

# ISO 45001 Awareness Briefing

**Dr Peck Thian Guan**

Co-convenor, National Working Group on Occupational Safety & Health

Head of Singapore Delegation to ISO PC 283

Director, Office of Safety, Health and Environment, NUS

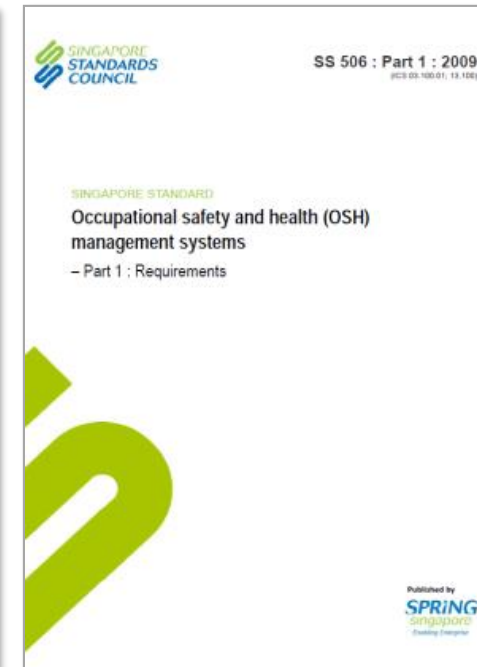
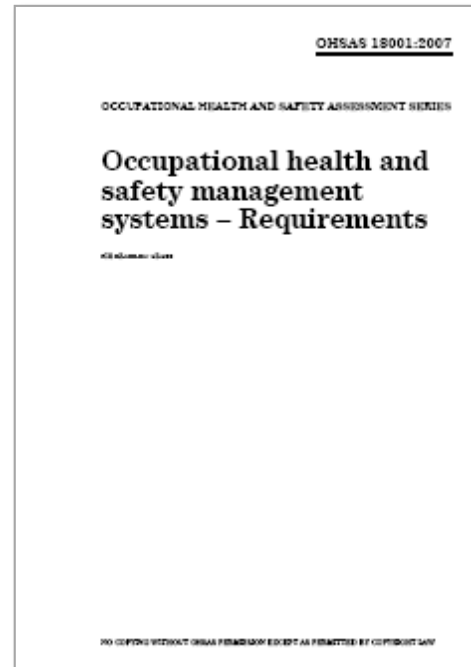


**Safety Case  
Symposium 2018  
Singapore**

# Why the need for a new international standard?

- A survey done by ISO, found that there were about 90,000 OHSAS 18001 certificates in 120 countries, BUT **40 variations** of the standard
- There was a growing demand to harmonize various health and safety management systems (while providing a framework for local regulatory compliance) using an international standard, and promote the sharing of best practices

- In Singapore, we have:
  - OHSAS 18001 & 18002
  - SS 506 Part 1, 2, 3



## Formation of ISO committee - ISO/PC 283

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**A New work item proposal** submitted in 2013 to ISO on behalf of OHSAS Project Group

- To develop a new occupational health and safety management system standard
- New standard to replace OHSAS 18001
- Uses **Annex SL High Level Structure** to align the standard to other ISO management systems standards
- Standard is expected to reduce workplace injuries & illnesses

### Who is involved?

- experts from more than 70 countries & representatives from liaison bodies (i.e. ILO, OHSAS, IOSH)

# ISO/PC 283 meetings



**Oct 2013:** 83 delegates from 27 member bodies and 5 liaison members



**Sep 2015:** 145 delegates from 38 member bodies and 11 liaison members

## The future standard

- would carry the number **ISO 45001**
- with supporting guidance as the annex of the standard (modelled after ISO 14001)
- Target date: **Q4 2016 or Early 2017**





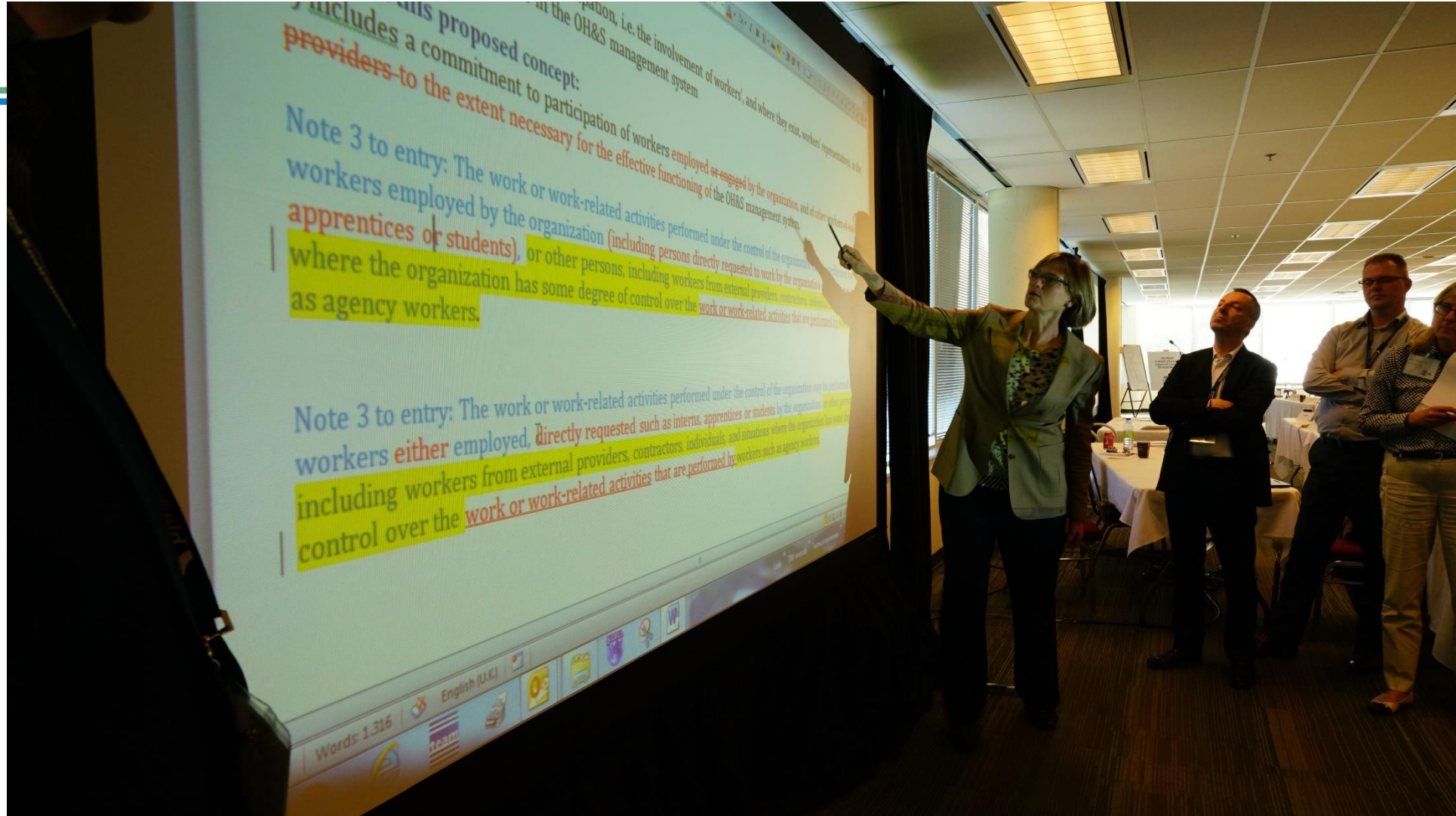


Sep 2017: 69 P member, 15 O members and 22 Liaison members

# Singapore's Representatives to ISO PC283











# High Level Structure with Clauses & Sub-clauses

## 1. Scope

## 2. Normative references

## 3. Terms and definitions

## 4. Context of the organization

- ⊕ Understanding the organization and its context
- ⊕ Needs and requirements
- ⊕ Scope
- ⊕ Management System

## 5. Leadership

- ⊕ General
- ⊕ Management commitment
- ⊕ Policy
- ⊕ Roles, responsibility and authority

## 6. Planning

- ⊕ Actions to address risks & opportunities
- ⊕ Objectives and plans to achieve them

## 7. Support

- ⊕ Resources
- ⊕ Competence
- ⊕ Awareness
- ⊕ Communication
- ⊕ Documented information

## 8. Operation

- ⊕ Operational planning and control

## 9. Performance evaluation

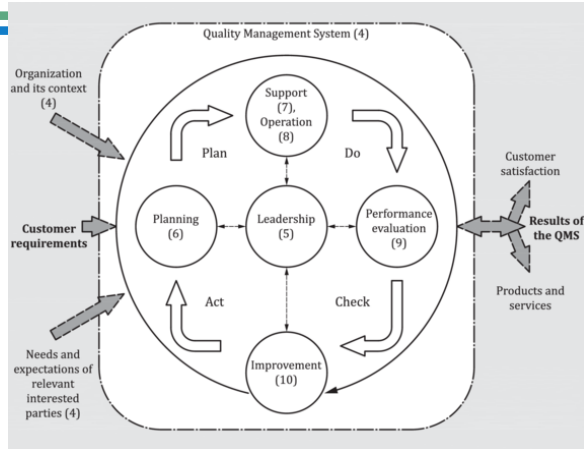
- ⊕ Monitoring, measurement, analysis & evaluation
- ⊕ Internal audit
- ⊕ Management review

## 10. Improvement

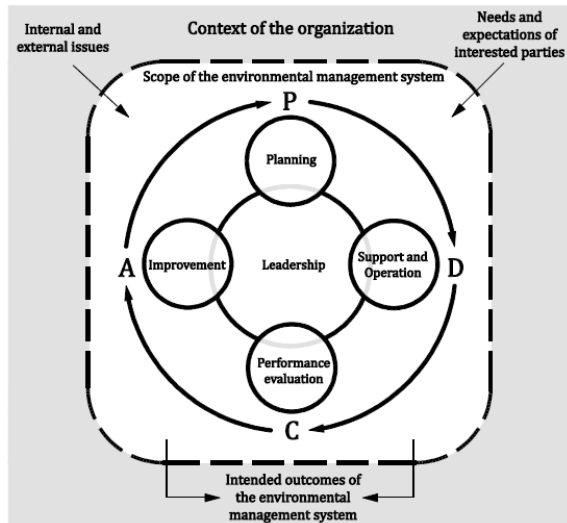
- ⊕ Non conformity and corrective action
- ⊕ Continual Improvement

# Plan-Do-Check-Act Cycle

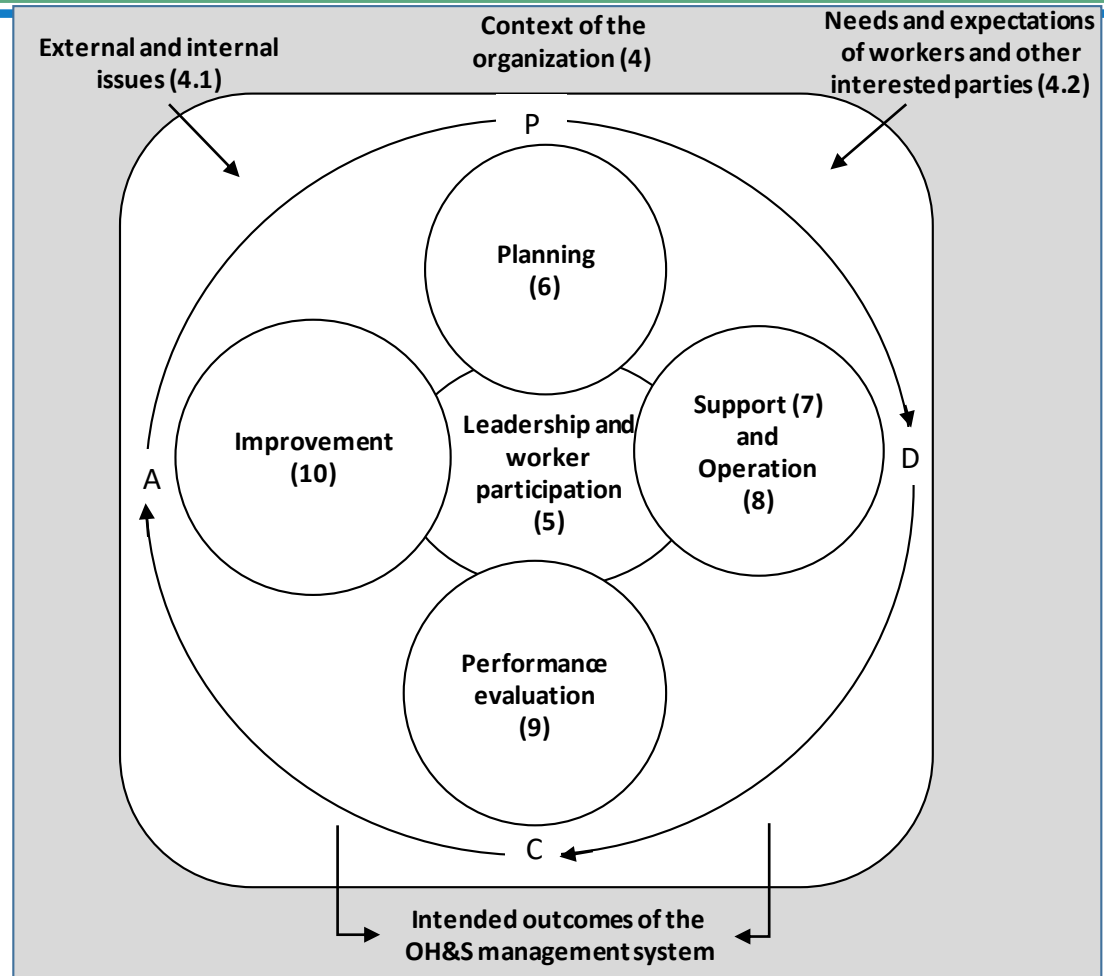
ISO 9001



ISO 14001



ISO 45001



# ISO 9001, ISO 14001 and ISO 45001 – A Comparison

ISO 9001	ISO 14001	ISO 45001
<p><b>4 Context of the Organization</b></p> <p>4.1 Understanding the organization and its context</p> <p>4.2 Understanding the needs and expectations of interested parties</p> <p>4.3 Determining the scope of the <u>quality</u> management system</p> <p>4.4 <u>Quality</u> management system and its processes</p>	<p><b>4 Context of the Organization</b></p> <p>4.1 Understanding the organization and its context</p> <p>4.2 Understanding the needs and expectations of interested parties</p> <p>4.3 Determining the scope of the <u>environment</u> management system</p> <p>4.4 <u>Environment</u> management system</p>	<p><b>4 Context of the Organization</b></p> <p>4.1 Understanding the organization and its context</p> <p>4.2 Understanding the needs and expectations of <u>workers and other interested parties</u></p> <p>4.3 Determining the scope of the <u>OH&amp;S</u> management system</p> <p>4.4 <u>OH&amp;S</u> management system</p>
<p><b>5 Leadership</b></p> <p>5.1 Leadership and Commitment</p> <p>5.2 <u>Quality</u> Policy</p> <p>5.3 Organizational roles, responsibilities and authorities</p>	<p><b>5 Leadership</b></p> <p>5.1 Leadership and Commitment</p> <p>5.2 <u>Environmental</u> Policy</p> <p>5.3 Organizational roles, responsibilities and authorities</p>	<p><b>5 Leadership</b></p> <p>5.1 Leadership and Commitment</p> <p>5.2 <u>OH&amp;S</u> Policy</p> <p>5.3 Organizational roles, responsibilities and authorities</p> <p><u>5.4 Consultation and participation of workers</u></p>
<p><b>6 Planning</b></p> <p>6.1 Actions to address risks and opportunities</p> <p>6.2 <u>Quality</u> objectives and planning to achieve them</p> <p>6.3 Planning for changes</p>	<p><b>6 Planning</b></p> <p>6.1 Actions to address risks and opportunities</p> <p>6.2 <u>Environmental</u> objectives and planning to achieve them</p>	<p><b>6 Planning</b></p> <p>6.1 Actions to address risks and opportunities</p> <p>6.2 <u>OH&amp;S</u> objectives and planning to achieve them</p>



# ISO 9001, ISO 14001 and ISO 45001 – A Comparison

ISO 9001	ISO 14001	ISO 45001
<b>7 Support</b> 7.1 Resources 7.2 Competence 7.3 Awareness 7.4 Communication 7.5 Documented Information	<b>7 Support</b> 7.1 Resources 7.2 Competence 7.3 Awareness 7.4 Communication 7.5 Documented Information	<b>7 Support</b> 7.1 Resources 7.2 Competence 7.3 Awareness 7.4 Communication 7.5 Documented Information
<b>8 Operation</b> 8.1 Operation planning and control 8.2 <u>Requirements for products and services</u> 8.3 Design and development of products and services 8.4 Control of externally provided processes, products and services 8.5 Production and service provision 8.6 Release of products and services 8.7 Control of nonconforming outputs	<b>8 Operation</b> 8.1 Operation planning and control 8.2 <u>Emergency preparedness and response</u>	<b>8 Operation</b> 8.1 Operation planning and control 8.2 <u>Emergency preparedness and response</u>

# ISO 9001, ISO 14001 and ISO 45001 – A Comparison

ISO 9001	ISO 14001	ISO 45001
<b>9 Performance Evaluation</b> <b>9.1 Monitoring, measurement, analysis and evaluation</b> <b>9.2 Internal audit</b> <b>9.3 Management review</b>	<b>9 Performance Evaluation</b> <b>9.1 Monitoring, measurement, analysis and evaluation</b> <b>9.2 Internal audit</b> <b>9.3 Management review</b>	<b>9 Performance Evaluation</b> <b>9.1 Monitoring, measurement, analysis and evaluation</b> <b>9.2 Internal audit</b> <b>9.3 Management review</b>
<b>10 Improvement</b> <b>10.1 General</b> <b>10.2 Nonconformity and corrective action</b> <b>10.3 Continual improvement</b>	<b>10 Improvement</b> <b>10.1 General</b> <b>10.2 Nonconformity and corrective action</b> <b>10.3 Continual improvement</b>	<b>10 Improvement</b> <b>10.1 General</b> <b>10.2 <u>Incident</u>, nonconformity and corrective action</b> <b>10.3 Continual improvement</b>

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**Comparison  
between  
SS 506 Part 1/ OHSAS 18001 &  
ISO 45001**



# ISO 45001 – Highlights

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## General

- No reference on “Preventive action”, but the concept of preventive action is implicitly embedded throughout the standard

## Clause 4: Context of the Organisation

- Determination and monitoring of the **business context** (external and internal issues) and **needs and expectations of workers and interested parties**.
  - To identify and understand factors that can potentially affect the ability of the MS to achieve its intended outcomes

## Clause 5: Leadership and worker participant

- Emphasis on **top management commitment**
  - Top management to actively engage, take responsibility and accountability for the effectiveness of the management system, and to promote a positive culture for OH&S MS

# ISO 45001 – Highlights (cont'd)

## Clause 6: Planning

- New concept of “Risk and **Opportunities**”
  - To determine, consider and where necessary, take action to address any risks or opportunities that may impact (positively or negatively) the ability of the MS to achieve its intended results

## Clause 7: Support

- No requirement for Occupational Health & Safety manual, but still required to have documented information
- More requirements related to “**communication**” [Cl. 7.4]
  - inclusion of the “mechanics” of communications such as what, when, with whom and how to communicate

## Clause 8: Operation

- Greater emphasis on the **control of planned changes** and **review of consequences of unintended changes**
- **Adapting work to workers**
- Coordination with other organizations at **multi-employer workplaces**

# ISO 45001 – Highlights (cont'd)

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## Clause 9: Performance Evaluation

- Management review to include **trends in consultation and participation** of workers, and **risks and opportunities**

## Clause 10: Improvement

- **Evaluate risks of new hazards** brought about by proposed improvement measures
- To **communicate** nature of incident and actions and corrective actions taken
- Can be **same process** for dealing with **nonconformities and incident investigation**

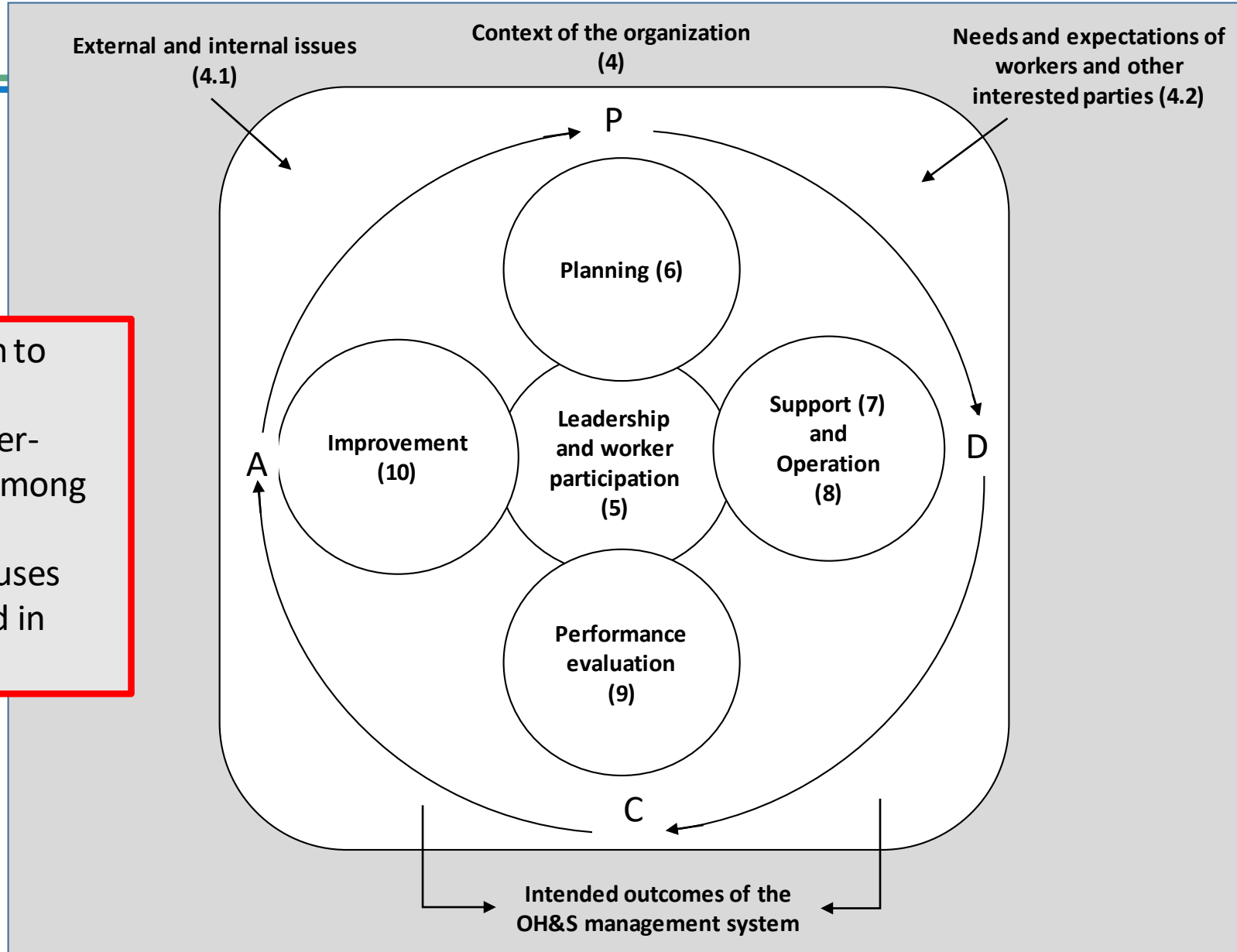


# ISO 45001

## PDCA cycle for ISO 45001

### System approach to managing S&H

- Noted the inter-relationship among all clauses.
- Individual clauses not to be read in isolation

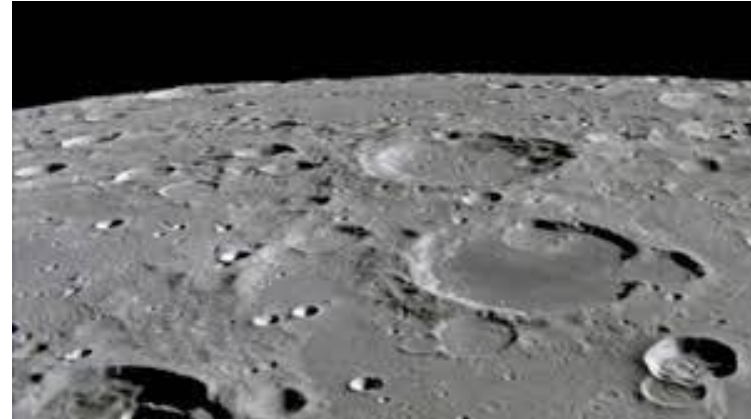


# 4. Context of the organization

## 4.1 Determining

- External issues
- Internal issues

That will affect the intended outcome of the OH&S MS



# ISO 45001 - Details

## Definition of interested party, workers & workplace

### Interested party/stakeholder

Person or organization that can affect, be affected by, or perceived itself to be affected by a decision or activity

### Workers

Person performing work or work-related activities that are under the control of the organization

- Paid or unpaid, regular or temporarily, intermittently or seasonal, casually or on part-time basis
- Top management, managerial & non-managerial workers
- Employed by the organization, workers of external providers, contractors, individuals, agency workers, and
- other persons to the extent the organization shares control over their work or work-related activities

**A worker is an “interested party”.**

# Implications

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## Workers include:

- Employees
- Contractors' workers
- Outsourced workers / agency workers
- Part-time staff
- Temporary staff
- Students / interns
- Managerial and non-managerial

# ISO 45001 - Details

## Definition of interested party, workers & workplace

### Workplace

- Place **under the control** of the organization where a person needs to be or to go for work purposes
- The organization's responsibilities under the OH&S MS for the workplace depend on the **degree of control** over the workplace



# Implications

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- Mobile workplaces
  - Buses and taxis
  - Goods delivery vehicles
  - Food delivery vehicles
- Working from home
- Shared worksites

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## **4.2 Understanding the needs and expectations of workers and other interested parties**

# Stakeholder Analysis

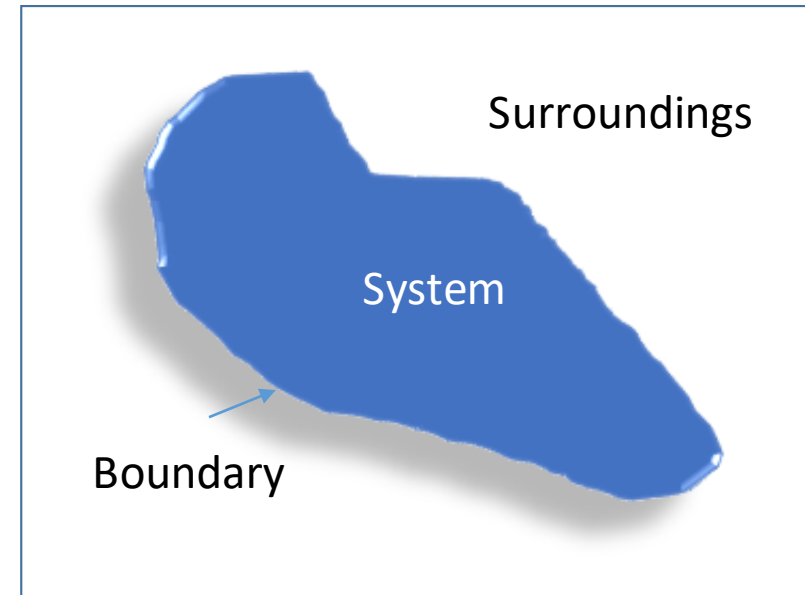
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- Voice of the Customer (interested parties)
  - Who are the interested parties?
  - How can they be segmented?
  - What are the needs of each segment?
- Which needs are legal requirements and other requirements?

# 4.3 Scope of system

- **System boundary**

- Main site
- Other sites
- Shared sites / Other parties on your sites



# ISO 45001 - Details

## Definition of legal requirements and other requirements

Legal requirements that an organization has to comply with and other requirements that an organization has to or **chooses to comply with**

- Only those relevant to OH&S MS
- Include provisions in collective agreements
- Include those that determine the persons who are **workers' representatives** in accordance to laws, regulations, collective agreements and practice



# ISO 45001 - Details

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## Definition of injury and ill health

Adverse effect on the physical, **mental or cognitive condition** of a person

- Include occupational diseases, illness and death
- “injury and ill health” implies presence of injury or ill health either on their own or in combination

# Implications

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- Cognitive impairment – examples of possible causes
  - Long working hours
  - Stress
  - Age
  - Medication

# ISO 45001 - Details

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## **Definition of OH&S Risk**

Combination of the likelihood of occurrence of a work-related hazardous event or exposure(s) and the severity of injury and ill health that can be caused by the event or exposure(s)



## **Definition of OH&S Opportunity**

Circumstance or set of circumstances that can lead to improvement of OH&S performance

## **Definition of OH&S Performance**

Performance related to the effectiveness of the prevention of injury and ill health to workers and the provision of safe and healthy workplaces

# Implications

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- **OH&S Opportunities - Example**
  - Replacement of slippery flooring materials →
    - Reduction in STF incidents
- **Other opportunities for improving OH&S MS**
  - Replacing in-person training with e-learning →
    - Greater outreach
    - Quality of training not dependent on the trainer
    - Interactive & ability to give personal timely feedback on learning outcomes through e-assessment
    - Automated capturing of attendance record

# ISO 45001 - Details

## Definition of Incident

- Occurrence arising out of, or in the course of, work that could or does result in injury and ill health
  - Sometimes referred to as “accident”
  - An incident where no injury and ill health occurs but has the potential to do so may be referred to as a “near-miss”, “near-hit” or “close call”
  - Although there can be one or more nonconformities related to an incident, an incident can also occur where there is non nonconformity.

## Definition of nonconformity

- **Nonconformity: non-fulfilment of a requirement**

## Definition of corrective action

- **Corrective action:** action to eliminate the cause(s) of a non-conformity or an incident and to prevent recurrence



### **Definition of participation and consultation**

#### **Participation**

- Involvement in decision-making

#### **Consultation**

- Seeking views before making a decision

## 5.4 Consultation and Participation of Workers

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- “...establish, implement and maintain a process(es) for consultation and participation of workers at all applicable levels and functions, and, where they exist, workers’ representatives, in the development, planning, implementation, performance evaluation and actions for improvement of the OH&S management system.”

The organization to provide:

- a) provide mechanisms, time, training and resources necessary for consultation and participation (through worker representation)
- b) provide timely access to clear, understandable and relevant information about the OH&S management system;
- c) determine and remove obstacles or barriers to participation and minimize those that cannot be removed;

## 5.4 Consultation and Participation of Workers

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### **Obstacles and barriers: e.g.**

- Failure to respond to worker inputs or suggestions
- Language
- Literacy barriers
- Reprisals or threats of reprisals
- Policies or practices that discourage or penalize worker participation

## 5.4 Consultation and Participation of Workers

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Organization shall emphasize the **participation of non-managerial workers** on the following:

- 1) **determining the mechanisms for their consultation and participation;**
- 2) identifying hazards and assessing risks and opportunities (see 6.1.1, and 6.1.2);
- 3) determining actions to eliminate hazards and reduce OH&S risks (see 6.1.4);
- 4) determining competence requirements, training needs, training and evaluating training (see 7.2);
- 5) **determining what needs to be communicated and how this will be done** (see 7.4);
- 6) determining control measures and their effective implementation and use (see 8.1, 8.1.3, and 8.2);
- 7) investigating incidents and nonconformities and determining corrective actions (see 10.2).

## 5.4 Consultation and Participation of Workers

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Organization shall emphasize the **consultation of non-managerial workers** on the following:

- 1) determining the needs and expectations of interested parties (see 4.2);
- 2) establishing the OH&S policy (see 5.2);
- 3) assigning organizational roles, responsibilities and authorities as applicable (see 5.3);
- 4) determining how to fulfil legal requirements and other requirements (see 6.1.3);
- 5) establishing OH&S objectives and planning to achieve them (see 6.2);
- 6) determining applicable controls for outsourcing, procurement and contractors (see 8.1.4);
- 7) determining what needs to be monitored, measured and evaluated (see 9.1);
- 8) planning, establishing, implementing and maintaining an audit programme(s) (see 9.2.2);
- 9) ensuring continual improvement (see 10.3);



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- NOTE 1 Worker representation can be a mechanism for consultation and participation
  - NOTE 2 Obstacles and barriers can include failure to respond to worker inputs...
  - NOTE 3 Emphasizing the consultation and participation of non-managerial workers is intended to apply to persons carrying out the work activities, but is **not intended to exclude, for example, managers** who are impacted by work activities or other factors in the organization.
  - NOTE 4 It is recognized that the provision of training at no cost to workers and the provision of training during working hours, where possible, can remove significant barriers to worker participation.

## 9.3 Management Review

The management review shall include consideration of:

- a) the status of actions from **previous management reviews**;
- b) **changes in external and internal issues** that are relevant to the OH&S management system including:
  - 1) the needs and expectations of interested parties;
  - 2) legal requirements and other requirements;
  - 3) risks and opportunities;
- c) the **extent** to which the OH&S policy and the OH&S objectives have been met;
- d) information on the **OH&S performance**, including **trends** in:
  - 1) incidents, nonconformities, corrective actions and continual improvement;
  - 2) monitoring and measurement results;
  - 3) results of evaluation of compliance with legal requirements and other requirements;
  - 4) audit results;
  - 5) **consultation and participation of workers**;
  - 6) risks and opportunities;
- e) **adequacy of resources** for maintaining an effective OH&S management system;
- f) **relevant communication(s)** with interested parties;
- g) **opportunities** for continual improvement.

## 9.3 Management Review (cont'd)

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The outputs of the management review shall include decisions related to:

- continuing suitability, adequacy and effectiveness of the OH&S management system in achieving its intended outcomes;
- continual improvement opportunities;
- any need for changes to the OH&S management system;
- resources needed;
- actions if needed;
- opportunities to improve integration of the OH&S management system with other business processes;
- any implications for the strategic direction of the organization.

Top management shall communicate the relevant outputs of management reviews to workers, and, where they exist, workers' representatives (see 7.4).

The organization shall retain documented information as evidence of the results of management reviews.

# Conclusion

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- **Same Annex SL High Level Structure**
  - Facilitates integration of Quality, Environment and other management system standards
  
- **ISO 45001 takes into consideration issues unique to OH&S and changes arising from High Level Structure**
  
- **ISO 45001 has been developed with inputs from stakeholders from different segments of the international community**
  - **Government representatives**
  - **Private sector**
  - **Employer representatives**
  - **Labour representatives**
  - **Consultants**
  - **S&H Practitioners**
  - **Certification bodies**

# Conclusion

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**ISO 45001 –  
a more demanding standard that  
will help improve OH&S  
performance of organizations**

**Thank you**



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