



Form 4: New Work Item Proposal

Circulation date: 2018-06-07	Reference number: ISO/NP 45002 (to be given by Central Secretariat)
Closing date for voting: 2018-08-02	
Proposer (e.g. ISO member body or A liaison organization) SCC	ISO/TC 283 N 287
Secretariat BSI	

A proposal for a new work item within the scope of an existing committee shall be submitted to the secretariat of that committee with a copy to the Central Secretariat and, in the case of a subcommittee, a copy to the secretariat of the parent technical committee. Proposals not within the scope of an existing committee shall be submitted to the secretariat of the ISO Technical Management Board.

The proposer of a new work item may be a member body of ISO, the secretariat itself, another technical committee or subcommittee, an organization in liaison, the Technical Management Board or one of the advisory groups, or the Secretary-General.

The proposal will be circulated to the P-members of the technical committee or subcommittee for voting, and to the O-members for information.

- The proposer has considered the guidance given in the Annex C during the preparation of the NWIP.

Proposal (to be completed by the proposer)

Title of the proposed deliverable.

English title:

Occupational health and safety management -- Psychological Health and Safety in the Workplace -- Guidelines

French title:

Gestion de la santé et de la sécurité au travail -- Santé et sécurité psychologiques en milieu de travail -- Lignes directrices

(In the case of an amendment, revision or a new part of an existing document, show the reference number and current title)

Scope of the proposed deliverable.

The proposed standard will provide guidance on the requirements of ISO 45001 with respect to managing psychological health and safety risk within an OH&S management system. ISO 45001 draws attention to the need to manage workplace psychological health and safety (psychosocial risk):

An organization is responsible for the health and safety of its workers and other persons performing work on its behalf, including promoting and protecting their physical and mental health.

Injury and ill health is defined as the adverse effect on the physical, mental or cognitive condition of a person.

Workplace hazards include psychosocial and physiological hazards.

Work organization and social factors such as excessive work hours, poor leadership and culture in the organization, poor communication, excessive production pressure, bullying, and harassment have the potential to negatively impact workers' psychological health and safety.

Purpose and justification of the proposal*

Introduction

"The world is facing a major shift from infectious to non-communicable diseases as the major public health challenge that will confront employers, employees and their families, health care providers and, of course, the benefits community in all its manifestations. This shift is setting the stage for a broader-than-ever surge of chronic disorders many of which are concentrated among men and women in their prime working and earning years, thus taking an economic toll at the production and consumption end of the free market system". (1)

Despite data pointing to the high incidence of psychosocial hazards in the workplace throughout the world, few voluntary standards exist that provide guidance on psychological health and safety management process and there are no international standards at the present time. Existing standards for occupational health and safety lack clarity around the concepts of psychosocial risks and their management. Although many factors influence an individual's psychological make-up, the workplace plays a large part in daily life and is therefore important in maintaining and promoting well-being. Both the workplace and the individual have a shared responsibility for maintaining and improving that well-being because of the diversity of influences on a person's psychological well-being.

Global Impact

Not addressing psychological health and safety in the workplace is a significant cost to the global economy.

According to the OECD, at any point in time, approximately 20% of the working-age population will be suffering from some type of mental illness, and 50% of the population will suffer a period of poor mental health over their lifetime.(2)

In Canada, mental health problems and mental illnesses account for approximately 30% of short- and long-term disability claims and they are rated one of the top causes of disability claims by over 80% of Canadian employers. Mental health conditions are the leading cause of disability, absence, and presenteeism, with an economic burden estimated at 51 billion dollars per year, 20 billion of which is from direct workplace losses (3).

In Europe work-related stress and psychosocial risk factors are the second most frequently reported work-related health problem accounting for 50 -60% of all lost working days. The total costs of mental health disorders (both work and non-work related are estimated to be 240 billion euros per year (4).

In the United States the economic impact is estimated to be 570 billion (USD) per year through lost productive capacity in the workforce (1). "Common mental disorders are increasing worldwide.

Between 1990 and 2013, the number of

people suffering from depression and/or anxiety increased by nearly 50%, from 416 million to 615 million. Close to 10% of the world's population is affected, and mental disorders account for 30% of the global non-fatal disease burden. Humanitarian emergencies and ongoing conflict add further to the need for scale-up of treatment options. The WHO estimates that, during emergencies, as many as 1 in 5 people are affected by depression and anxiety". (5)

Economic and Societal Benefits (worldwide):

Workplaces with a positive approach to psychological health and safety are, on average, better able to recruit and retain talented workers, have improved worker engagement, enhanced productivity, are more creative and innovative, and have higher profit levels. Other positive effects can include a reduction of several key workplace issues including grievances, turnover, disability, injury rates, absenteeism, morale problems, and the potential for the development of workplace conflict. Research has shown that organizations that implement evidence-based psychological health and safety strategies usually perform better in all key performance categories from health and safety to key human resource indicators to shareholder returns (6).

"Through the successful implementation of an effective action to create a mentally healthy workplace, organizations, on average, can expect a positive return on investment (ROI).

That is, for every dollar spent on successfully implementing an appropriate action, there is on average \$2.30 in benefits to be gained by the organization" (7).

As the world continues its shift to that of knowledge based economies, the role of the human intellect is growing and expanding. "The business case for mental health is fundamentally a challenge of asset management – the asset being: the cognitive capacity, cerebral skillsets, emotional intelligence, resilience and mental health of executives, managers and employees alike"². In *Mental Health: The New Frontier for Labour Economics*, Richard Layard wrote that improving mental health is vital to both economic growth and societal wellbeing and improving it could be the most important single step forwards in the 21st century (8).

Standards Solution

While there are many voluntary general standards in the area of occupational health and safety, most of these focus on the physical aspects of the work environment. This new psychosocial risk standard would be intended to provide systematic guidelines for employers that will enable them to promote, develop, and continuously improve psychologically safe and healthy work environments for their employees.

This approach focuses not on the individual mental health of employees, but on the hazards and risks in the workplace that could potentially cause mental injury. It is about providing a psychologically safe workplace by considering the exposure to hazards that may currently exist in workplace policies, processes, procedures or interactions. The ultimate goal is to take a complex subject and make it easier for employers to take steps to prevent mental injury, reduce psychological risk and promote a mentally healthier workplace.

Evidence-based research from scientific and legal studies identifies workplace factors that alone (but usually in combination) can contribute to either the promotion or deterioration of psychological health and safety. These workplace factors are organizational or systemic and therefore can be influenced by the workplace. Addressing these factors effectively can positively affect worker psychological health, psychological safety, and participation.

This proposed standard will promote a preventive approach that will encourage improved mental health for workers and will assist organizations to identify the hazards and their related risks that contribute to psychological harm to the worker. The approach will also help organizations to assess workplace and management practices and working conditions that may pose a risk of causing a detrimental effect on workers' psychological health and/or safety.

References:

- 1) National Mental Health Commission, Australian Government, "Creating a mentally health workplace, return on investment analysis, the Mentally Healthy Workplace Alliance Final Report", March 2014.
- 2) Discussion Paper, B. Wilkerson, Executive Chairman Mental Health International and Co-Founder, Global Business and Economic Roundtable on Addiction and Mental Health to 2013 Trustees and Administrator Institutes International Foundation of Employee Benefit Plans, San Francisco, California, June 26, 2013.
- 3) Investing in treatment of depression and anxiety leads to fourfold return, The Lancet Psychiatry, April 2016 article Depression and anxiety are increasing.
- 4) European Agency for Safety and Health (EU OSHA), Healthy Workplaces Manage Stress, The Business Case for managing stress and psychosocial risks (<http://hw2014.healthy-workplaces>).

[eu/en/stress -and-psychosocial -risks/the-business-case](#)).

5) The Mental Health Commission of Canada, Making the case for investing in mental health in Canada.

6) Towers Watson 2013/2014 Staying at Work Report – Canada Summary, Towers Watson.

7) The OECD Mental Health and Work Policy Framework , 2015.

8) CEP Discussion Paper No 1213, Mental Health: The New Frontier for Labour Economics , Centre for Economic Performance, London School of Economics and Political Science, Layard, 2013 .

Consider

Consider the following: Is there a verified market need for the proposal? What problem does this standard solve? What value will the document bring to end-users? See Annex C of the ISO/IEC Directives part 1 for more information. See the following guidance on justification statements on ISO Connect:

<https://connect.iso.org/pages/viewpage.action?pageId=27590861>

Preparatory work (at a minimum an outline should be included with the proposal)

A draft is attached An outline is attached An existing document to serve as initial basis

The proposer or the proposer's organization is prepared to undertake the preparatory work required:

Yes No

If a draft is attached to this proposal:

Please select from one of the following options (note that if no option is selected, the default will be the first option):

- Draft document will be registered as new project in the committee's work programme (stage 20.00)
 Draft document can be registered as a Working Draft (WD – stage 20.20)
 Draft document can be registered as a Committee Draft (CD – stage 30.00)
 Draft document can be registered as a Draft International Standard (DIS – stage 40.00)

If the attached document is copyrighted or includes copyrighted content:

The proposer confirms that appropriate permissions have been granted in writing for ISO or IEC to use that copyrighted content.

Is this a Management Systems Standard (MSS)?

Yes No

NOTE: if Yes, the NWIP along with the [Justification study](#) (see Annex SL of the Consolidated ISO Supplement) must be sent to the MSS Task Force secretariat (tmb@iso.org) for approval before the NWIP ballot can be launched.

Indication(s) of the preferred type to be produced under the proposal.

International Standard Technical Specification
 Publicly Available Specification Technical Report

Proposed development track

18 months* 24 months 36 months 48 months

Note: Good project management is essential to meeting deadlines. A committee may be granted only one extension of up to 9 months for the total project duration (to be approved by the ISO/TMB).

*DIS ballot must be successfully completed within 13 months of the project's registration in order to be eligible for the direct publication process

<p>Draft project plan (as discussed with committee leadership)</p> <p>Proposed date for first meeting: 2018-09-18</p> <p>Dates for key milestones: DIS submission 2020-03-18</p> <p style="text-align: center;">Publication 2021-09-18</p>
<p>Known patented items (see ISO/IEC Directives, Part 1 for important guidance)</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If "Yes", provide full information as annex</p>
<p>Co-ordination of work: To the best of your knowledge, has this or a similar proposal been submitted to another standards development organization?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If "Yes", please specify which one(s):</p>
<p>A statement from the proposer as to how the proposed work may relate to or impact on existing work, especially existing ISO and IEC deliverables. The proposer should explain how the work differs from apparently similar work, or explain how duplication and conflict will be minimized.</p> <p>The proposed new ISO standard on workplace psychological health and safety would complement ISO 45001 and be designed to be implemented in coordination with ISO 45001, rather than be implemented as a separate standard. It would not duplicate the requirements that of ISO 45001, rather it will position a psychological health and safety programme as one possible programme within a larger OH&S management system. In this case, the workplace psychological health and safety programme would help to meet the larger OH&S policy within an organization implementing ISO 45001.</p>
<p>A listing of relevant existing documents at the international, regional and national levels.</p> <ul style="list-style-type: none"> - CAN/CSA-Z1003-13/BNQ 9700-803/2013, Psychological Health and Safety in the Workplace (CSA/BNQ) - PAS 1010:2011 – Guidance on the management of psychosocial risks in the workplace (BSI) - PAS 1012 – Code of Practice for the Resilience, Well-being and Returning to Work (BSI under development) - GDL W PV 09- Workplace Violence Prevention and Response Guideline, 2005 (American Society for Industrial Security (ASIS)) - ISO 10075-3:2004 – Ergonomic principles related to mental workload (ISO) - BNQ 9700-800/2008 – Prevention, Promotion and Organizational Practices Contributing to Mental Health in the Workplace (BNQ) - BNQ 9700-820/2010 – Work-Family Balance (BNQ) - CSA Z1002, Occupational Health and Safety – Hazards and Risks – Identification, Assessment, Elimination and Control - CAN/CSA Z1000-06 – Occupational health and safety management - Seven actions towards a mentally healthy organization, A seven-step guide to workplace mental health, World Economic Forum's Global Agenda Council on Mental Health 2014-2016 - The OECD Mental health and work policy framework , 2015 - Fit Mind, Fit Job, From Evidence to Practice in Mental Health and Work, OECD 2015 - Mental health: Strengthening our response, Fact sheet, World Health Organization (WHO) 2016 - Mental health policies and programmes in the workplace, WHO mental health policy and service guidance package - module 13, World Health Organization (WHO), 2005 - Creating a mentally healthy workplace, Return on investment analysis, Australian Government, The mentally healthy workplace alliance final report, March 2014 - International Labour Organization - Stress Prevention at Work Checkpoints (2012) manual

Please fill out the relevant parts of the table below to identify relevant affected stakeholder categories and how they will each benefit from or be impacted by the proposed deliverable(s).

	Benefits/impacts	Examples of organizations / companies to be contacted
Industry and commerce large industry	This voluntary standard will provide guidance for organizations of all sizes and in all sectors for the development, implementation, maintenance and continuous improvement of a psychologically safe and healthy workplace environment. In addition to improving the quality of the workplace environment and enhancing the organization's reputation as a good place to work, implementation of this standard will have additional direct benefits, including improving its ability to recruit and retain workers, reducing absenteeism and employee turnover rates, reducing the costs of incidents, downtime and productivity losses, and reducing short and long-term disability claims and insurance premiums. Organizations who have been using the National Standard in Canada have been seeing a significant impact on the above mentioned indicators but also around other important organizational indicators such as staff engagement, quality of service delivery, reduced errors, increased rates of return to work, and improved personal psychological health and safety for workers.	
Industry and commerce SMEs	Small businesses are particularly susceptible to poor OH&S performance and often have little or no expertise in managing health issues. This guidance will help address this.	
Government	Psychological health issues are a major contributor to loss of working days and productivity across the world. By better managing these risks and helping to lessen the incidence government economic, industrial and health strategies will be supported.	
Consumers		
Labour	Raising awareness of the importance of psychological health in the workplace is crucial for improving how workers are treated when suffering from work-related ill-health such as stress or depression. This document will help raise the profile of	

	this important issue and therefore improve protections to workers.	
Academic and research bodies		
Standards application businesses		
Non-governmental organizations		
Other (please specify)		
Liaisons: A listing of relevant external international organizations or internal parties (other ISO and/or IEC committees) to be engaged as liaisons in the development of the deliverable(s). See attached document		Joint/parallel work: Possible joint/parallel work with: <input type="checkbox"/> IEC (please specify committee ID) <input type="checkbox"/> CEN (please specify committee ID) <input type="checkbox"/> Other (please specify)
A listing of relevant countries which are not already P-members of the committee. Note: The committee secretary shall distribute this NWIP to the countries listed above to see if they wish to participate in this work		
Proposed Project Leader (name and e-mail address) Norma McCormick normachw@mymts.net		Name of the Proposer (include contact information) Christine Gerghaty cgeraghty@scc.ca
This proposal will be developed by: <input type="checkbox"/> An existing Working Group: <input checked="" type="checkbox"/> A new Working Group: (title: ISO/TC 283/WG2) (Note: establishment of a new WG must be approved by committee resolution) <input type="checkbox"/> The TC/SC directly <input type="checkbox"/> To be determined:		

Supplementary information relating to the proposal

- This proposal relates to a new ISO document
- This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item
- This proposal relates to the re-establishment of a cancelled project as an active project

Other:

Maintenance agencies and registration authorities

- This proposal requires the service of a maintenance agency. If yes, please identify the potential candidate:
- This proposal requires the service of a registration authority. If yes, please identify the potential candidate:

NOTE: Selection and appointment of the MA or RA is subject to the procedure outlined in the ISO/IEC Directives, Annex G and Annex H, and the RA policy in the ISO Supplement, Annex SN.

- Annex(es) are included with this proposal (give details)

[Annex 1: Form 4 New work item proposal](#)

[Annex 2: CSA-Z1003-13](#)

[Annex 3: PAS 1010:20111](#)

Additional information/question(s)

Please note that this ballot has been limited to 8 weeks due to the proximity of the plenary meeting and to enable member bodies to nominate experts to the proposed working group prior to that meeting. Comments are invited from members on the drafts prior to the meeting or as part of this balloting process.