

# Case study:

Built environment



● EMCOR UK is the first organization globally to achieve certification against BSI's psychological health and safety at work scheme, based on ISO 45003

Certification to BSI's psychological health and safety at work scheme



EMCOR UK provides high-performance, sustainable, integrated facilities and workplace management. With over 4,000 employees, it offers customer-centric solutions through workplace transformation, integrated facilities management, project solutions, data-led asset management services, and carbon reduction. It delivers services in some of the most complex and regulated workplaces in the UK, in industry sectors including government, defence, nuclear, life sciences, and hi-tech manufacturing.

The COVID-19 pandemic has disrupted ways of working and created new challenges for employees and organizations. Among them are increased psychosocial hazards – factors in our work or workplace that adversely affect our physical, mental, cognitive, or emotional health. Such risks – from excessive workload and isolation to harassment and bullying – can cause increased costs due to absence from work, reduced ability to work effectively, and increased staff turnover.

EMCOR UK is the first organization in the world to achieve certification against BSI's psychological health and safety at work scheme, which is based on ISO 45003, the first international standard to provide practical guidance in this area. BSI certification demonstrates that EMCOR UK has successfully implemented the approach and systems necessary to eliminate or mitigate psychosocial risks, enhancing employee engagement, performance, and productivity, and improving organizational resilience for the benefit of all stakeholders.

“BSI certification on psychological health and safety management (based on ISO 45003) demonstrates our determination to foster a safe and positive working environment. We're proud that our long-term well-being strategy has been rigorously tested by BSI against this global standard. It shows we're compliant with our 'People Who Care' value, our commitment to physical and mental health is not merely a 'tick box' exercise, and we strive for continuous improvement.”

**Jonathan Gawthrop**

Executive Director, Wellbeing Sustainability & Assurance  
EMCOR UK



## ● Client challenge

EMCOR UK takes a robust approach to governance and risk, which includes maintaining rigorous occupational health and safety protocols. In addition, its purpose is to create a better world at work, and, as employers, it sees a key element being a responsibility to protect and promote the well-being of its employees.

Traditionally, the company focused largely on physical health and safety, but increasingly psychosocial issues affecting individuals' mental well-being have come to the fore. Since well before the pandemic, the board had embarked on a long-term well-being strategy that took a proactive and sustainable approach to employee health. In particular, it wanted to give equal weight to both physical and mental well-being.

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## ● BSI solution

BSI's psychological health and safety scheme, based on ISO 45003, offered the answer. Published in June 2021, ISO 45003 gives guidance on managing psychosocial risks and provides recommendations to organizations on how to prevent work-related psychological ill-health. EMCOR UK recognized that BSI's psychological health and safety certification would show that it has a robust structure in place to identify and manage mental health risks.

To achieve certification, EMCOR UK underwent a rigorous independent assessment by BSI. The company was audited on all aspects of ISO 45003 to ensure it operates a framework that conforms to BSI's psychological health and safety at work scheme. The audit showed an effective and systematic approach to the management of psychosocial risk, with feedback from staff highlighting a supportive, inclusive environment, where they can grow and develop, and also feel safe in discussing personal and professional issues.

### Why BSI?

"BSI's experts have broad expertise, they're committed, supportive, and they really care – and believe me they're thorough! Certification by BSI has real meaning, both internally and externally."

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