



## ISO 45003 : 2021

What can you expect from the certification process?

### Psychological Health & Safety At Work Management System Checklist

This checklist will provide you with a detailed understanding of what you can expect to have in place, and be doing, by the time you complete the ISO 45003 certification process. If you don't have any of this in place already, don't panic; QMS is happy to provide you with the necessary templates and guidance until you do.

#### Context Of The Organisation

**This means:** understanding external and internal issues, as well as the needs and expectations of interested parties, and where you sit in all of this.

- We have thought about and set out the external and internal psychological health & safety issues that are relevant to our organisation's vision, purpose and strategic direction.
- We understand which parties have an impact on the psychological health & safety management system, and the needs and expectations that they have, including if these are legal obligations.
- Our psychological health & safety management system addresses the external and internal issues, the needs and expectations of all parties, as well as our strategic vision, objectives, products and services.
- We've carefully set out the processes, actions and guidelines at each stage within our psychological health & safety management system.
- We've also set out how each of these stages will be managed, who is responsible, how they need to action things and how success will be measured.
- We understand how to adjust our psychological health & safety management system as the context of our organisation changes.

#### Leadership

**This means:** the role your top management will play in leading, not just managing, your psychological health & safety management system and the actions required during the certification process.

- Our top management have understood the certification process and have taken responsibility for the effectiveness of our psychological health & safety management system.
- We have defined and communicated a psychological health & safety policy that aims to prevent mental ill health and support well-being. This policy is relevant and appropriate to our business.

- Our managers understand the importance of communicating the processes set out in the psychological health & safety management system and the role that psychosocial risk-based thinking will play in our success.
- We have a process that enables the consultation and participation of workers for the improvement of the management system.
- We have clearly set out who is responsible for making each part of the psychological health & safety management system a success, as well as who is responsible for making decisions.

#### Planning

**This means:** evaluating success, measuring risks and opportunities and planning the steps needed to increase desirable effects, prevent unwanted effects and achieve improvements.

- We have a framework for identifying the psychosocial risks that affect our processes and the psychological health & safety management system and we have developed processes to assess, document and action these risks.
- We have planned what we need to do to meet our psychological health & safety objectives.
- We have thought about the ways in which we may need to change the psychological health & safety management system over time to ensure it stays effective.

#### Support

**This means:** making sure you have the resources and tools you need to run and continually improve your psychological health & safety management system.

- We understand what resources (people, infrastructure, working environment, etc.) we need in order to establish, implement and maintain our psychological health & safety management system.

- We have set out a plan for reviewing resources on a regular basis to make sure we continue to provide sufficiently trained staff and the right equipment and materials to meet our customers' expectations.
- We recognise that accurately measuring and monitoring the ways in which our processes meet psychological health & safety criteria and conformity requirements is important. We have therefore identified the resources needed to provide valid, reliable results.
- We have made sure that we have a good infrastructure in place to ensure that conformance to the management system Standard and legal compliance is met.
- We understand that documented information needs to be provided, both to satisfy the guidelines of the Standard and to ensure that the guidelines continue to be implemented effectively.

### Operation

**This means:** the steps you need to take to get going on your psychological health & safety management system.

- We have clearly set out processes to ensure we meet the guidelines specified by the Standard.
- We now maintain our own Occupational Health Service, Worker Assistance Programme or Psychosocial Risk Intervention process.
- We have a process that enables workers to identify or report signs of exposure to psychosocial risk.
- We have arrangements in place to prepare for and respond to potential psychosocial emergencies.
- We have processes in place to ensure impacts on psychosocial health following emergency situations are reviewed.
- We have appropriate rehabilitation programmes in place.

### Performance Evaluation

**This means:** using your experience and knowledge to monitor, measure and analyse processes and changes to consistently seek out ways to improve psychological health & safety.

- We understand what we need to monitor and measure and have set out the ways in which we will do this, to get useful, valid results.
- We have agreed a formal structure for evaluating our psychological health & safety management system via an internal audit programme.
- We will agree any areas for potential improvement and development within the psychological health & safety management system and how we will include these in management reviews.
- We have set out a structure for management reviews and are committed to implementing it to regularly monitor and evaluate the implementation of our management system.

### Improvement

**This means:** using the results from your evaluation and analysis to identify ways to enhance the psychological health & safety management system that service to increase psychological health and well-being across the organisation.

- We have identified areas for improvement that focus on meeting our psychosocial goals. We have also taken the steps necessary to put these changes into action.
- We have a process for managing the ways in which we do not conform to the Standard, and the steps we need to take to correct this.
- We have agreed how we will prioritise the continual improvement of the suitability, adequacy and effectiveness of our psychological health & safety management system.
- We have a process that enables the consultation and participation of workers for the improvement of the management system.

## Implementation and certification in 30 days

With QMS' award-winning certification process, you could achieve an ISO 45003 certification in as few as 30 days. The process is straightforward and cost-effective and includes access to QMS Connect, our secure 24/7 ISO management platform, which has a host of templates, tutorial videos and task reminders.