

Lesson 2 – Topic 1: Clause 4.1

Clause 4.1 has the requirements for determining
External and Internal Issues



ISO 45003 Lines Up With ISO 45001 – HLS

ISO 45001

1. Scope
2. Normative references
3. Terms and definitions
4. Context of the organization
5. Leadership and worker participation
6. Planning
7. Support
8. Operation
9. Performance evaluation
10. Improvement

Annex

Bibliography

ISO 45003

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Bibliography



Organizations are responsible for identifying hazards and minimizing the risks associated with them. The participation of workers, in all stages of the process, is critical to the success of managing psychosocial risks.



Determine what is important for organizations to consider in relation to raising awareness of psychosocial risks



Develop competence in the management of psychosocial risks:

Training

Mentoring

Group sessions

Expert advice

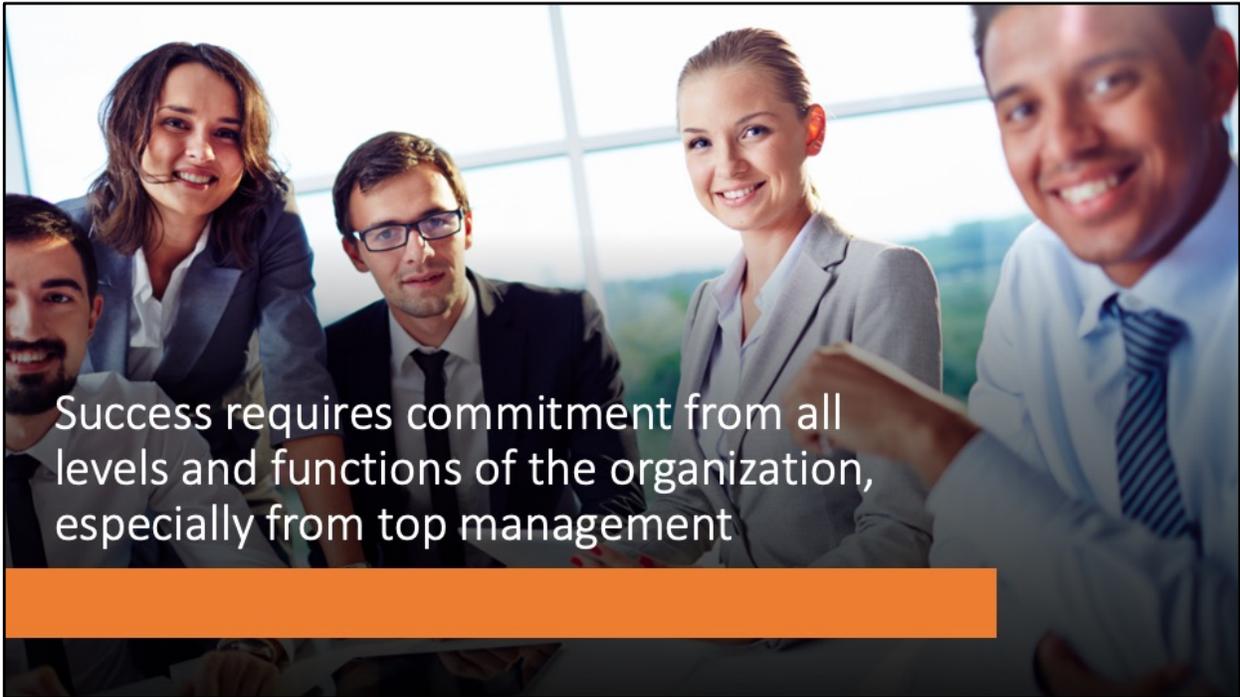
Counselling by Psychosocial experts



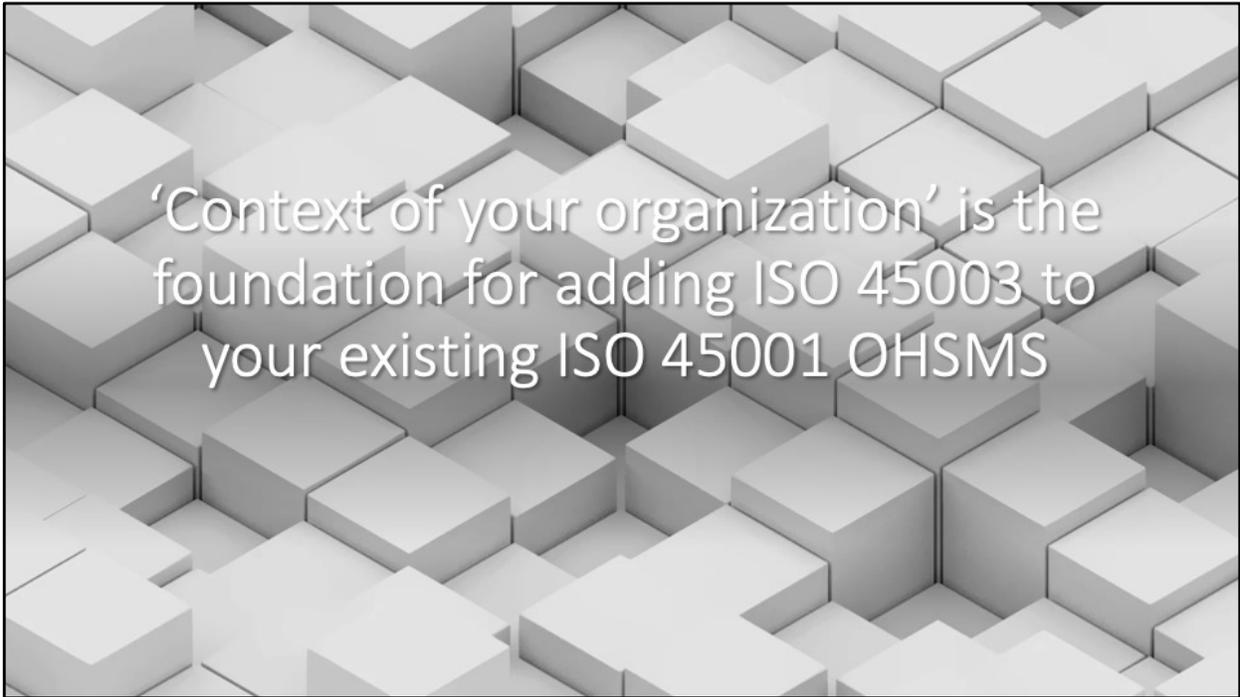
Supporting the recovery and return to work of affected workers



Plan for and respond to emergency situations.



The success of psychosocial risk management depends on commitment from all levels and functions of the organization, especially from top management.



4.1 Understanding the organization and its context

4.1.1 General

In relation to managing psychosocial risk, the organization should:

- a) consider the external and internal issues that can affect the achievement of the intended outcomes of the OH&S management system;
- b) understand the needs and expectations of workers and other relevant interested parties;
- c) consider which of these needs and expectations are, or could become, legal requirements and other requirements;
- d) adjust the design of activities to manage psychosocial risk to suit the specific context of the workplace;
- e) tailor activities to improve the focus, reliability, validity and effectiveness of the process to manage psychosocial risk;
- f) determine how the assessment of psychosocial risks will be used to make effective action plans.

Context is made up of External and Internal conditions

External

Internal

4.1.2 External issues The organization should determine external issues relevant to achieving the intended outcomes of the OH&S management system in relation to psychosocial risk. External issues can include:

- a) the supply chain in which the organization operates, as this can affect psychosocial hazards and their associated risks (e.g. through time pressure, schedules or production pressure);
- b) relationships with contractors, subcontractors, suppliers, providers and other interested parties; c)
- c) the sharing of workplaces, resources and equipment with other parties (e.g. if the organization collaborates with other organizations on worksites); d)
- d) customer and/or client requirements for service provision (e.g. customer/client requirements can affect psychosocial hazards through violence, harassment, time pressure); e)
- e) economic conditions that can affect availability, duration and location of work; f)
- f) the nature of work contracts, remuneration, employment conditions and industrial relations; g) the demographics of workers who are available for work (e.g. young or ageing workers, increasing retirement ages, gender); h) rapid technological changes (e.g. increased connectivity to electronic devices, impact of

artificial intelligence and automation technology); i) labour force mobility, creating greater diversity among workers with different backgrounds and cultures, and speaking different languages; j) the wider context of the organization's geographical region, including social, economic and public health issues (e.g. pandemics, natural disasters, financial crises).

Context is made up of External and Internal conditions

External

Internal

4.1.3 Internal issues Internal issues that can affect the intended outcomes of the OH&S management system in relation to psychosocial risk can include: a) how the organization is governed and managed (e.g. its organizational structure, assignment of roles and responsibilities, effectiveness and efficiency of its formal and informal decision-making processes, organizational culture, management style, communication style, respect for privacy); b) the organization's level of commitment and direction with respect to psychological health, safety and well-being at work, as set out in policy statements, guidelines, objectives and strategies; c) other management systems adopted by the organization that can interact with the management of psychosocial risks (e.g. based on ISO 9001 and ISO 14001); d) size and nature of the organization's workforce (e.g. large, small, complex or highly decentralized); e) characteristics of workers and the workforce (e.g. gender, age, ethnicity, religion, disability, language, literacy and numeracy); f) competence of workers to recognize psychosocial hazards and manage risks; g) locations of work (e.g. itinerant workforce without a fixed workplace, working remotely, working at home, working in isolation or working in remote locations such as rurally); h) workers' terms and conditions (e.g. flexible work arrangements, compensation and benefits, parttime, casual or temporary workforce); i) adequacy and availability of resources (see 7.1).

Keep track of your External and Internal
'Issues' so they can be reviewed

We have a form for this in our SimplifyISO cloud-based platform

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CONTEXT AND INTERESTED PARTIES FORM

Just fill in the spaces with your information and 'Submit'. You can update it at any time and review it during Management Review (9.3.2 b)

Date

Internal Conditions, Issues or Circumstances	External Conditions, Issues or Circumstances	Interested Parties and their Requirements
<input type="text"/>	<input type="text"/>	<input type="text"/>

Submit

Time for the Quiz!

You'll need your copy of
ISO 45003 to answer the
quiz questions

