

MHIE CHARTER GAP ANALYSIS – ISO 45003 ALIGNED

This updated gap analysis questionnaire integrates ISO 45003 requirements with the original MHIE Charter assessment. It is designed to help organisations measure their progress, identify gaps, and plan improvements.

Point 1: Company and Industry-Wide Cultural Change

- What steps has your company taken to initiate a cultural change focused on mental health and well-being in the last year?
- How is senior leadership involved in driving this cultural change?
- Does your organisation have a formal Psychological Health and Safety Policy aligned with ISO 45003?
- How do you ensure psychosocial risk considerations are embedded into strategic and operational planning?
- How are mental health initiatives integrated into employee inductions and handbooks?

Point 2: Transparency, Accountability and Governance

- Can you provide evidence of mental health practices and policies and how they are audited?
- Does your organisation integrate mental health metrics into corporate governance (board reporting, management reviews)?
- What measures are in place to track and analyse psychosocial risks, including absence rates, incident trends and turnover?
- Does your policy include non-retaliation protection for reporting psychosocial risks?

Point 3: Risk Assessment and Hazard Identification

- Has your company conducted a structured psychosocial risk assessment using ISO 45003 categories (work organisation, social factors, work environment)?
- How frequently do you assess psychosocial risks, and how are the findings actioned?
- How are risk assessment outcomes linked to planning and resources?

Point 4: Build Mental Health Awareness

- How does your company ensure all employees understand the basics of mental health and wellbeing?
- What resources or campaigns are in place to promote awareness and reduce stigma?
- How do you monitor the effectiveness of these initiatives?

Point 5: Worker Participation

- What formal mechanisms (e.g., committees, focus groups) exist for employees to participate in decisions about mental health and wellbeing?
- How is feedback from employees incorporated into improvement plans?

Point 6: People Management and Leadership

- Do managers have regular one-to-one sessions with staff that include mental health and wellbeing check-ins?
- What training and support are provided to managers to identify and mitigate psychosocial risks?
- Are managers evaluated on their contribution to psychological safety?

Point 7: Open Conversations and Safe Spaces

- How does your organisation create safe psychological spaces for open discussion?
- How do you ensure protection from stigma or retaliation for raising concerns?

Point 8: Comprehensive Training and Competence

- Do you have mandatory mental health and psychosocial risk training for all staff, managers, and leaders?
- How are mental health champions/first aiders selected, trained, and supported?
- Are training programmes refreshed regularly and evaluated for impact?

Point 9: Integration with Health and Safety

- Is mental health considered equal to physical health in all policies and procedures?
- How are psychosocial risks integrated into HSE processes (induction, pre-job meetings, risk assessments)?
- How does your organisation manage psychosocial risks during change management, procurement, and contractor oversight?

Point 10: Customised Support and Rehabilitation

- What internal and external support services are available, and how are they communicated?
- Does your organisation have structured rehabilitation and return-to-work programmes for those affected by psychosocial risks?

Point 11: Monitoring and Performance Evaluation

- How do you track progress on psychosocial risk mitigation?
- Do you maintain leading and lagging indicators (e.g., engagement scores, turnover, absenteeism)?
- Are internal audits and management reviews conducted annually?

Point 12: Sharing Best Practices and Continual Improvement

- How does your company share best practices internally and externally?
- How do you evaluate lessons learned from incidents or non-conformities?
- What processes are in place to ensure continual improvement?