pandemic – General Guidelines for Organizations

This document gives guidelines for organizations on how to manage the risks arising from COVID-19 to protect work-related health, safety and well-being. This document is applicable to organizations of all sizes and sectors, including those that: a) have been operating throughout the pandemic; b) are resuming or planning to resume operations following full or partial closure; c) are re-occupying workplaces that have been fully or partially closed; d) are new and planning to operate for the first time. This document also provides guidance relating to the protection of workers of all types (e.g. workers employed by the organization, workers of external providers, contractors, self-employed individuals, agency workers, older workers, workers with a disability and first responders), and other relevant interested parties (e.g. visitors to a workplace, including members of the public). This document is not intended to provide guidance on how to implement specific infection control protocols in clinical, healthcare and other settings.



ANSI/ASSP/ISO/IEC TS 17021-10-2021 Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems

ANSI/ASSP/ISO/IEC TS 17021-10-2021 Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems - Part 10: Competence Requirements for Auditing and Certification of Occupational Health and Safety Management Systems (digital only)

This document specifies additional competence requirements for personnel involved in the audit and certification process for an occupational health and safety (OH&S) management system and complements the existing requirements of ISO/IEC 17021-2.

Three types of personnel and certification functions are defined: auditors, personnel reviewing audit reports and making certification decisions and other personnel.

Specific to Z10

ANSI/ASSP Z10.0 - 2019 Occupational Health and Safety Management Systems

This standard provides a management tool to improve performance, provide safe workplaces and reduce the risk of occupational injuries, illnesses and fatalities.

ASSP GM-Z10.100-2019 Guidance and Implementation Manual for ANSI/ASSP Z10.0-2019 Occupational Health and Safety Management Systems

This document provides guidance on various ways organizations can implement the requirements of Z10. The guidance contains requirement-by-requirement suggestions on implementing and maintaining an occupational health and safety management system, as well as detailed descriptions of state-of-the-art, cutting edge approaches to improving OSH performance.



[ASSP GM - Z10.101-2019 Guidance Manual: Keep Your People Safe in Smaller Organizations](#)

The ASSP/Z10 Guidance Manual is a quick start guide for implementing Z10 in a small to medium size organization. This document outlines the basics of health and safety management systems, contains in-depth discussions of new and innovative approaches and provides the tools and information to help you succeed. Useful forms and checklists are included to assist with accessing your current program and guiding you toward improvements. Detailed examples of how the standard can be implemented are also included.

ANSI/ASSP Standards promote recognized best practices that prevent worker injuries, illnesses and fatalities

Help develop and improve consensus safety standards by serving on an ASSP standards writing committee. [Learn more about how ASSP and our members develop standards.](#)



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