Lesson 3 – Clause 5: Leadership & Worker Participation

Clause 5.4 describes suggestions for your Worker Consultation and Participation activities

These are 'add-ons' for ISO 45001 – ISO 45003 is **guidance** for managing psychosocial risks at work, not **requirements** like ISO 45001

Consultation and participation are essential for the development, planning, implementation, maintenance, evaluation and continual improvement

5.4 Consultation and participation of workers
Consultation and participation of workers and, where they exist, worker representatives is essential for the development, planning, implementation, maintenance, evaluation and continual improvement of healthy and safe workplaces and the success of the process(es) to manage psychosocial risk
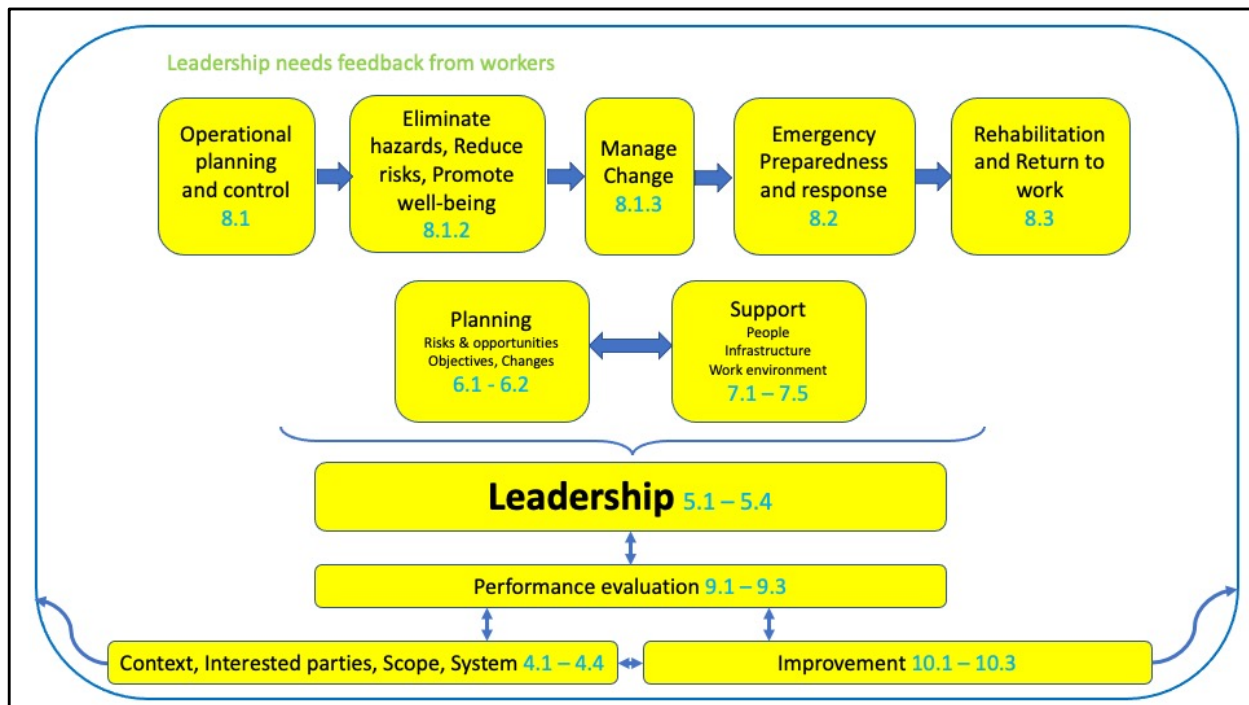
This is an overview of a typical system showing all of the ISO 45003 clauses except clauses 1, 2 and 3. They are general information clauses and are not audited. They do not contain any 'requirements' that an organization has to meet.

Encourage participation and engagement

b) encourage participation and engagement, e.g. in health and safety committees or peer-to-peer support networks if appropriate to the size and context of the organization.

Involvement in decision-making processes can increase a worker's motivation and commitment to contribute to psychologically healthy and safe workplaces. Being encouraged and supported to participate, rather than feeling forced to take part, is more likely to be effective and sustainable.

Communicate directly with workers in smaller companies where there's no OHS committee

In smaller organizations, where formal worker representation can be lacking, this consultation process should be undertaken directly with workers.
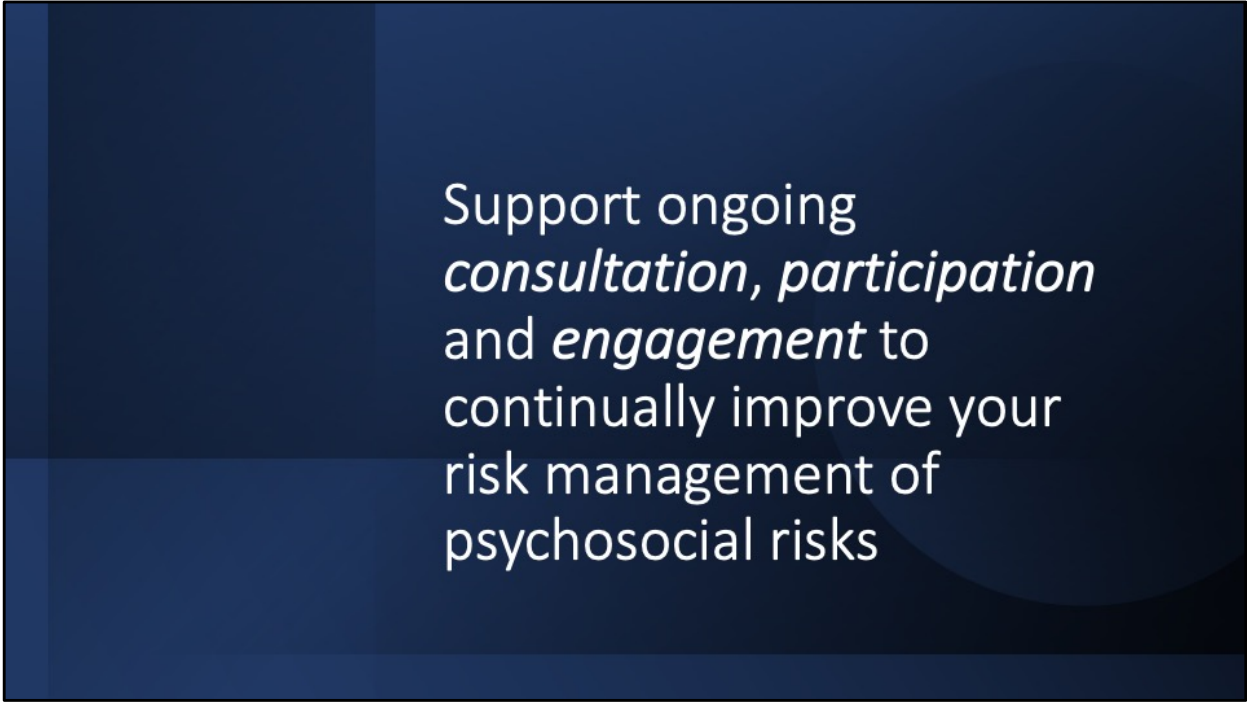
The organization should promote and support worker involvement in actively managing psychosocial risks.

Consultation between the organization and workers should take place at all stages of managing psychosocial risk, taking into account the experience and expertise of workers. Both the organization and its workers have specific roles and responsibilities. Health and safety committees, work councils or other representation bodies also have an important role to play.
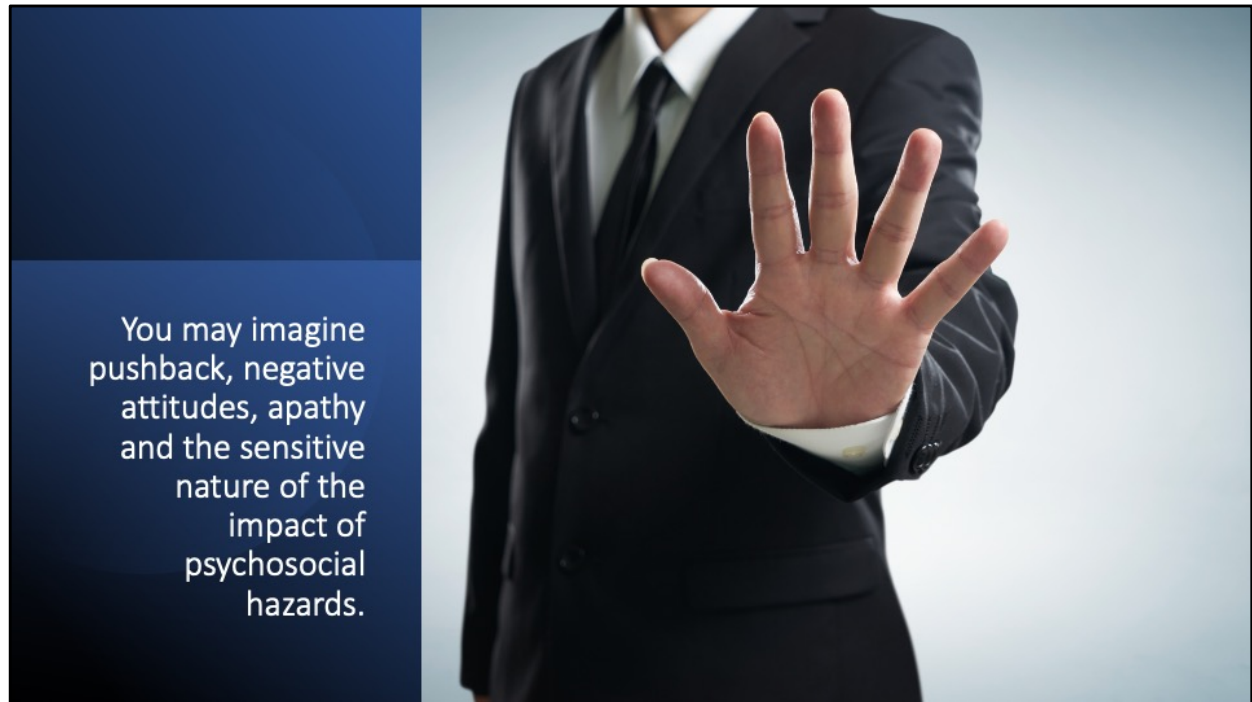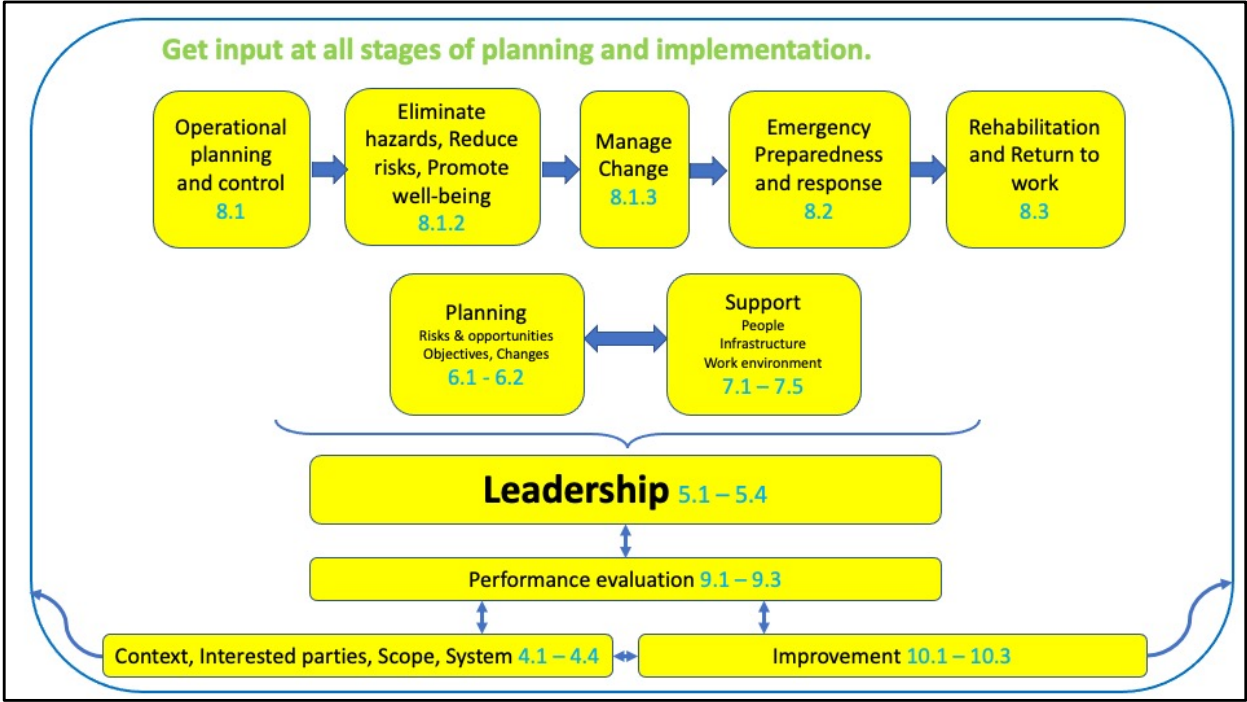
You may imagine pushback, negative attitudes, apathy and the sensitive nature of the impact of psychosocial hazards.

Some of the concerns about engaging workers can include worries about pushback, negative attitudes, apathy and the sensitive nature of the impact of psychosocial hazards.

Support ongoing *consultation, participation* and *engagement* to continually improve your risk management of psychosocial risks

Organizations should also support ongoing consultation, participation and engagement, and get input at all stages of planning and implementation.

Get input at all stages of planning and implementation.

| Operational planning and control 8.1 | → | Eliminate hazards, Reduce risks, Promote well-being 8.1.2 | → | Manage Change 8.1.3 | → | Emergency Preparedness and response 8.2 | → | Rehabilitation and Return to work 8.3 |

Planning
Risks & opportunities
Objectives, Changes
6.1 - 6.2
⟷
Support
People
Infrastructure
Work environment
7.1 – 7.5

Leadership 5.1 – 5.4

Performance evaluation 9.1 – 9.3

Context, Interested parties, Scope, System 4.1 – 4.4 ⟷ Improvement 10.1 – 10.3

Active and meaningful involvement of relevant interested parties is an important factor for the management of psychosocial risks in any organization

Always search for ways to get better at managing psychosocial risks
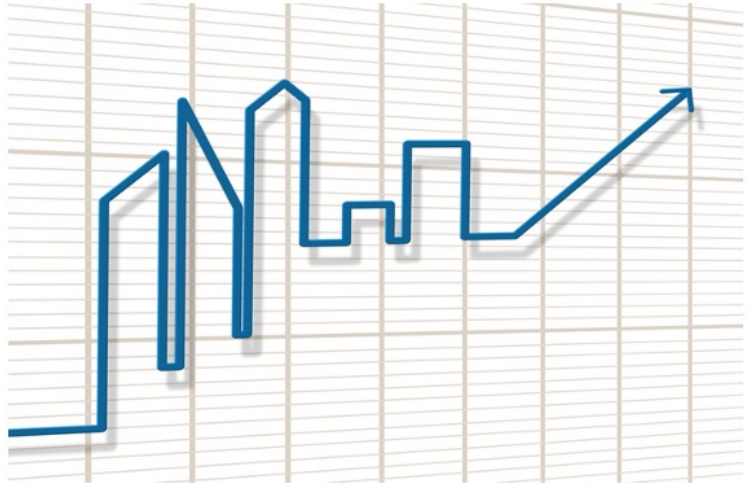
Time for the Quiz!

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