

Psychological health at work: a pandemic we're struggling to manage

Practical guidance and an introduction to the world's first global standard on psychological health at work, ISO 45003



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Meet the panel



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Key psychosocial risks during the pandemic

- **Workload:** overload and underload; adapting to new technologies; new tasks

increase support from managers and peers, offer training, check in and chat, adapt roles to share workload

- **Working hours and work pace:** unpredictable or long hours, intense work pace

allow flexible work hours and time off, more control over pace and deadlines, encourage regular breaks

- **Role ambiguity and clarity:** possible new roles, lack of clarity

give clear information about tasks, what is expected, what help is available

- **Lack of control:** rapid change, lack of autonomy, lack of 'voice'

allow workers to speak about their anxieties, work together to find solutions, allow more control over how things are done

- **Lack of social support:** physical and social distancing, remote working, isolation, communication issues
- **Job insecurity:** associated economic impact and uncertainty, job loss
- **Career development:** limited career prospects, impact on rewards
- **Work-home interface:** personal space, isolation, carer responsibilities, impact on working practices
- **Specific worker groups:** e.g. healthcare workers

regular one to one chats/video calls to suit individuals; optional social chats via video; ask what's going on at home

open discussions, work together to find solutions, be transparent and share information early

share information on training and development resources, encourage mentoring and coaching

listen to individual anxieties, be supportive and flexible

offer additional safety measures for known vulnerable groups and workers in key roles known to have higher risks, listen to concerns and act on them if you can



How standards
can help

ISO 45003
the world's
first global standard
on psychological health
& well-being at work

ISO 45003 Psychological health and safety in the workplace – Guidelines on managing psychosocial risks

- Provides guidance on how to identify and manage risks to workers' psychological health and well-being
- Gives extensive examples of work-related factors that can have a negative impact
- Outlines what an organization can do to address issues, promote well-being and create a healthier workplace

ISO 45003 Psychological health and safety in the workplace – Guidelines on managing psychosocial risks

- 95% approval rate during the public consultation ballot
- Final revisions take place in December
- Due to publish summer 2021



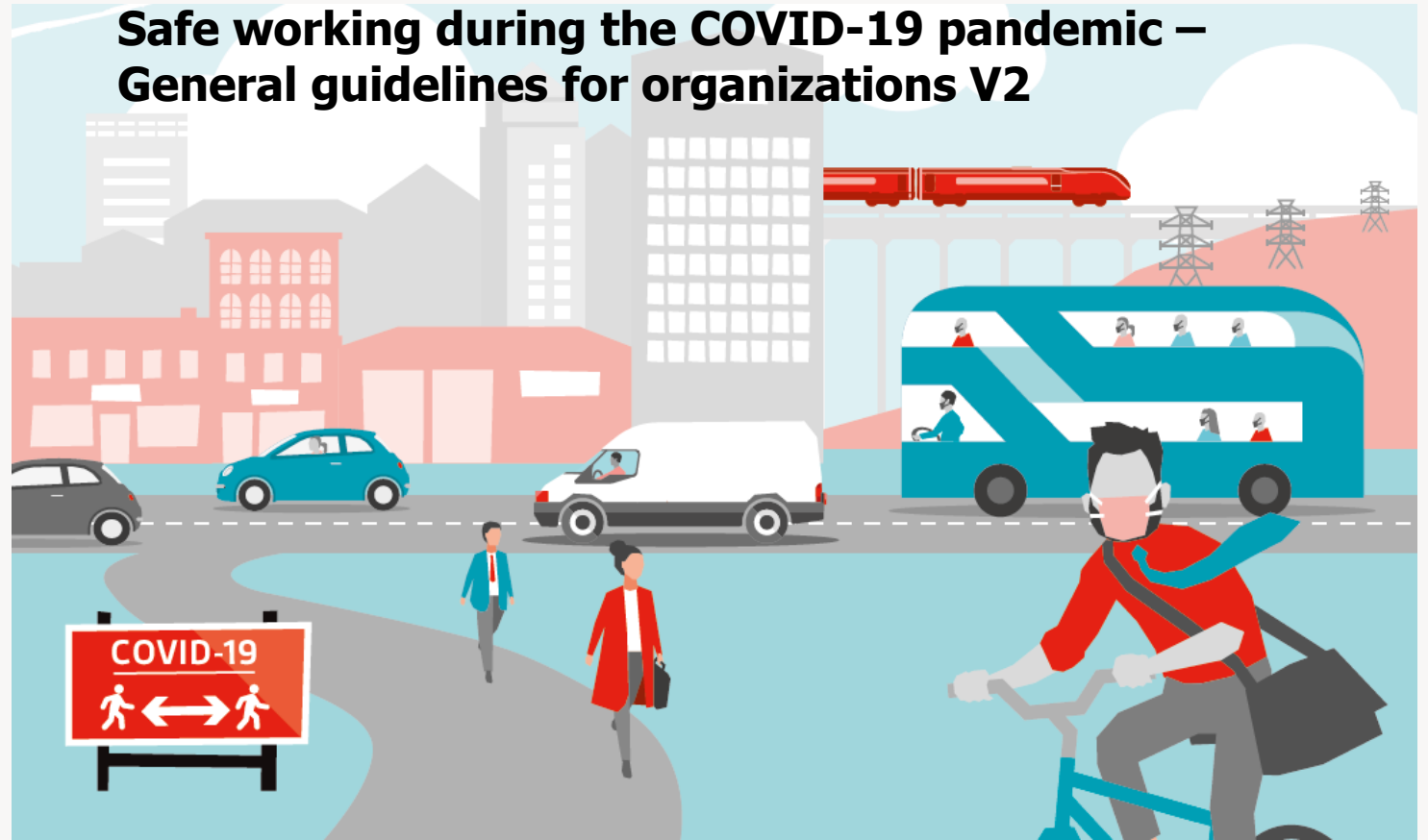
Other OH&S resources

- ISO 45001 OH&S management systems
- ISO 45001:2018 - OH&S management systems - A practical guide for small organizations
- The Little Book of Health & Safety Management
- BS 45002-1 *Guidance on managing occupational health*
- BS 45002-2 *Risks and opportunities*
- BS 45002-3 *Guidance on incident investigation*



Free BSI Guidelines

Safe working during the COVID-19 pandemic – General guidelines for organizations V2



<https://www.bsigroup.com/en-GB/topics/novel-coronavirus-covid-19/covid-19-guidelines/>

ISO PAS 45005, a global document developed from the BSI guidelines, publishes December



How to get involved

Follow our work

<https://committee.iso.org/home/tc283>

Get involved

Join the UK OH&S management committee, HS/1

Get in touch

If you have any questions or would like to find out more about either ISO or UK work please contact

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