**Quiz #1 - ISO 45003 Clause 4.1 Context as text, Externa as optionsl Issues as answer, type as type & Internal Issues**

In order to manage Psychosocial risks at work, an organization should consider:

1. External and internal issues that can impact the organization
2. Understand the needs of workers
3. Understand the expectations of workers
4. Determine how understanding psychosocial risks can help the planning process
5. None of the above – no one can manage psychosocial risks

Examples of 'External' issues or conditions would include:

1. The supply chain
2. Customer or client requirements
3. Economic conditions
4. Technological changes
5. All of the above

Examples of 'Internal' issues or conditions would include:

1. How the organization is governed and managed Customer or client requirements
2. Size and nature of the organization's workforce
3. Technological changes
4. Competence of workers to recognize psychosocial hazards
5. All of the above

**Answers**

In order to manage Psychosocial risks at work, an organization should consider:

Answer: 1, 2, 3, 4

Examples of 'External' issues or conditions would include:

Answer: 5

Examples of 'Internal' issues or conditions would include:

Answer: 5

**Quiz #2 - ISO 45003 Clause 4.2 Understanding the needs and expectations of workers and other interested parties**

'Interested Parties' could include:

1. The bank you deal with
2. Legal regulatory bodies like the Ministry of Labour, Occupational Health and Safety and human rights organizations
3. Workers in your organization and/or their representatives
4. Suppliers
5. Competitors

**Answers**

'Interested Parties' could include:

Answer: 1, 2, 3, 4, 5

**Quiz #3 - Clauses 4.3 & 4.4 Understanding the needs and expectations of workers and other interested parties**

The scope of an organization is continually changing and can’t be defined

A 'management system' needs to be

1. Appropriate
2. Effective
3. Relevant to its operations
4. Automated and controlled with software
5. All of the above

**Answers**

The scope of an organization is continually changing and can’t be defined

Answer: false

A 'management system' needs to be

Answer: 1, 2, 3

**Quiz #4 - ISO 45001 Clause 5.1: Leadership and Commitment**

In order for Management to be effective, they should:

1. Promote well-being at work
2. Provide the resources needed to manage psychosocial needs
3. Explain how people will be protected if they raise issues
4. Take formal training to obtain a degree in psychology
5. Engage and empower workers

**Answers**

In order for Management to be effective, they should:

Answer: 1, 2, 3, 5

**Quiz #5 - ISO 45001 Clause 5.2: OH&S Policy**

The Occupational Health and Safety Policy should:

1. Be suitable for the organization
2. Include a commitment to managing psychosocial issues in the workplace
3. Promote dignity, mutual respect, confidentiality, cooperation and trust
4. Be communicated to all workers so they are aware of their rights
5. All of the above

**Answers**

The Occupational Health and Safety Policy should:

Answer: 5

**Quiz #6 - ISO 45003 Clause 5.3: Organizational Roles & Responsibilities**

The effective management of psychosocial risks within a workplace requires workers with different roles to work together effectively

**Answers**

The effective management of psychosocial risks within a workplace requires workers with different roles to work together effectively

Answer: true

**Quiz #7 - ISO 45003 Clause 5.4: Consultation and Participation of Workers**

In addition to the requirements in ISO 45001, the organization should:

1. Provide opportunities for feedback by workers
2. Consult with and encourage participation of workers
3. Address the concerns of workers and other interested parties
4. Engage worker representatives where they exist
5. Understand the organization’s culture from the worker’s point of view

**Answers**

In addition to the requirements in ISO 45001, the organization should:

Answer: 1, 2, 3, 4, 5

**Quiz #7 - ISO 45003 Clause 6.1.1: General**

The organization should consider the issues referred to in Clause 4 and determine the risks and opportunities that need to be addressed, including:

1. Psychosocial hazards
2. Strategies for workers returning to work
3. Opportunities for improvement
4. Promotion of well-being at work
5. Prioritizing actions based on its assessment of psychosocial risks

During the planning process, the organization should take into account:

1. The cost of implementing the program
2. Needs and expectations of the workers
3. The needs of specific workplaces or sets of operations or work tasks
4. The resources needed to implement and improve the program
5. The implementation of actions designed to eliminate psychosocial hazards

**Answers**

The organization should consider the issues referred to in Clause 4 and determine the risks and opportunities that need to be addressed, including:

Answer: 1, 2, 3, 4, 5

During the planning process, the organization should take into account:

Answer: 2, 3, 4, 5

**Quiz #8 - ISO 45003 Clause 6.1.2: Hazard Identification and Assessment of Risks and Opportunities**

Hazards of a psychosocial nature can include:

1. Roles and expectations
2. Organizational 'change management'
3. Workload and work pace
4. Leadership and supervision
5. Work environment, equipment and hazardous tasks

The organization should assess the risks related to the identified psychosocial hazards and:

1. Provide information to everyone about the potential harm
2. Prioritize hazards according to the level of risk
3. Keep this information hidden from workers so they don't panic
4. Provide information on control measures and opportunities for improvement
5. Consider the diversity of the workforce

**Answers**

Hazards of a psychosocial nature can include:

Answer: 1, 2, 3, 4, 5

The organization should assess the risks related to the identified psychosocial hazards and:

Answer: 1, 2, 4, 5

**Quiz #9 - ISO 45003 Clause 6.2: Objectives to Address Psychosocial Risk**

Activities related to setting objects should include:

1. Establish measurable objectives consistent with the OH & S policy
2. Develop plans to ensure that these objectives can be achieved
3. Implement plans to ensure that these objectives can be achieved
4. Measure the effectiveness of the plans that were implemented
5. All of the above

**Answers**

Activities related to setting objects should include:

Answer: 5

**Quiz #10 - ISO 45003 Clause 7.1: Resources (General)**

When determining what resources are needed for an effective psychosocial health and safety program, the organization should consider:

1. How to use social media to convince employees that this is a good place to work
2. How many people are needed to do the work safely and without fear
3. Financial resources to run the program(s)
4. Technological resources needed for an effective system
5. All of the above

**Answers**

When determining what resources are needed for an effective psychosocial health and safety program, the organization should consider:

Answer: 2, 3, 4

**Quiz #11 - ISO 45003 Clause 7.2.1: Develop Competence to Identify Psychosocial Hazards**

Concerning ‘Competence’, the organization should:

1. Develop the competence necessary to identify psychosocial hazards
2. Develop the competence necessary to manage psychosocial risks
3. Take actions to support workers to acquire and maintain the necessary competence
4. Make sure that workers understand the processes for reporting or raising concerns
5. Evaluate the effectiveness of the actions taken to ensure competence

**Answers**

Concerning ‘Competence’, the organization should:

Answer: 1, 2, 3, 4, 5

**Quiz #12 - ISO 45003 Clause 7.2.2 Develop Competence Requirements For All Workers and Management**

It is important to develop the competence requirements for:

1. Top management and all other workers
2. Workers performing risk assessments
3. Workers implementing methods to manage risks
4. Workers assessing effectiveness of the processes and related outcomes
5. None of the above – it’s impossible to develop requirements like these

**Answers**

It is important to develop the competence requirements for:

Answer: 1, 2, 3, 4

**Quiz #13 - ISO 45003 Clause 7.3: Awareness**

The organization should inform everyone about situations in the workplace that can:

1. Affect health, safety and well-being at work
2. Potentially create or increase stigma and/or discrimination
3. Reduce psychosocial risks
4. Support their roles and responsibilities to promote health and safety and enhance well-being at work
5. None of the above – an organization cannot affect a person’s psychosocial health

**Answers**

The organization should inform everyone about situations in the workplace that can:

Answer: 1, 2, 3, 4

**Quiz #14 - ISO 45003 Clause 7.4: Communication**

The organization should communicate information on psychosocial risk and how it can be accessed, understood and used to workers and anyone else who is relevant.

**Answers**

The organization should communicate information on psychosocial risk and how it can be accessed, understood and used to workers and anyone else who is relevant.

Answer: true

**Quiz #15 - ISO 45003 Clause 7.5: Documented Information**

Documents (e.g. flowcharts, forms, checklists, videos) can be helpful to create and maintain an effective OHS Psychosocial Management System. Documented information could include:

1. Processes for the management of psychosocial risk
2. Details of roles, responsibilities and authorities
3. Assessment(s) of psychosocial risks
4. Results of monitoring, evaluation, control measures and their effectiveness
5. How legal requirements and other requirements are met

**Answers**

Documents (e.g. flowcharts, forms, checklists, videos) can be helpful to create and maintain an effective OHS Psychosocial Management System. Documented information could include:

Answer: 1, 2, 3, 4, 5

**Quiz #16 - ISO 45003 Clause 8.1.1: Planning and Control - General**

Which of the following could help an organization can improve their management of psychosocial health and safety in their operation?

1. Eliminate hazards and reduce psychosocial risks by considering the best fit between tasks, structures and work processes and the needs of workers
2. Increase the working controls already in place to make people work harder and faster for more output
3. Review existing management practices and worker support for controlling psychosocial hazards and work-related stress
4. Adopt strategies that consider the organization’s policies, structure, resources, existing systems and operations, and practices that can affect workers and their psychosocial health
5. Design and manage work to make people feel inadequate if they don’t work longer hours

**Answers**

Which of the following could help an organization can improve their management of psychosocial health and safety in their operation?

Answer: 1, 3, 4

**Quiz #17 - ISO 45003 Clause 8.1.2: Eliminating Hazards, Reducing Risk, Promoting Well-Being at Work**

Activities to reduce psychosocial risks related to work environment, equipment and hazardous tasks could include:

1. Providing equipment necessary for performing the work (e.g. manual handling equipment) and improving equipment as necessary
2. Improving workplace surroundings and physical workplace features to isolate or protect workers from hazards (e.g. noise, lighting, vibration, temperature, chemicals)
3. Isolating or protecting workers from psychosocial hazards, e.g. with physical barriers to reduce risk of violence
4. Providing and requiring the use of appropriate and effective personal protective equipment (PPE) where there are risks that cannot be minimized using more effective higher order controls
5. All of the above will help

**Answers**

Activities to reduce psychosocial risks related to work environment, equipment and hazardous tasks could include:

Answer: 5

**Quiz #18 - ISO 45003 Clause 8.1.3: Management of change**

We know that change raises stress. In order to minimize increasing stress, an organization might help lower this stress by communicating which of the following to workers?

1. Changes to the organization’s work processes and leadership
2. Changes to work tasks and organization and working conditions
3. Changes in knowledge or information about psychosocial hazards and risks
4. Developments in knowledge and technology, and the need to improve competence through additional training

**Answers**

We know that change raises stress. In order to minimize increasing stress, an organization might help lower this stress by communicating which of the following to workers?

Answer: 1, 2, 3, 4

**Quiz #19 - ISO 45003 Clause 8.1.4: Procurement, Contracting and Outsourcing**

Procurement can raise stress, especially disruptions in the supply chain. To reduce the stress related to purchasing, contracting (or subcontracting) and outsourcing, an organization could consider:

1. How the procurement of processes, products and services creates risks
2. How the engagement of contractors can impact workplace culture, worker roles and expectations
3. How the outsourcing of activities impacts on schedules, workloads, changes in work tasks, job security, supervision or the quality of work
4. How the shared duty to protect and promote the health, safety and well-being of workers is managed by the organization, its contractors, subcontractors, suppliers, and any other relevant parties
5. All of the above

**Answers**

Procurement can raise stress, especially disruptions in the supply chain. To reduce the stress related to purchasing, contracting (or subcontracting) and outsourcing, an organization could consider:

Answer: 5

**Quiz #20 - ISO 45003 Clause 8.2: Emergency Preparedness and Response**

To manage psychosocial risk in the event of an emergency (e.g. natural disaster, emerging infectious diseases, suicide of a colleague, incidents, crises, terror, threats, robbery, dismissals, shut-downs, fire), an organization could:

1. Recognize that a wide range of emergency situations can impact psychological health, safety and well-being
2. Prepare for appropriate care and support in the response to emergency situations
3. Establish priorities when responding to the needs of workers
4. Use competent workers, emergency services or other appropriate specialists to respond to the emergency situation and seek additional advice and support as necessary
5. None of the above – this information would send people into panic mode

**Answers**

To manage psychosocial risk in the event of an emergency (e.g. natural disaster, emerging infectious diseases, suicide of a colleague, incidents, crises, terror, threats, robbery, dismissals, shut-downs, fire), an organization could:

Answer: 1, 2, 3, 4

**Quiz #21 - ISO 45003 Clause 8.3: Rehabilitation and Return to Work**

Examples of measures to improve rehabilitation and return to work include:

1. Providing information about general occupational health services, whether internal or external to the organization
2. Providing access to confidential debriefing, counseling services, conflict mediation services
3. Talking with an affected worker to understand and plan for reasonable work adjustments to support return to work
4. Making sure workers with management roles are competent to manage the impact of exposure to psychosocial hazards as workers who have been off on stress leave come back to work
5. Regularly monitoring rehabilitation and return to work programs to see if there are new or previously unidentified risks

**Answers**

Examples of measures to improve rehabilitation and return to work include:

Answer: 1, 2, 3, 4, 5

**Quiz #22 - ISO 45003 Clause 9.1.1: Establishing a structure for measuring and monitoring**

Choose the performance monitoring and measurement activities that would improve an organization’s psychosocial H & S program:

1. Provide data on activities related to psychological health and safety in the workplace, recognizing the need for confidentiality of personal information
2. Determine if the processes for psychosocial hazard identification and assessment of risk are in place and controls are operating effectively
3. Provide the basis for decisions about improvements related to health, safety and well-being at work
4. Determine the extent to which the organization has fulfilled legal requirements and other requirements
5. Provide information on workers who are ‘not following the rules’ and reprimand them

**Answers**

Choose the performance monitoring and measurement activities that would improve an organization’s psychosocial H & S program:

Answer: 1, 2, 3, 4

**Quiz #23 - ISO 45003 Clause 9.1.2: Measuring, monitoring and improving Psychosocial controls**

Reviews of an organization’s psychosocial health and safety should occur:

1. If a new hazard or risk is identified
2. If a control measure is not adequate to minimize the risk
3. Before a significant workplace change occurs (e.g. a change to the work environment or work systems)
4. Where consultation indicates a review is necessary or workers or worker representatives request a review
5. All of the above

**Answers**

Reviews of an organization’s psychosocial health and safety should occur:

Answer: 5

**Quiz #24 - ISO 45003 Clause 9.2: Internal Audit**

The organization will get value from their internal audits if they…

1. Do internal audits at planned intervals and include areas of psychosocial risk in the audit
2. Use the audit results to assess the effectiveness of the management of psychosocial risks
3. Identify gaps in performance to identify opportunities to continually improve the management of psychosocial risks
4. Seek out people who are not ‘following the rules’ and write them up in a non-conformance

**Answers**

The organization will get value from their internal audits if they…

Answer: 1, 2, 3

**Quiz #25 - ISO 45003 Clause 9.3: Management Review**

During ‘Management Review’ top management should:

1. Review the organization’s management of psychosocial risk
2. Use the results from the analysis and evaluation (e.g. internal audits, trends in non-conformances) during the management review process
3. Evaluate the overall adequacy, suitability and effectiveness of its corporate activities to manage psychosocial risk
4. Assess opportunities for improvement and the need for changes
5. Use the results of the management review as the basis for continual improvement activities

**Answers**

During ‘Management Review’ top management should:

Answer: 1, 2, 3, 4, 5

**Quiz #26 - ISO 45003 Clause 10.1: General**

As it implements actions to continually improve the OH&S management system and performance in relation to psychosocial risk, which of the following should the organization consider?

1. Performance evaluations
2. Incident reports
3. Consultation with and recommendations from workers and worker representatives
4. Audits
5. Management reviews

**Answers**

As it implements actions to continually improve the OH&S management system and performance in relation to psychosocial risk, which of the following should the organization consider?

Answer: 1, 2, 3, 4, 5

**Quiz #27 - ISO 45003 Clause 10.2: Incidents, Nonconformity and Corrective Action**

The organization will benefit from a process to:

1. Address nonconformities and incidents related to psychosocial risk
2. Investigate nonconformities and incidents given the sensitive nature of incidents that impact on psychological health, safety and well-being at work
3. Report nonconformities and incidents in a way the that maintains confidentiality and provides for a timely response to reports
4. Encourage and support reporting to reduce fear of reprisals
5. Use information gained from investigations and recommendations for corrective actions to identify opportunities for improvement to the management system

**Answers**

The organization will benefit from a process to:

Answer: 1, 2, 3, 4, 5

**Quiz #28 - ISO 45003 Clause 10.3: Continuous Improvement**

The organization should gather information on the opportunities for improvement in the management of psychosocial risks, fulfillment of its legal requirements and other requirements, and achievement of its OH&S objectives as part of its continual improvement process

**Answers**

The organization should gather information on the opportunities for improvement in the management of psychosocial risks, fulfillment of its legal requirements and other requirements, and achievement of its OH&S objectives as part of its continual improvement process

Answer: true