

## a

### ALIGNED

The standard follows the structure which is used for all the management system standards, this makes it easy to recognise the elements of the structure and to align thinking to other standards.

There is a very clear alignment with the standard for Occupational Health and Safety, ISO45001 and ISO45003 has been described as a child of ISO45001.

## b

### BEST PRACTICE

Organisations who truly understand psychosocial risk and activity create workplaces which are focussed on wellbeing are still, sadly, rare.

Can you be a business focussed on best practice, where management of psychosocial risk is a mainstream agenda item?

## c

### CONSULTATION

Seeking views to inform thinking before making a decision – engaging with workers and using their input to inform the decision making process is absolutely key to driving the well-being at work message across your workforce and beyond.

### CONTRACTOR

An external organisation who provides services to the organisation in line with defined specifications, contracts or terms and conditions for example a sub-contract plumbing firm working on a building site.

The impact we can have on contractors and the impact they can have on us can never be underestimated.

## d

### DATA

Using objective evidence (data) to gain insight takes us away from the risk of subjective decision making.

We need to identify what data will help us on our journey and how we can best gather that. When we've gathered it we need use it!

## e

### EVALUATION

Evaluating the data we gather and understanding what it tells us about our organisation, the workers within the organisation and their perception of wellbeing and psychosocial risk is key to driving forward improvement.

If we gather data and don't evaluate it there's little point in the exercise.



## f

### FORWARD THINKING

There's no denying it, organisations who are taking up the standard and running with it are those who are forward thinking and can see the long term benefits of happy workers, staff retention and corporate reputation.

## g

### GUIDELINES

ISO45003 provides 'guidelines' for managing psychosocial risk. Organisations can use the guidance provided to help them develop their thinking on psychosocial risk and wellbeing. It's a great guide to use!

## h

### HAZARD

An activity or action which has the potential to cause injury and ill health, for instance working alone for prolonged periods can cause feelings of isolation.



## i

### INJURY AND ILL HEALTH

An adverse effect or impact on the physical, mental or cognitive state of a person- this can include occupational diseases, illness and death.

Suicide amongst construction workers is reckoned to be one of the most significant ill-health issues faced by the sector. Veterans of war can be reduced to shells of their former selves.

### INCIDENT

Something which occurs as a result of or in the course of work that could or does result in injury and ill health, for instance PTSD caused by witnessing a traumatic event

### INTERESTED PARTY

A person or an organisation which can affect, be affected by or perceive themselves to be affected by a decision or activity.

Interested parties can be internal and external to the organisation.

### INTERVENTIONS

Three levels of intervention are suggested for management of psychosocial risk:

1. Organisational level controls
2. Increasing resources to assist workers deal with risks by raising awareness and understanding
3. Reducing the harmful effects of exposure to psychosocial hazards by implementing rehabilitation and support schemes

## j

### JOINT VENTURES

For organisations who operate within joint venture arrangements it can be difficult to create an environment where there is a joint focus on wellbeing at work. This is one of the areas where we perhaps face our biggest challenge.

## k

### KNOWLEDGE

Don't worry if you don't feel entirely knowledgeable about psychosocial risk and wellbeing – draw on external expertise to inform your organisation and develop understanding. There's a raft of useful information in books, on the web and from organisations such as MIND that you can use to develop organisational knowledge.

## L

### LIKELIHOOD

The chance of something occurring, for example 'the likelihood of a light house keeper suffering from loneliness may be higher than that of a worker in a call centre' or 'the likelihood of this reorganisation causing worker related stress needs to be factored in to our project work'

## m

### MENTAL HEALTH AT WORK FIRST AIDER

Many organisations see the provision of MHAWFA as being the answer to creating workplaces with a focus on well being, but the work of the MHAWFA is very much faced on reaction, whereas ISO45003 drives us to proactive measures to prevent the need for input wherever possible.

If you have MHAWFA in your organisation who provides them with their support?

## n

### NONCONFORMITY

We need to recognise that things can and do go wrong, and when they do we need to record them, identify the root cause and put in place measures to prevent recurrence.

This is relevant to product failures and equally relevant to wellbeing issues!

## O

### OBJECTIVES

Just as with our other management standards we need to set objectives, deliver them and then bring new objectives to the fore.

Objectives need to align with the policy and be communicated to all our interested parties. They provide our road map for achieving well-being at work.



### OCCUPATIONAL HEALTH AND SAFETY OPPORTUNITY

The set of circumstances which can lead to improvement in OH&S performance, for instance developing workshops on key work wellbeing topics to gain understanding and provide input.

### OCCUPATIONAL HEALTH AND SAFETY RISK

The combination of the likelihood of occurrence of a work-related hazardous event or exposure and the severity of the impact that this can cause eg a train driver is regularly exposed to the risk of members of the public accessing the trackside, some of whom may try to commit suicide.

## p

### PARTICIPATION

Involvement in decision making, encouraging workers to share their thoughts on key issues and taking those thoughts through to the finished product or service. Perhaps you may want to ask for input on workshop topics, or questions in the next employee survey?

### POLICY

A clearly written policy statement is key – it sets the scene for all the work which you are doing. It needs to be shared with all your interested parties and should provide the focus for achievement of well-being at work.

### PSYCHOSOCIAL RISK

The combination of the likelihood that exposure to work related hazards of a psychosocial nature will occur, and the severity of injury and ill health that can be caused as a result

## q

### QUESTIONS

It's only by really gaining insight into how workers see the world in which they work that we can start to see where we may need to make changes. Asking questions and really listening to the responses is key to this journey.

## r

### REHABILITATION

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### RESOURCES

We may need to look at outsourcing to gain the necessary resources (and competencies) required to help us on our journey. This is perfectly acceptable!

### RISK

Effect of uncertainty, for example 'if we make organisational changes will it create a risk that staff will become unsettled and leave the business?'



### ROLES AND RESPONSIBILITIES

We need to understand who is responsible for what, and top management have a responsibility for providing the definition and resources required to deliver our programme.

The organisation should promote and support worker involvement in actively managing psychosocial risks.

## s

### STAKEHOLDER

A person or an organisation which can affect, be affected by or perceive themselves to be affected by a decision or activity, for example an employee, or a shareholder, or even the partner of an employee who is suffering from work related stress which is resulting in issues at home.

### SURVEY

Many organisations use surveys to gauge understanding of key issues affecting their workers and the business.

If you survey your employees do you ask about wellbeing? If not why not? If you do surveys what are they telling you? How can you use that data to drive your programme forward?

## t

### TURNOVER

Developing a workplace which provides an environment focussed on wellbeing and the removal of psychosocial risk can be key to reducing employee turnover. In the current environment retention of staff is a game changer for many organisations.

## u

### UNDERSTANDING

Understanding what you are seeking to achieve is key. Right through the organisation the message needs to be consistent and demonstrate an unwavering commitment to work place wellbeing.



## V

### VISUALS

Use of visuals can be incredibly helpful in sharing what it is we are trying to achieve, and why. Posters, displays, notices, creation of 'quiet spaces' all go to helping us communicate our aims.

### VISUALISATION

Encouraging workers to share their vision and creating the space for workers to share their visualisation of the sort of environment which will provide well-being at work is part of our work on participation and consultation. Do they need a break out area, or would a quiet space outside help? How does the décor or layout of the office need to change?



### VULNERABILITY

Understanding the vulnerability of the worker is not an easy science, human beings experience different things and react in different ways. Understanding what makes people vulnerable to psychosocial risk is key to our work on wellbeing.

## W

### WELL BEING AT WORK

The 'standard' definition is 'the fulfillment of the physical, mental, social and cognitive needs and expectations of a worker related to their work'. Wellbeing at work can contribute to how we experience the quality of life outside of work.

The term relates to all aspects of working life including the way work is organised, social factors at work and the work environment (including equipment and hazardous tasks).

It is important to recognise that not all workers react in the same way to the same situation – the break out area which one workers sees as a vital social factor may be of no interest to another worker.

### WORKER

Someone who is performing work or work related activities which are under the control of the organisation.

This term extends from the CEO right through the organisation, and covers those who are paid and unpaid, on part time or full time contracts, regular and temporary workers, intermittent and seasonal workers etc.

Workers can include, for example, the cleaner who works 5 nights a week 6pm to 8pm, the security guard who works a night shift, the student intern and the college student on work placement, as well as the Board of Directors! Draw an umbrella and work out who the workers are for your organisation, and put them under the umbrella!

### WORKPLACE

Any place which the organisation controls where a person needs to be or go to for their work. This can be an office, a factory, a field, a garden, a ship . . . and for many organisations the workplace will be a combination of different types of premises or spaces.

## X

### X-RAY

If you did an X-Ray of your organisation, would your wellbeing scheme run right through it like a stick of rock, or would there be patches where the lettering wasn't there? For systems to be effective they have to be endemic throughout the organisation.

## Y

### YIELD

The benefits which your organisation will yield from having a well structured system in place to control psychosocial risk may take some time to become evident but this is a journey not a destination and it's about starting out and travelling!

## Z

### ZOOM

Well we had to bring it in somewhere . . . 'you're on mute' became one of the sayings of the Covid year, and we need to remember just how much we adapted and changed at a time of great uncertainty.

There is no doubt that Zoom did offer us some benefits but oh how we missed that personal interaction on an unplanned level! A great example of how social factors can be so important at work! If your organisation has moved to largely working at home consider how you can use tools such as Zoom to re-create the social aspects of work, don't just use it for meetings! One organisation holds 'pizza calls' where they arrange for delivery of pizzas to all their employees and have a social Zoom call whilst they all eat!

