
**Occupational health and safety
management — Psychological health
and safety at work — Guidelines for
managing psychosocial risks**

*Management de la santé et de la sécurité au travail — Santé
psychologique et sécurité au travail — Lignes directrices pour la
gestion des risques psychosociaux*





COPYRIGHT PROTECTED DOCUMENT

© ISO 2021

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	2
4.1 Understanding the organization and its context.....	2
4.1.1 General.....	2
4.1.2 External issues.....	2
4.1.3 Internal issues.....	3
4.2 Understanding the needs and expectations of workers and other interested parties.....	3
4.3 Determining the scope of the OH&S management system.....	3
4.4 OH&S management system.....	3
5 Leadership and worker participation	4
5.1 Leadership and commitment.....	4
5.2 OH&S policy.....	4
5.3 Organizational roles, responsibilities and authorities.....	5
5.4 Consultation and participation of workers.....	5
6 Planning	6
6.1 Actions to address risks and opportunities.....	6
6.1.1 General.....	6
6.1.2 Hazard identification and assessment of risks and opportunities.....	7
6.2 Objectives to address psychosocial risk.....	12
7 Support	13
7.1 Resources.....	13
7.2 Competence.....	13
7.3 Awareness.....	13
7.4 Communication.....	14
7.5 Documented information.....	15
7.5.1 General.....	15
7.5.2 Confidentiality.....	15
8 Operation	15
8.1 Operational planning and control.....	15
8.1.1 General.....	15
8.1.2 Eliminating hazards, reducing OH&S risks and promoting well-being at work.....	16
8.1.3 Management of change.....	18
8.1.4 Procurement, contracting and outsourcing.....	19
8.2 Emergency preparedness and response.....	19
8.3 Rehabilitation and return to work.....	19
9 Performance evaluation	20
9.1 Monitoring, measurement, analysis and performance evaluation.....	20
9.2 Internal audit.....	21
9.3 Management review.....	21
10 Improvement	22
10.1 General.....	22
10.2 Incident, nonconformity and corrective action.....	22
10.3 Continual improvement.....	22
Bibliography	23

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 283, *Occupational health and safety management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.