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BSI certification to ISO 45003 is helping Anglian Water prioritize its people's mental health



Anglian Water Services Limited is committed to protecting the mental wellbeing of its people. With this goal in mind, it has become the first water company globally to achieve certification against BSI's psychological health and safety at work scheme, based on ISO 45003, a new international standard that provides practical guidance on managing psychological health and safety in the workplace.

Anglian Water takes pride in being an exemplary employer. Its health, safety and wellbeing strategy, entitled 'Happier, Healthier, Safer', includes longstanding BSI certification to ISO 45001 for occupational health and safety.

Today, mental wellbeing is an increasingly high priority, not least since changes in working practices brought about by Covid-19. Many work-related psychosocial hazards – including, for example, isolation or excessive workload – can adversely affect individuals' physical, mental, cognitive and emotional health, while also increasing costs from absence and staff turnover. As a result, Anglian Water wanted to protect and promote the mental wellbeing of all its people.

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Solution

Anglian Water recognized BSI's scheme, based on ISO 45003 as the way forward. Published in 2021, this global standard gives organizations guidance for managing mental health issues.

To achieve certification, the company underwent thorough independent assessment by BSI. The assessor noted the company's strong leadership and collaboration to prevent work-related psychosocial risks, spearheaded by Jonathan Hill, Head of Occupational Health, Victoria Sloan, Head of Wellbeing, Thomas Blundell, IMS Technical Lead, and Adam Tyler, IMS Technical Manager (Quality & Environment).

BSI's assessor received overwhelmingly positive responses from employees at all levels. Many praised the company's caring business culture and extensive wellbeing resources, and some championed the support available to colleagues.

Benefit

Anglian Water is the first water company globally to achieve certification against BSI's psychological health and safety at work scheme, based on ISO 45003. The award recognizes the company's efforts to support its employees' health and wellbeing and shows that it operates a robust structure to identify, manage and mitigate mental health risks. It shows the company's commitment to fostering an environment where people feel safe and supported.

BSI certification to ISO 45003 demonstrates to all stakeholders that Anglian Water has adopted an enlightened approach to mental wellbeing that will enhance employee engagement, performance and satisfaction, ultimately boosting business sustainability and organizational resilience.

Why BSI?

Adam Tyler comments: "BSI's knowledge of ISO 45003 is second to none – they consistently provide us with valuable support and guidance."

