



Your Easy Start to Workplace Mental Well-being:

The ISO 45003 Planner





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Quick start guide

What is ISO 45003?

ISO 45003 is the first international standard focused on managing psychological health and well-being in the workplace. It provides organizations with a framework to identify, assess, and manage psychological risks, ensuring that employees feel supported, engaged, and productive. Watch our [short video](#) to learn more about psychological risks and how to mitigate them.

This standard complements ISO 45001 on occupational health and safety management but focuses on addressing mental health and well-being in greater depth. Organizations don't however need to have implemented ISO 45001 to get the benefits of ISO 45003.

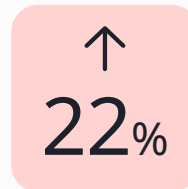
It is applicable across all industries and organizational sizes, ensuring flexibility to meet specific needs.

Benefits of ISO 45003 include:

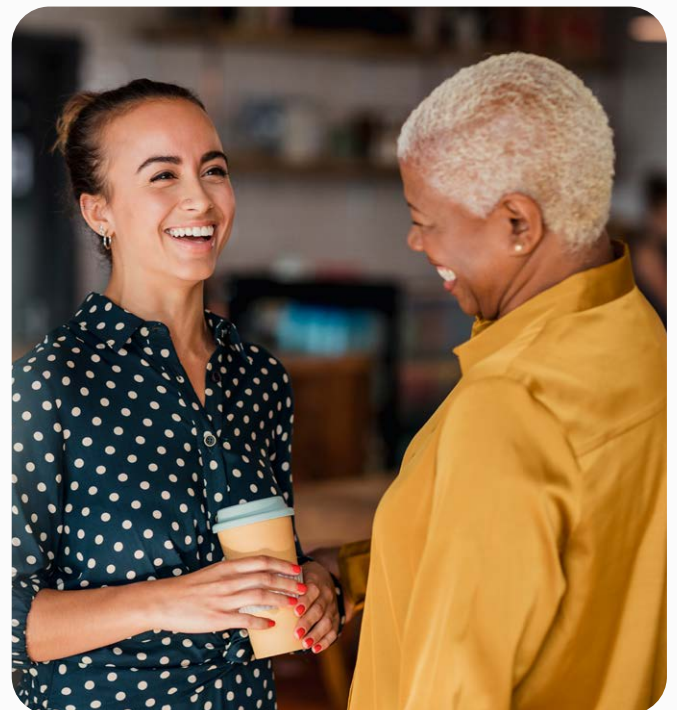
- Reducing stress, burnout, and absenteeism.
- Boosting morale, employee engagement, and retention.
- Supporting a culture of care that enhances productivity and organizational reputation.
- Strengthening resilience against crises and challenges, such as post-pandemic recovery.



Since implementing ISO 45003 with BSI, London Luton Airport has seen a 7% increase in overall wellbeing,



despite a 22% headcount increase and highly publicized fire.



Easy steps to get started

Breaking down the steps to implement ISO 45003.

1 Get commitment and support from senior management.

Getting commitment from senior management will ensure that the necessary resources and support are available for the implementation of ISO 45003. [You can use our ISO 45003 mapping guide to prepare for this step.](#)

2 Engage the whole business with good internal communication.

Foster open communication about psychological health and well-being. Encourage feedback to identify existing challenges and solutions.

3 Assess current psychological health and safety, and well-being practices (gap analysis) and attend any necessary training courses.

Evaluating your current practices against ISO 45003 requirements will allow you to identify gaps that need to be filled in order to conform with the Standard, and as a result, identify the right training course to equip you with extra knowledge needed to succeed.

4 Establish an implementation team and map out roles, responsibilities and timescales.

This team should be responsible for developing an implementation plan and overseeing the plan's effectiveness at each stage. Include representatives from across the organization to ensure diverse perspectives and map out roles, responsibilities, and timescales to ensure that everyone knows what they need to do and when they need to do it.

5 Develop a plan for implementing ISO 45003 including:

- The scope of the implementation (specific departments or entire organization)
- The timeline for implementation
- The resources required for implementation
- The risks and challenges associated with implementation
- The benefits of implementing ISO 45003

6 Communicate the plan to all stakeholders and promote a supportive culture.

Include employees, customers, suppliers and investors, and encourage behaviours and practices that normalize discussions around mental health.

ISO 45003

Downloadable Tools

Two valuable documents designed to compliment each other, helping you prepare and confidently navigate your ISO 45003 journey.

Implementation Checklist

Navigate the entire ISO 45003 process with ease using our step-by-step Implementation Checklist. From setting goals and training your team to preparing for your audit, this checklist guides you through every stage of the process.

Action	Timescale (Set yourself a realistic timeframe to complete action)	Responsibility (Assign this action to a relevant team member)	Action Complete
Leadership and Commitment			
Ensure top management understands and supports psychological health and safety.			☐
Promote a culture where mental well-being is valued and supported.			☐

Self-Assessment Checklist

When you're ready to schedule your audit, this handy document provides a breakdown of key guidance, clause-by-clause, helping you assess your preparedness.

Your OH&S self-assessment checklist

Clause 4 – Context of the Organization

1

The organization has identified and understands the internal and external factors affecting our ability to achieve the intended outcomes of the OH&S management system, related to psychological health and safety.

Yes

No

Real-life success stories

Case studies:

London Luton Airport has always seen psychological well-being as key to reducing incidents and accidents. However, it recognized that greater clarity and structure was needed if the airport was to evolve the management of well-being, stress, and mental health impacts to a more proactive, risk-based approach that managers would embrace.

The benefits: In the year since achieving ISO 45003, LLA has experienced multiple benefits:



Improved organizational resilience.



Positive feedback from employees.



Reduced stigma means employees are reporting mental health absence more openly.



Improved employee understanding of the importance of taking a break when needed to avoid crisis.



Taking a risk-based approach to assessing and managing workplace wellbeing.

What do our clients have to say?



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As a company we hold well-being in the same regard as health and safety, so ISO 45003 felt like the natural next step as a long-standing holder of ISO 45001."

Thomas Blundell, Integrated Management Systems (IMS) Manager

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Recently I was suffering from a mini burnout. Anglian Water really encouraged me to share my story surrounding my triggers, the tools used to deal with the burnout and how managed to come out the other side. They normalize talking and the fact that it's OK not to be OK."

"My message to other organizations is to put your humans first – sometimes we have good days and sometimes we have bad days, but make sure to always be there for the human"

Gemma Davie, Head of Finance Partnering and Performance



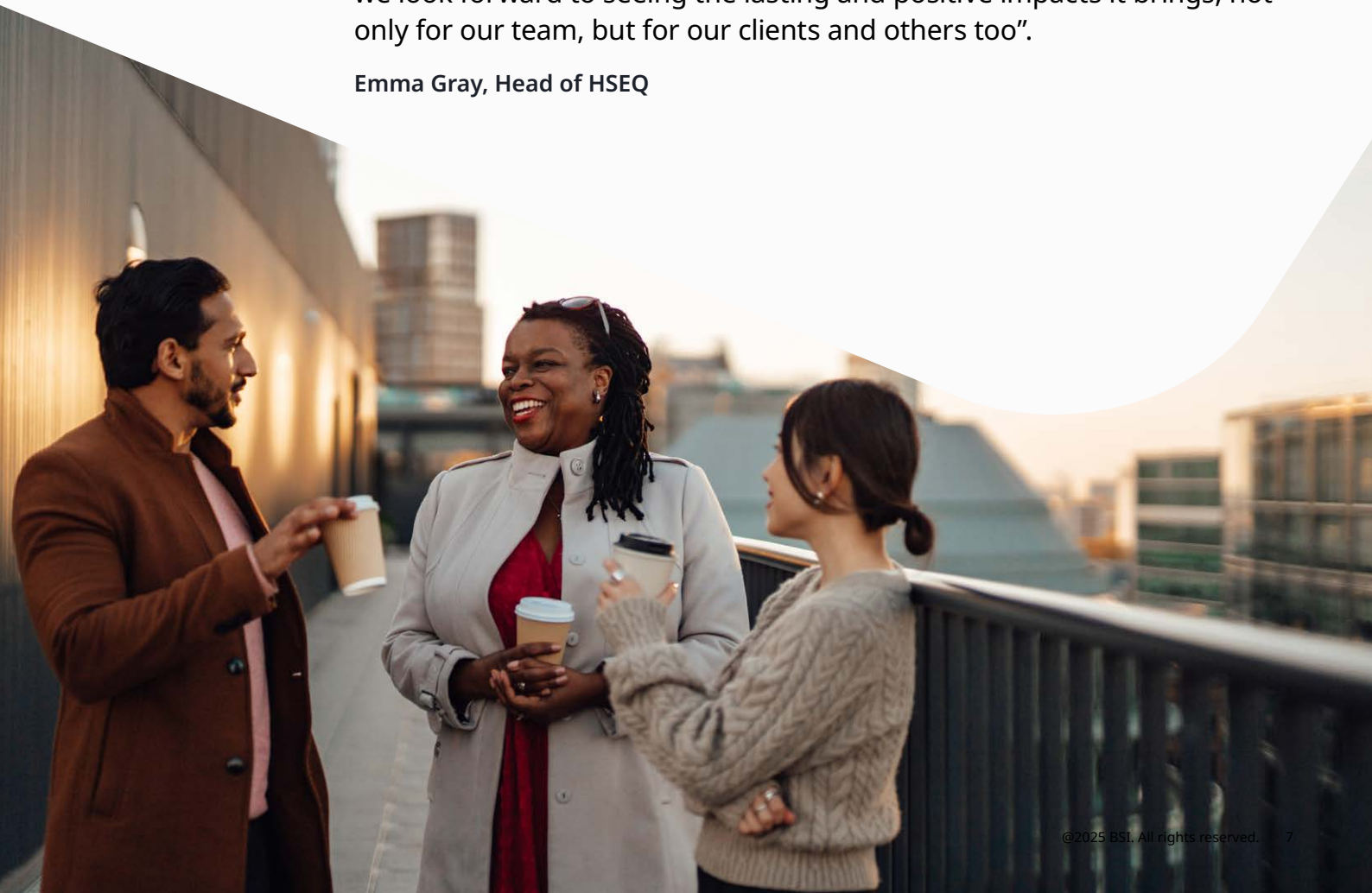
Henshall & Sheehy
SUPPORT SERVICES LTD

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We're delighted to be the first Mechanical & Electrical and Installations company to obtain ISO 45003. We get to shine a light on our proactive approach to mental health and psychological safety which is part of everyday life at Henshall & Sheehy.

"As we solidify our ongoing commitment to mental health and wellbeing, we look forward to seeing the lasting and positive impacts it brings, not only for our team, but for our clients and others too".

Emma Gray, Head of HSEQ



ISO 45003 Resources

Discover ISO 45003 in just 3 minutes with this short introductory video. Learn what the standard is all about and how it can transform occupational health and safety in your organization, improving well-being and boosting performance.



ISO 45003 FAQ's & Myth Busting

Take a look at the most frequent questions we're asked relating to ISO 45003 and dispel some of the most common myths.

ISO 45003 Training

Unlock the benefits of ISO 45003 with our most popular training courses, designed to enhance your knowledge and empower your organization to improve health and well-being at work.

↑
17%

Companies are 17% more productive when employees get the training they need.

Source: Gallup, 2024.

Want to learn more? Explore our most popular training courses:

Learn how to manage psychosocial risk across your organization as part of an ISO 45001 occupational health & safety management system. Following the recommendations of ISO 45003, you'll learn what creates psychosocial risk and take steps to manage or eliminate it.

This course will enable learners to identify why psychosocial risk management is important to an organization and recall its benefits and gain an understanding of the ISO 45003 standard, its scope, and its relevance in today's work environment.

Learn how to manage psychosocial risk across your organization as part of an ISO 45001 occupational health & safety management system. Following the recommendations of ISO 45003, you'll learn what creates psychosocial risk and take steps to manage or eliminate it.

This Occupational Stress and other psychosocial risks course includes 7 hazards modules:

- Stress
- Remote, isolated & lone working
- Shift work and fatigue
- Substance misuse
- Noise
- Vibration
- Musculo-skeletal

“

It's vital that our staff feel empowered to have impact in their roles. BSI helped us to develop these skills. The tutor was knowledgeable, made everything easy to learn and used his experience of real-life situations to introduce the validity of each lesson.”

Phoebe Cramer — Green Skills and Social Value

“

We have a great relationship with BSI. Their approach has supported in delivering development – at a business level and for our people individually.”

Craig Hardingham — Sweco UK & Ireland



We can help you with your training needs, gap assessment and of course celebrating your implementation of ISO 45003 with mark of trust certification.

If you're ready to start your journey towards ISO 45003 certification today – we'd love to hear from you.

