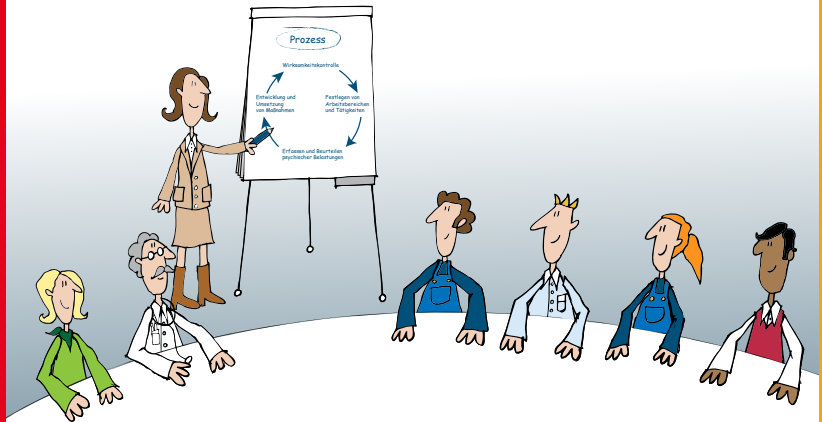


## Consideration of psychosocial factors in risk assessment Recommendations for implementation in business practice



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### Consideration of psychosocial factors in risk assessment - Recommendations for implementation in business practice

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## Content

<b>1</b>	<b>Introduction.....</b>	<b>4</b>
1.1	Background, purpose and target audience of recommendations.....	4
1.2	Definitions .....	5
<b>2</b>	<b>Design areas and goals.....</b>	<b>7</b>
2.1	Work content/tasks .....	8
2.2	Organisation of work.....	11
2.3	Working time.....	12
2.4	Social relation.....	14
2.5	Work equipment .....	16
2.6	Working environment.....	17
<b>3</b>	<b>Procedural recommendations.....</b>	<b>19</b>
3.1	Preparation: plan the procedure, set the framework.....	20
3.2	Define work areas and activities.....	21
3.3	Identify and assess risks from psychosocial factors .....	21
3.5	Check effectiveness .....	23
3.6	Update .....	23
3.7	Document .....	23
<b>4</b>	<b>Annexes .....</b>	<b>25</b>
4.1.	Checklist: risk from psychosocial factors.....	25
4.2.	OSH rules and regulations to take account of psychosocial factors.....	30
4.3	Recommendations and checkpoints for the selection of tools/ procedures .....	31
4.4	Quality principles for tools and procedures for psychosocial risk assessment.....	35
4.5.	Additional information and recommendations for shaping policy to protect against risks from psychosocial factors.....	37

# 1 Introduction

## 1.1 Background, purpose and target audience of recommendations

The German Occupational Safety and Health Act (Arbeitsschutzgesetz) requires employers to design work in such a way that prevents a risk to life and physical and mental health as far as possible, and to keep the remaining risk to a minimum (section 4 of the Occupational Safety and Health Act).

For this purpose, employers must identify the occupational safety and health (OSH) measures required for the employees by assessing the risk they face in their job (section 5 of the Occupational Safety and Health Act). This risk assessment must also consider psychosocial factors at work (cf. section 5 (3) of the Occupational Safety and Health Act).

It is important to consider psychosocial factors in the risk assessment for two reasons:

1. Depending on their type, intensity and duration, psychosocial factors in the workplace can have an adverse effect on health, for example in the event of insufficient job autonomy, an imbalance between the volume of work and the allotted time, a destructive leadership style or excessive working hours. Therefore, it is important to identify risks from psychosocial factors by means of risk assessment and to keep these to a minimum.
2. Psychosocial factors in the workplace can also increase risks for employees, for example, when using work equipment or activities involving biological agents. For example, when working with biological agents an increased risk is likely if the work must be carried out under pressure or time constraints and/or if the work is frequently interrupted or disrupted. Therefore, the Biological Agents Ordinance (Biostoffverordnung) explicitly requires risk assessment of work with biological agents to also consider “stress and exposure situations, including psychosocial factors” (section 4 of the Biological Agents Ordinance).

This brochure contains recommendations regarding specific content, goals and procedures when taking psychosocial factors into consideration in risk assessments.

The recommendations are particularly geared towards businesses and in-company OSH stakeholders (including employers, works councils and staff councils, company physicians and occupational safety and health experts). They serve to provide guidance as to how the risk assessment can consider psychosocial factors at work.

The recommendations have been developed within the framework of the Joint German Occupational Safety and Health Strategy (Gemeinsame Deutsche Arbeitsschutzstrategie - GDA).

In the GDA, the Federal Government, the Länder and occupational accident insurance funds define common action areas with the participation of the social partners, and together translate these into nationwide working programmes. Complementing the existing GDA<sup>1</sup> guidelines, the present recommendations therefore also act as a compass for the advisory and monitoring work of the supervisory services of the Länder and the occupational accident insurance funds.

## 1.2 Definitions

### Psychosocial factors

Psychosocial factors constitute the total of all assessable influences impinging on a human being from external sources and affecting that person mentally<sup>2</sup>. Psychological factors in the workplace comprise a host of different demands and conditions at work that are significant for mental health, such as demands regarding work intensity, social support in the workplace, or the duration, scheduling and distribution of working time. A job without psychosocial factors is just as inconceivable and undesirable as a job that does not involve some form of physical exertion. Therefore, psychosocial factors should be understood in a neutral sense. They can have a stimulating and activating effect and promote learning processes and the development of a worker's skills. Depending on the type, intensity and duration, and depending on the individual worker's personal skills, they can also lead to fatigue, a feeling of monotony, reduced vigilance, satiation or stress and have adverse long-term effects on human health. For this reason, it is necessary to also give due consideration to risks from psychosocial factors in the workplace in the risk assessment.

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<sup>1</sup> In contrast to the present recommendations, the GDA guidelines are geared towards inspection services rather than enterprises. The aim of the GDA guidelines is to ensure that the specific monitoring and advisory strategies of the Länder and occupational accident insurance funds are on a par with one another and consistent in terms of content. Available for download at: [www.gda-portal.de/de/Betreuung/Betreuung.html](http://www.gda-portal.de/de/Betreuung/Betreuung.html)

<sup>2</sup> Cf. DIN EN ISO 10075-1:2017

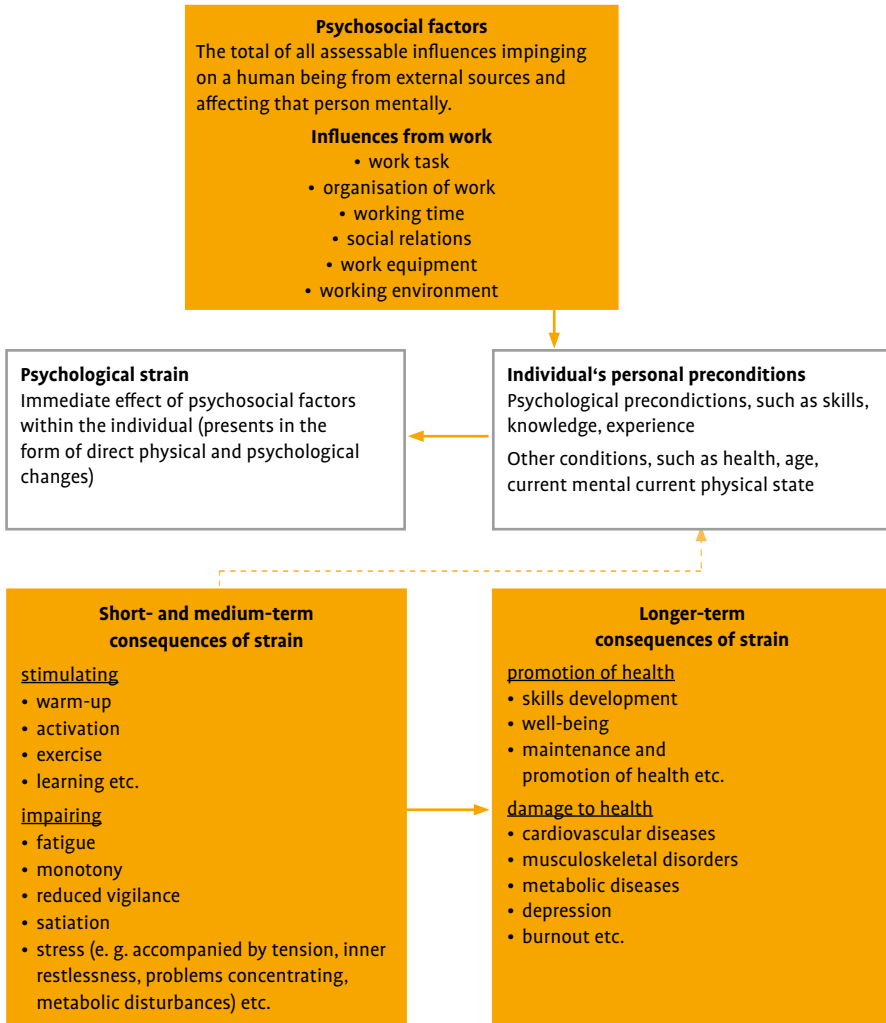


Figure 1: Psychosocial factors, strain and consequences of strains and stress

## Risk from psychosocial factors

There is a risk from psychosocial factors in the workplace if the possibility of damage to the worker's health can be assumed without additional specifications regarding the likelihood and/or severity of the health damage.

## Risk assessment

The risk assessment is a process whereby necessary measures to protect the health of workers are systematically identified, implemented and their effectiveness is tracked based on an assessment of the risk associated with the work. The purpose of the risk assessment is to design work in such a way that prevents a risk to life and physical and mental health as far as possible, and that keeps the remaining risk to a minimum (section 4 of the Occupational Safety and Health Act).

## 2 Design areas and goals

To avoid risks from psychosocial factors, it is necessary to design work content/tasks, the organisation of work, working time, social relations at work, the working environment and the use of work equipment.

Obligations and design specifications are set down in OSH rules and regulations for selected aspects and activities (e. g., for the design of working time, the set-up and operation of workplaces, the use of work equipment, or for activities involving biological agents), (see annex, chapter 4.2). If no rules and regulations exist, applicable ergonomic standards (e. g., DIN EN ISO 10075-2, DIN EN ISO 6385), guidelines and/or recommended actions of the GDA institutions (occupational accident insurance funds, the Federal Government and the Länder) can also provide guidance for the healthy and ergonomic design of work (see annex, chapter 4.5).

Within the context of the GDA Mental Health Working Programme, design goals to protect against risks from psychosocial factors were defined in concrete terms with due consideration to existing OSH rules and regulations, scientific findings and applicable guidelines and ergonomic standards. These design goals are examined in greater detail in the following sections, along with working conditions and requirements where a risk from psychosocial factors is likely. Each section focuses on a specific design area: “Work content/tasks” (chapter 2.1), “Organisation of work” (chapter 2.2), “Working time” (chapter 2.3), “Social relations at work” (chapter 2.4), “Working environment” (chapter 2.5) and “Work equipment” (chapter 2.6).

The design requirements apply irrespective of the place of work and type of (direct) employment relationship. **The specific aspects that need to be considered in the risk assessment depend on job requirements and conditions of the work to be assessed.** For example, a risk assessment of the work of the police, emergency responders, and nursing staff would need to consider the risks from emotional demands and traumatising events.

The work design characteristics of work intensity, working time, job control and social relations, especially with superiors, as well as the organisation of the working environment, particularly with regard to noise, are factors that are relevant to all sectors and activities, and need to be taken into account in the risk assessment as a general rule.

## 2.1 Work content/tasks

Tasks are well-designed if:

- ✓ They contain multiple aspects of a single assignment, e. g., preparation, execution or monitoring activities.
- ✓ workers can understand and recognise them as an important contribution to the work system.
- ✓ they offer a reasonable amount of job control and decision latitude with regard to speed, approach and prioritisation of tasks.
- ✓ they enable the use and development of a variety of existing skills, talents, activities and movements, while conforming to the skills of the workers.
- ✓ they provide the opportunity to develop and learn new skills (e. g., by qualifications and/or learning on the job).
- ✓ ergonomic standards are considered in the design of time-controlled work.
- ✓ the information required to perform the task is provided in good time, in a comprehensible format, in a suitable format and appropriately for the given situation.
- ✓ emotionally taxing situations and traumatic events are avoided as far as possible.
- ✓ workers are protected from violence, aggression, threats and attacks by other people (e. g., customers, patients, pupils, suppliers).
- ✓ support and coping mechanisms are in place to deal with emotionally demanding and traumatic events (e. g., emergency management, follow-up care).

The completeness and variability of the tasks, the job control, the availability and presentation of relevant information, the emotional demands of the work and the suitability of the workers' skills and qualifications for the tasks are important aspects of the assessment and design.

Risk from the psychosocial factors associated with the tasks must be avoided as far as possible (see Table 1).



### Completeness

- incomplete, piecemeal activities, e. g.,
  - preparatory work only
  - executing work only
  - monitoring work only

### Variability

- activities with minimum variety (e. g., little or similar content)
- one-sided demands (frequent repetition of similar actions), or
- multiple, simultaneous tasks (multi-tasking)

### Job control

- insufficient influence on
  - sequence of activities
  - work content
  - work equipment
  - workflows
  - volume of work
  - speed of work
  - work targets
- tightly coupled

### Information

- missing
- insufficient or incomplete
- not well presented (e. g., language used), or
- too extensive

### Qualifications

- activities not in line with level of worker qualification
- insufficient work instruction/onboarding

## Emotional stress

- dealing with very emotionally demanding events and situations (e. g., severe illness, death, social problems)
- constantly catering to the needs of other people (e. g., customers, patients, pupils, suppliers)
- constant display of required emotions regardless of own feelings (e. g., constantly smiling)
- frequent/intense discussions, disputes, conflicts with other people (e. g., customers, patients, pupils)
- violence, aggression, threats and attacks by other people (e. g., customers, patients, pupils, suppliers)
- traumatic experiences at work (e. g., accidents, violence)

*Table 1: Characteristics of work content/tasks where a risk from psychosocial factors is likely*

The following regulations, rules, principles and guidelines must be considered, according to their specific area of application:

- TRBA<sup>3</sup> 400: Handlungsanleitung zur Gefährdungsbeurteilung und für die Unterrichtung der Beschäftigten bei Tätigkeiten mit biologischen Arbeitsstoffen (Guideline for risk assessment and for the information of workers regarding activities involving biological agents)
- TRBS<sup>4</sup> 1151 Gefährdungen an der Schnittstelle Mensch - Arbeitsmittel – Ergonomische und menschliche Faktoren, Arbeitssystem (Hazards at the human-work equipment interface - ergonomic and human factors, work system)
- DGUV<sup>5</sup> Guideline 306-001: Traumatische Ereignisse – Prävention und Rehabilitation (Traumatic events – prevention and rehabilitation)
- DGUV Regulation 25: Unfallverhütungsvorschrift Überfallprävention (Accident prevention regulation: robbery prevention)

<sup>3</sup> TRBA: Technische Regeln für Biologische Arbeitsstoffe (Technical Rules for Biological Agents)

<sup>4</sup> TRBS: Technische Regeln für Betriebssicherheit (Technical Rules for Industrial Safety)

<sup>5</sup> DGUV: Deutsche Gesetzliche Unfallversicherung (German Statutory Accident Insurance)

## 2.2 Organisation of work

Workflows are well-designed if:

- ✓ the resources needed to complete the tasks are available (e. g., time, skills, material resources, information etc.).
- ✓ they are comprehensible and known.
- ✓ they are continuously adapted to current needs and improved in consultation with workers.
- ✓ they also allow for unforeseen events and delays.
- ✓ time allowed includes sufficient buffer.
- ✓ they contain sufficient opportunities for exchange of knowledge and ideas among specialists, for coordination and for collaboration.
- ✓ workers have clearly defined tasks, powers (i.e., authorisations/permissions) and responsibilities.
- ✓ workers can concentrate on their tasks and attend to them without interruption.

The intensity of work, work disruptions/interruptions, work-related communication and collaboration, and powers and responsibilities are important aspects of the assessment and design.

Risk from the psychosocial factors associated with the organisation of work must be avoided as far as possible (see Table 2).

### Work intensity

- imbalance between workload, diversity and complexity of the task and available time (work intensity too high, time pressure)

### Disruptions/interruptions

- frequent or lengthy work interruptions/disruptions
- workflows lack clarity

### Communication/cooperation

- not enough opportunities for exchange of knowledge and ideas among specialists, for coordination, collaboration and support (e. g., single workstation, mobile working, working from home)

### Powers/responsibilities

- unclear powers (i. e., authorisations/permissions), areas of responsibility and roles
- responsibilities/powers lacking or too narrowly defined
- contradictory work requirements

Table 2: Characteristics of the organisation of work where a risk from psychosocial factors is likely

The following regulations, rules, principles and guidelines must be considered, according to their specific area of application:

- TRBA 400: Handlungsanleitung zur Gefährdungsbeurteilung und für die Unterrichtung der Beschäftigten bei Tätigkeiten mit biologischen Arbeitsstoffen (Guideline for risk assessment and for the information of workers regarding activities involving biological agents)
- TRBS 1151: Gefährdungen an der Schnittstelle Mensch - Arbeitsmittel – Ergonomische und menschliche Faktoren, Arbeitssystem (Hazards at the human-work equipment interface - ergonomic and human factors, work system)

## 2.3 Working time

To organise working time, working time must be tracked and recorded.

Working time is well-designed if:

- ✓ it is clearly delimited.
- ✓ workers' working time and on-call time are clearly demarcated from their recovery times.
- ✓ sufficient and uninterrupted rest breaks, rest periods and recovery times are ensured.
- ✓ workers can predict and plan working time, rest breaks, rest periods and recovery times.

- ✓ consideration is given to the needs of workers, also with regard to the reconciliation of work and family commitments.
- ✓ workers have a say in how working time, rest breaks, rest periods and recovery times are organised (with regard to duration, scheduling and flexibility).
- ✓ ergonomic principles are considered in the scheduling of shift work (e. g., forward rotation of shifts, no more than 3 consecutive night shifts, if possible one free evening in the week).

The duration, scheduling and flexibility of working time, the provision and observance of recovery times, and the predictability and plannability of working time, rest breaks, rest periods and recovery times are important aspects of the assessment and design.

Risk from the psychosocial factors associated with the design of working time must be avoided as far as possible (see Table 3).

### Duration

- over 8 hours daily, particularly in the event of
  - exposure to hazards for which limits have been defined (e. g., noise, hazardous substances)
  - high level of concentration required for prolonged periods (e. g., supervision of machinery)
  - tightly coupled
  - pronounced physical strain (e. g., due to handling of loads, forced postures, heat/cold)
  - high level of interaction (e. g., with customers, patients, clients)
- over 10 hours daily
- over 40 hours in a 5-day working week or over 48 hours in a 6-day working week

### Recovery times

- inadequate break system (with regard to the scheduling, shortening or skipping of breaks)
- reduction of daily rest period (under 11 hours)
- increased job-related reachability (e. g., on-call duty, mobile working/working from home)

### Scheduling/shift work

- work on Sundays and public holidays
- night work
- poorly organised shift work and duty rosters (e. g., split shifts)

### Predictability/plannability

- poor ability to predict and plan working time (e. g., requirement to do overtime at short notice to cover for other workers, pressure to meet deadlines)
- not enough ability to influence the duration, scheduling or flexibility of working time (e. g., on-call work)

Table 3: Characteristics of working time design where a risk from psychosocial factors is likely

The following regulations, rules, principles and guidelines must be considered, according to their specific scope of application:

- Working Hours Act (Arbeitszeitgesetz)
- TRBS 1151 Gefährdungen an der Schnittstelle Mensch - Arbeitsmittel – Ergonomische und menschliche Faktoren, Arbeitssystem (Hazards at the human-work equipment interface - ergonomic and human factors, work system)
- DGAUM<sup>6</sup> Guideline: Gesundheitliche Aspekte und Gestaltung von Nacht- und Schichtarbeit (Health aspects and organisation of night work and shift work) (002-030)

## 2.4 Social relation

Social relations at work are well-designed if:

- ✓ the dignity and integrity of all workers is respected.
- ✓ there are sufficient opportunities for social interaction.
- ✓ workers are supported by colleagues or managers as needed.
- ✓ workers regularly receive feedback and recognition from their managers.

<sup>6</sup> DGAUM: Deutsche Gesellschaft für Arbeitsmedizin und Umweltmedizin (German Society for Occupational and Environmental Medicine)

- ✓ rules for dealing with conflict and mistakes are in place and implemented (healthy culture of error).
- ✓ managers and colleagues treat each other with respect and appreciation.
- ✓ managers receive enough time and training opportunities to be able to shape social relations in the workplace that are founded on the principle of fairness and respect.

Opportunities for social interaction and the quality of social relations between colleagues (including interorganisational relations, e.g., networks, work on committees) and of managers towards staff are important aspects of the assessment and design.

Risks from the psychosocial factors associated with social relations must be avoided as far as possible (see Table 4).

### Colleagues

- not enough opportunities for social interaction
- lack of social support (e.g., no assistance given, no encouragement)
- frequent disputes, conflicts, aggressive behaviour and violence
- destructive behaviour (degradation, shaming, abuse, social marginalisation, discrimination, harassment)
- destructive behaviour is permitted

### Managers towards staff

- lack of feedback and recognition
- not enough opportunities for social interaction
- lack of social support (e.g., no assistance given, no encouragement)
- frequent disputes, conflicts, aggressive behaviour or violence
- destructive behaviour (degradation, shaming, abuse, social marginalisation, discrimination, harassment)
- destructive behaviour is permitted

*Table 4: Characteristics of social relations where a risk from psychosocial factors is likely*

The following regulations, rules, principles and guidelines must be considered, according to their specific scope of application:

- TRBA 400: Handlungsanleitung zur Gefährdungsbeurteilung und für die Unterrichtung der Beschäftigten bei Tätigkeiten mit biologischen Arbeitsstoffen (Guideline for risk assessment and for the information of workers regarding activities involving biological agents)

## 2.5 Work equipment

Work equipment is well-designed if:

- ✓ it is ergonomic.
- ✓ it is helpful and can be deployed effectively.
- ✓ it can also be used safely (e. g., safeguards cannot be disabled) under unfavourable conditions (e. g. noise, time pressure).
- ✓ psychosocial factors associated with the use of the equipment are taken into consideration (e. g., processing of information, alertness, time available).
- ✓ it can be used by different people and is adjustable (accessible, ageing-appropriate design, individual performance).
- ✓ personal protective equipment reliably protects against risks in the workplace and does not needlessly restrict the user.

Availability, suitability, comprehensibility, operability and safety with regard to the use of work equipment (tools, machinery, plants, software, robots, artificial intelligence) and signals, and with regard to man-machine interaction, and stress from the use of personal protective equipment are important aspects of the assessment and design.

Risk from the psychosocial factors associated with the use of work equipment must be avoided as far as possible (see Table 5).

### Work equipment

- work equipment is unsuitable or not available
- poorly designed work equipment (e. g., tools, machinery, PC hardware and software)
- limited comprehensibility and operability of work equipment and protective devices
- poorly designed signals and warnings
- poorly designed man-machine interaction (including interactions with robots, AI, smart glasses, exoskeletons etc.)

### Personal protective equipment

- stress from the use of personal protective equipment (PPE)

*Table 5: Use of work equipment (tools, machinery, plants, software, robots, artificial intelligence) and personal protective equipment where a risk from psychosocial factors is likely*



The following regulations, rules, principles and guidelines must be considered, according to their specific scope of application:

- Section 6 of the Industrial Safety Ordinance (Betriebssicherheitsverordnung)
- TRBS 1151 Gefährdungen an der Schnittstelle Mensch - Arbeitsmittel – Ergonomische und menschliche Faktoren, Arbeitssystem (Hazards at the human-work equipment interface - ergonomic and human factors, work system)

## 2.6 Working environment

The working environment is well-designed if:

- ✓ noise and distracting sounds in the workplace are kept to a minimum.
- ✓ conditions provided by the climate, lighting and air quality optimally support the performance of the task and the workers' mental ability.
- ✓ workers can influence the noise levels, climate and lighting.
- ✓ safe handling of biological agents and hazardous substances is ensured.
- ✓ the size of the working rooms is adequate to ensure that there is enough space to perform all tasks.

Physical, chemical and biological factors (noise, climate, lighting, air quality, handling of hazardous biological or chemical agents), the ability of workers to influence these conditions and ergonomic and physical factors (room dimensions and movement areas) are important aspects for the assessment and design.

Risk from the psychosocial factors associated with the design of the working environment must be avoided as far as possible (see Table 6).

### Physical, chemical and biological factors

- noise, inconvenient and distracting background sounds
- unfavourable climatic conditions in the working environment
- inadequate/unfavourable lighting
- unpleasant or adverse odours
- insufficient ability to influence ambient conditions (e. g., noise, indoor climate, lighting, air quality)
- handling of hazardous biological or chemical agents

### Ergonomic factors

- spatial constraints, unfavourably dimensioned working rooms and workstations
- unfavourable ergonomic design

Table 6: Characteristics of a working environment where a risk from psychosocial factors is likely

The following regulations, rules, principles and guidelines must be considered, according to their specific scope of application:

- ASR<sup>7</sup> A 1.2: Raumabmessungen und Bewegungsflächen (Room dimensions and movement areas)
- ASR A 3.4: Beleuchtung (Lighting)
- ASR A 3.5: Raumtemperatur (Room temperature)
- ASR A 3.6: Lüftung (Ventilation)
- ASR A 3.7: Lärm (Noise)
- TRBA 400: Handlungsanleitung zur Gefährdungsbeurteilung und für die Unterrichtung der Beschäftigten bei Tätigkeiten mit biologischen Arbeitsstoffen (Guideline for risk assessment and for the information of workers regarding activities involving biological agents)
- TRBS 1151 Gefährdungen an der Schnittstelle Mensch - Arbeitsmittel – Ergonomische und menschliche Faktoren, Arbeitssystem (Hazards at the human-work equipment interface - ergonomic and human factors, work system)

<sup>7</sup> ASR: Technische Regeln für Arbeitsstätten (Technical Rules for Workplaces)

### 3 Procedural recommendations

The risk assessment is a process whereby necessary measures to protect the health of workers are systematically identified, implemented and their effectiveness tracked based on an assessment of the risk associated with the work.

The purpose of the risk assessment is to organise work in such a way that prevents a risk to life and physical and mental health as far as possible, and that the remaining risk is kept to a minimum (section 4 of the Occupational Safety and Health Act). The risk assessment therefore helps to prevent accidents and work-related hazards to health, promotes a working environment that is adapted to the individual and is a central instrument in steering in-company OSH activities. Its aim is to help organise such activities in a targeted and effective manner. The results of the risk assessment form the basis for the creation of operating instructions and for instructing workers on safety and the protection of health at work (section 12 of the Occupational Safety and Health Act).

There is no obligation to address risks from psychosocial factors at work in a separate risk assessment. Rather, the risk assessment comprises an assessment of all the risks that are associated with the activity and impact physical and mental health. The risk assessment of psychosocial factors can therefore be incorporated into existing risk assessment processes and does not need to be organised as a separate process. It is always advisable to forge links with existing committees and structures, such as the OHS committee, and with quality management and/or company health management where applicable.

Responsibility for planning and implementing the risk assessment always lies with the employer. Employers do not need to perform the risk assessment themselves, however. Instead, they can assign the task in writing to reliable and knowledgeable individuals (section 13 (2) of the Occupational Safety and Health Act). When it comes to the organisation and performance of the risk assessment, the works council/staff council has co-determination rights. To obtain good results, it is advisable to adopt a consensus-based approach to the risk assessment to the extent possible. In terms of professional advice, the legislator relies in particular on OSH experts and company doctors. OSH experts and company doctors must lend advice and support to the employer and works council/staff council when planning and implementing the risk assessment (according to the Act on Occupational Physicians, Safety Engineers and Other Occupational Safety Specialists (ASiG), DGUV Regulation 2).

In line with the GDA guidelines on "Risk assessment and documentation", the following steps must be planned and implemented for the risk assessment:

1. define work areas and activities
2. identify the risks

3. assess the risks
4. define specific occupational safety measures
5. implement the measures
6. check the effectiveness of the measures
7. update the risk assessment (adjusting it if circumstances in the business change as per section 3 of the Occupational Safety and Health Act)

In the following section, we describe how psychosocial factors can be taken into consideration in these individual steps of the risk assessment.

### **3.1 Preparation: plan the procedure, set the framework**

The risk assessment must refer to the concrete conditions and activities in the business. Therefore, successful planning and implementation of the risk assessment is contingent upon the parties involved having an overview of the range of activities performed in their company and being aware of the different types of task and work requirements. Apart from this basic knowledge, more in-depth specialist knowledge is generally needed to implement the psychosocial risk assessment, specifically knowledge concerning:

- risks from psychosocial factors at work,
- procedures and methods for identifying and assessing the risk of psychosocial factors,
- specific ways to avoid risks and to design human-centred work.

If required, this specialist knowledge can be provided by internal or external experts, such as the OSH expert, the company doctor, the competent occupational accident insurance fund, or the government inspection body.

Before commencing the psychosocial risk assessment, all steps of the procedure to be followed should be planned. This not only includes defining the methods and tools for risk identification and assessment, but also planning how measures should be developed, implemented and their effectiveness checked if it is found that intervention is needed. It is advisable to initially test procedures in sub-divisions of the company before rolling them out across the board.

To optimise the benefits of the risk assessment for the company and workers, the involvement of workers and managers is of paramount importance. Workers and managers should be in-

volved to identify risks and put targeted measures in place that are accepted and supported.

### 3.2 Define work areas and activities

The risk assessment must be activity-related. If working conditions are alike, the assessment of one workplace or activity suffices (section 5 of the Occupational Safety and Health Act).

As psychosocial factors can vary both depending on the type of activity (e. g., in relation to the work intensity or job control in the job) and on the working conditions in the area of work or organisational division (e. g., with regard to social relations with colleagues and superiors), units can be formed at both the activity level and the work area/organisational division level. Accordingly, possible units for a psychosocial risk assessment would be:

- Groupings by job, activity or occupation, such as managerial roles, out-patient care, bus drivers in urban transport passenger services, fitters etc.
- Work areas or organisational divisions, such as administration, production, warehousing, field work, construction site etc.

### 3.3 Identify and assess risks from psychosocial factors

In the identification step, the aim is to systematically identify potential risks from psychosocial factors at work and the underlying conditions that lead to the development of such risks. The risks identified must be assessed with the goal of determining whether risk prevention measures already in place are sufficient or whether additional measures are necessary. The state of the art, occupational medicine and hygiene, and other established ergonomic findings must be taken into consideration in this regard (cf. section 4 number 3 of the Occupational Safety and Health Act). The assessment must always be based on objective factors and the approach taken must be understandable.

The work content/tasks, the organisation of work, working time, social relations at work, the working environment and the design and use of work equipment must be considered in the psychosocial risk assessment.

An overview of possible risks from psychosocial factors is provided in chapter 2 of these recommendations. The particular risks that are then to be considered during the risk assessment will depend on the specific requirements and performance conditions of the task under review.

Staff surveys, observation-related interviews, and workshops can be useful for the identification and assessment of risks from psychosocial factors. The decision on the approach or

combination of approaches to be applied in each case can only be reached by considering all the specific conditions, experiences and expertise in the company and by closely weighing up the pros and cons of each approach (see annex 4.3).

It is always advisable to involve managers and workers in risk identification and assessment and for the process to be design-driven. The assessment should ask which measures have already been implemented and which may need to be implemented at a broader level to reduce the risk associated with the work to the greatest extent possible.

### **3.4 Develop and implement measures**

When developing and implementing measures, employers must base their action on principles described in section 4 of the Occupational Safety and Health Act, which state that work should be organised in such a way that prevents a risk to life and physical and mental health as far as possible, and that the remaining risk must be kept to a minimum. The state of the art, occupational medicine and hygiene, and other established findings must be taken into consideration in this context (cf. section 4 number 3 of the Occupational Safety and Health Act). It is also particularly important that risks associated with the psychosocial factors be tackled at source and that individual protective measures are secondary to other measures. Priority should be given to measures that refer to conditions and circumstances (organisation, structure, processes, activities) rather than to measures that target the behaviour of the workers.

Measures to protect against risks from psychosocial factors may also need to be implemented across the workplace (e. g., measures relating to the organisation of work, social relations or working time). Therefore, when implementing measures in one area of work, it is necessary to consider the impact this may have on other areas and avoid transferring stress issues from one area to another.

Implementation of the necessary measures should commence quickly. If the final assessment identified a need for action in multiple areas, appropriate measures can be developed and implemented gradually. Instead of dealing with all problem areas at the same time, it is advisable to set priorities based, for example, on the level of urgency, number of workers affected and implementability.

It is generally advisable to involve managers and workers in the development and implementation of risk prevention measures.

### 3.5 Check effectiveness

The basic duties of the employer also include checking the effectiveness of measures that have been put in place (section 3 of the Occupational Safety and Health Act). This includes (1) checking whether specified measures have actually been implemented, and (2) an assessment of whether the risk has been reduced by these measures. If, for example, action was taken to reduce interruptions and disruptions at work, after an appropriate period of time it is necessary to check whether the number of interruptions and disruptions has actually been reduced. For this, it can suffice to ask questions orally during a tour of the workplace, for instance, or conduct a brief written survey of the workers and managers. Workshops, staff surveys or observation-related interviews can also be used, however.

Some measures do not take effect immediately: their impact is only felt in the medium or long term. It is important to bear this in mind when scheduling the checks. If the outcome of the effectiveness check is negative, alternative or further-reaching measures must be developed and implemented.

### 3.6 Update

The risk assessment must be up to date and refer to the current conditions and circumstances. It is advisable to check the currency of the risk assessment at regular intervals. The risk assessment must be updated if the underlying circumstances of the risk assessment have changed (section 3 (1) of the Occupational Safety and Health Act). Reasons for updating the psychosocial risk assessment can include:

- Changes to the working conditions and the associated psychosocial factors, brought about by restructuring measures, the reorganisation of activities and workflows, or the procurement of new machinery and production equipment, for example.
- Worker reports of being overstressed, accidents, near-accidents, and marked increase in staff turnover, complaints and ill health.
- New ergonomic findings or OSH regulations.

### 3.7 Document

All business enterprises are required by law to document the risk assessment (see section 6 of the Occupational Safety and Health Act). From the documentation it must be clear that the risk assessment was performed effectively. Therefore, the documentation must contain information concerning the outcome of the risk assessment, the necessary OSH measures defined,

and the results of the follow-up check on the measures implemented. The documentation should at least contain the following information:

- assessment of the risks
- definition of specific occupational safety and health measures including deadlines and ownership
- performance of measures
- effectiveness check
- date created/updated

No particular type of document is specified in the documentation requirements under section 6 of the Occupational Safety and Health Act. Therefore, the risk assessment can be in hard copy format or in electronic file format. As a multitude of documents may be generated over the entire risk assessment process and reference may also be made to documents created in other circumstances, the format and extent of the documentation can vary greatly. For documentation purposes, documents or references should be gathered and compiled in such a way that they are used and are useful and utilisable for the planning and implementation of OSH activities in the business enterprise.



## 4 Annexes

### 4.1. Checklist: risk from psychosocial factors

Job requirements and working conditions that are likely to entail a risk from psychosocial factors at work are listed in the table below.

Not all the risks contained in this list are equally relevant for all activities. The particular risks that need to be taken into consideration during the risk assessment will depend on the specific activity requirements and the conditions of the work to be assessed.

The work design characteristics of work intensity, working time, job control and social relations, especially with superiors, as well as the organisation of the working environment, particularly with regard to noise, are factors that are relevant to all sectors and activities, and need to be taken into consideration in the risk assessment as a general rule.

Work content/task	Conditions that are likely to entail a risk from psychosocial factors
Completeness	<ul style="list-style-type: none"> <li>• incomplete, piecemeal activities, e. g.,               <ul style="list-style-type: none"> <li>- preparatory work only</li> <li>- executing work only</li> <li>- monitoring work only</li> </ul> </li> </ul>
Variability	<ul style="list-style-type: none"> <li>• activities with minimum variety (e. g., little or similar content)</li> <li>• one-sided demands (frequent repetition of similar actions), or</li> <li>• multiple, simultaneous tasks (multi-tasking)</li> </ul>
Job control	insufficient influence on <ul style="list-style-type: none"> <li>• sequence of activities</li> <li>• work content</li> <li>• workflows</li> <li>• volume of work</li> <li>• speed of work</li> <li>• work equipment</li> <li>• work targets</li> </ul> tightly coupled

<b>Work content/task</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Information	Information <ul style="list-style-type: none"> <li>• missing</li> <li>• insufficient or incomplete</li> <li>• not well presented (e. g., language used), or</li> <li>• too extensive</li> </ul>
Qualification	<ul style="list-style-type: none"> <li>• activities not in line with level of worker qualification</li> <li>• insufficient work instruction/onboarding</li> </ul>
Emotional stress	<ul style="list-style-type: none"> <li>• dealing with very emotionally demanding events and situations (e. g., severe illness, death, social problems)</li> <li>• constantly catering to the needs of other people (e. g., customers, patients, pupils, suppliers)</li> <li>• constant display of required emotions regardless of own feelings (e. g., constantly smiling)</li> <li>• frequent/intense discussions, disputes, conflicts with other people (e. g., customers, patients, pupils)</li> <li>• violence, aggression, threats and attacks by other people (e. g., customers, patients, pupils, suppliers)</li> <li>• traumatic experiences at work (e. g., accidents, violence)</li> </ul>

<b>Organisation of work</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Work intensity	<ul style="list-style-type: none"> <li>• imbalance between amount of work, diversity and complexity of the task and available time (work intensity too high, time pressure)</li> </ul>
Disruptions, interruptions	<ul style="list-style-type: none"> <li>• frequent or lengthy work interruptions/disruptions</li> <li>• workflows lack clarity</li> </ul>
Communication, cooperation	<ul style="list-style-type: none"> <li>• not enough opportunities for exchange of knowledge and ideas among specialists, for coordination, collaboration and support (e. g. single workstation, mobile working, working from home)</li> </ul>

<b>Organisation of work</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Powers, responsibilities	<ul style="list-style-type: none"> <li>• unclear powers (i.e., authorisations/permissions), areas of responsibility and roles</li> <li>• responsibilities/powers lacking or too narrowly defined</li> <li>• contradictory work requirements</li> </ul>

<b>Working time</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Duration	<ul style="list-style-type: none"> <li>• over 8 hours daily, particularly in the event of               <ul style="list-style-type: none"> <li>• exposure to hazards for which limits have been defined (e. g., noise, hazardous substances)</li> <li>• high level of concentration required for prolonged periods (e. g., supervision of machinery)</li> <li>• tightly coupled</li> <li>• pronounced physical strain (e. g., due to handling of loads, forced postures, heat/cold)</li> <li>• high level of interaction (e. g., with customers, patients, clients)</li> </ul> </li> <li>• over 10 hours daily</li> <li>• over 40 hours in a 5-day working week or over 48 hours in a 6-day working week</li> </ul>
Scheduling, shift work	<ul style="list-style-type: none"> <li>• work on Sundays and public holidays</li> <li>• night work</li> <li>• poorly designed shift work and duty rosters (e. g., split shifts)</li> </ul>
Predictability, plannability	<ul style="list-style-type: none"> <li>• poor ability to predict and plan working time (e. g., requirement to do overtime at short notice to cover for other workers, pressure to meet deadlines)</li> <li>• not enough ability to influence the duration, scheduling or flexibility of working time (e. g., on-call work)</li> </ul>

<b>Working time</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Breaks, recovery times	<ul style="list-style-type: none"> <li>• inadequate break system (with regard to the scheduling, shortening or skipping of breaks)</li> <li>• reduction of daily rest period (under 11 hours)</li> <li>• extended job-related availability (e. g., on-call duty, mobile working/working from home)</li> </ul>

<b>Social relations</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Colleagues	<ul style="list-style-type: none"> <li>• not enough opportunities for social interaction</li> <li>• lack of social support (e. g., no assistance given, no encouragement)</li> <li>• frequent disputes, conflicts, aggressive behaviour and violence</li> <li>• destructive behaviour (belittling, ridiculing, abuse, social marginalisation, discrimination, harassment)</li> <li>• destructive behaviour is permitted</li> </ul>
Managers	<ul style="list-style-type: none"> <li>• lack of feedback and recognition</li> <li>• not enough opportunities for social interaction</li> <li>• lack of social support (e. g., no assistance given, no encouragement)</li> <li>• frequent disputes, conflict, aggressive behaviour or violence</li> <li>• destructive behaviour (degradation, shaming, abuse, social marginalisation, discrimination, harassment)</li> <li>• destructive behaviour is permitted</li> </ul>

<b>Working equipment</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Work equipment	<ul style="list-style-type: none"> <li>• unsuitable or not available</li> <li>• poorly designed work equipment (e.g., tools, machinery, PC hardware and software)</li> <li>• limited comprehensibility and operability of work equipment and protective devices</li> <li>• poorly designed signals and warnings</li> <li>• poorly designed man-machine interaction (including interactions with robots, AI, smart glasses, exoskeletons etc.)</li> </ul>
Personal protective equipment	<ul style="list-style-type: none"> <li>• strain from the use of personal protective equipment (PPE)</li> </ul>

<b>Working environment</b>	<b>Conditions that are likely to entail a risk from psychosocial factors</b>
Physical, chemical and biological factors	<ul style="list-style-type: none"> <li>• noise, inconvenient and distracting background sounds</li> <li>• unfavourable climatic conditions in the working environment</li> <li>• inadequate/unfavourable lighting</li> <li>• unpleasant or adverse odours</li> <li>• insufficient ability to influence ambient conditions (e. g., noise, indoor climate, lighting, air quality)</li> <li>• handling of hazardous biological or chemical agents</li> </ul>
Ergonomic factors	<ul style="list-style-type: none"> <li>• spatial constraints, unfavourably dimensioned working rooms and workstations</li> <li>• unfavourable ergonomic design</li> </ul>

## 4.2. OSH rules and regulations to take account of psychosocial factors

The assessment and prevention of risks from psychosocial factors is explicitly required in the Occupational Safety and Health Act (Arbeitsschutzgesetz, section 5 (3), number 6) and in the Workplace Ordinance (Arbeitsstättenverordnung, section 3), the Industrial Safety Ordinance (Betriebssicherheitsverordnung, section 3), the Biological Agents Ordinance (Biostoffverordnung, section 4) and in DGUV Regulation 1. A fundamental contributor is also the Working Hours Act (Arbeitszeitgesetz) whose provisions regarding working time (section 3), breaks and rest times (sections 4-5), nightwork and shift work (section 6), and rest on Sundays and public holidays (sections 9-11) are important for protection against risks caused by psychosocial factors. Requirements for protection against risks caused by psychosocial factors are also derived from the Act on the Protection of Working Mothers (Mutterschutzgesetz, e. g., section 11) and the Protection of Young People at Work Act (Jugendarbeitsschutzgesetz, e. g., section 22).

The table below provides an overview of the basic rules and regulations that need to be taken into consideration in the risk assessment of psychosocial factors depending on the particular area of application.

Area of application	Regulations	Rules
General	Occupational Safety and Health Act Working Hours Act  DGUV Regulation 1	DGUV Rule 100-001: Grundsätze der Prävention (Principles of prevention)
Set-up and operation of workplaces	Workplace Ordinance	ASR V3: Gefährdungsbeurteilung (Risk assessment) ASR A 1.2: Raumabmessungen und Bewegungsflächen (Room dimensions and movement areas) ASR A 3.4: Beleuchtung (Lighting) ASR A 3.5: Raumtemperatur (Room temperature) ASR A 3.6: Lüftung (Ventilation) ASR A 3.7: Lärm (Noise)

Area of application	Regulations	Rules
Use of work equipment	Industrial Safety Ordinance	TRBS 1111: Gefährdungsbeurteilung (Risk assessment) TRBS 1151: Gefährdungen an der Schnittstelle Mensch - Arbeitsmittel – Ergonomische und menschliche Faktoren, Arbeitssystem (Hazards at the human-work equipment interface - ergonomic and human factors, work system)
Work with biological agents	Biological Agents Ordinance	TRBA 400: Handlungsanleitung zur Gefährdungsbeurteilung und für die Unterrichtung der Beschäftigten bei Tätigkeiten mit biologischen Arbeitsstoffen (Guideline for risk assessment and for the information of workers regarding activities involving biological agents)
Groups requiring special protection	Act on the Protection of Working Mothers Protection of Young People at Work Act	

Table 7: Basic rules and regulations for the consideration of psychosocial factors in the risk assessment

### 4.3 Recommendations and checkpoints for the selection of tools/procedures

A broad range of tools and procedures are available for psychosocial risk assessment that take account of various company-specific circumstances and needs. Many occupational accident insurance funds and government OSH authorities, trade unions and employers' associations have practical guidelines, tools and procedures available<sup>8</sup>. It is advisable to check these offerings and make use of them where appropriate.

<sup>8</sup> An overview is provided by the results of a 2016 survey of available instruments, which can be accessed on the Internet: <https://www.gda-psyche.de/SharedDocs/Publikationen/DE/instrumente-und-verfahren-zur-gefaehrungsbeurteilung-psychischer-belastung.pdf>

A business has the task of selecting the procedures and tools that best suit its specific circumstances and needs. It is advisable to contact the competent occupational accident insurance fund or OSH authority for advice and assistance in this regard. Employers' associations and trade unions also offer their members information and advice on this matter.

We recommend businesses to take the quality principles described in chapter 4.4 and the following checkpoints and recommendations into consideration when selecting a tool/procedure.

### Which method or combination of methods is preferred?

Risks from psychosocial factors can be identified and assessed via analysis workshops, observation-related interviews or staff surveys. Each of these approaches has specific strengths but also specific requirements and limitations that need to be considered (see next overview).

When making the selection, it is necessary to weigh up the pros and cons of the methods with regard to one's individual needs and requirements. It is also important to consider whether particular approaches have already produced positive results in the company on the basis of which in-company structures and expertise can be developed.

### Overview: Strengths and limitations of the individual approaches

	Approach	Strengths	Prerequisites/limitations
<b>Analysis workshops</b>	Workers identify and assess the risk from psychosocial factors together with managers and experts in the area under observation.	<ul style="list-style-type: none"> <li>• Strong reference to the lived experience of the workers and managers concerned enables a granular description of specific working conditions and requirements that present a risk from psychosocial factors</li> <li>• For the risks identified, in the workshop it is possible to assess which measures are already in place, or need to be implemented on a broader level, to prevent such risks</li> </ul>	<ul style="list-style-type: none"> <li>• Requires atmosphere of trust and culture of open dialogue</li> <li>• Possible bias from dynamics of group discussion (e. g., dominant members of the group, primary focus on problems in the “here and now”)</li> <li>• Requires expert moderation, external moderators may be needed</li> </ul>



	Approach	Strengths	Prerequisites/limitations
Observation-related interview	Trained individuals determine and assess the risk from psychosocial factors based on their observations of the tasks, which are generally complemented by brief interviews with the workers	<ul style="list-style-type: none"> <li>• Possible to identify and assess the risk from psychosocial factors at work independently of the lived experience of the workers</li> <li>• Depending on the procedure, enables a granular description of specific working conditions and requirements that present a risk from psychosocial factors</li> <li>• Use of analysis teams produces objective analysis results</li> </ul>	<ul style="list-style-type: none"> <li>• Observers require training</li> <li>• It must be possible to observe the working conditions/requirements that present a risk from psychosocial factors</li> <li>• By comparison, requires a lot of time if many different activities/areas need to be observed</li> <li>• Depending on the procedure, more in-depth problem specifications and detailed analysis may be required to plan measures (e. g., in workshops).</li> </ul>
Staff survey	In standardised surveys, workers indicate to what extent their tasks involve working conditions and requirements that present a risk from psychosocial factors.	<ul style="list-style-type: none"> <li>• Enables the participation of all workers</li> <li>• Makes it possible to capture a wide range of working requirements and conditions that are relevant for determining risks from psychosocial factors</li> <li>• Is particularly suitable for obtaining an overview and for identifying key problem areas</li> <li>• Objective survey results as all workers are surveyed</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum size needed per evaluation unit to ensure anonymity</li> <li>• If the results of the survey point to certain risks, these risks must generally be defined in greater detail for the action planning stage (for example in workshops/ analysis team or through observation-related interviews).</li> <li>• Sufficient degree of participation required to generate informative data</li> </ul>

**Is the aim to get an initial overview of the risks from psychosocial factors or should the risk assessment be as detailed as possible?**

In general, it is advisable to start by getting an overview of the activity requirements and conditions associated with the activity under review. The first step could involve referring to

existing company documents, such as job specifications, organisational charts or the documentation of working hours.

Standardised staff surveys or checklists, observation-related interviews or analysis workshops can be used to determine the risk from psychosocial factors associated with the work. With staff surveys and checklists, it is possible to capture a comparatively broad range of working requirements and conditions. Risks can be determined and priorities for more in-depth analysis can be set on this basis. If there are indications of specific risks, it is necessary to define these risks in greater detail for the assessment and action planning stage (for example in workshops or through observation-related interviews). This follow-up step should be taken into consideration in overall planning.

Workshops or detailed observation-related interviews are recommended to analyse specific working requirements and conditions that pose a risk together with the workers and managers concerned. Appropriately designed procedures enable the analysis of the cause of critical stress situations and conditions surrounding their occurrence and offer starting points for the assessment of the risk they pose and for the development of risk prevention measures.

Depending on the objective, it can be advisable to use combinations of tools and methods, such as standardised checklists and staff surveys to determine risks and workshops to analyse conditions for the occurrence of risks and options for risk prevention.

### **Do the tools/procedures take account of the risk from psychosocial factors that are relevant for the activities/areas to be assessed?**

The risk assessment must consider the risks from psychosocial factors that can occur when working in the specific area of work under observation.

Tools and procedures should take account of fundamental design requirements regarding work intensity, working time, job control, social relations and the working environment, as described in chapter 2. Furthermore, tools and procedures that have been developed for the risk assessment of specific activities or aspects should take account of existing applicable rules and regulations (for example, tools/procedures for the assessment of risks associated with the use of work equipment should take account of the existing Technical Rules on Industrial Safety).

It is advisable that any shortlist of tools also include instruments that have been developed for the specific industry or for the occupational group whose job is to be assessed. Such instruments generally identify a reasonable selection of risks from psychosocial factors that are relevant for the specific industry or occupational group.

## **Have the tools/procedures proven their value in practice for the purpose of risk assessment**

It is generally advisable to use tools and procedures that have been developed for the purpose of risk assessment and have proven their value in practice for this purpose (as demonstrated by company references or practical examples). In this context, company-specific requirements must be taken into consideration for a successful application. Particularly if suitable, time-tested tools and procedures are not available, it can also make sense to develop your own tools and procedures or adapt existing tools to the particular needs of the company. This requires methodological expertise and specialist knowledge, however.

## **What other company-specific requirements should the tools/procedures meet?**

Depending on the specific requirements and needs within the company, additional criteria can be of relevance for the selection, such as:

- Necessary preparation and training before the procedure is applied.
- Necessary time and staff input to apply the procedure; scope.
- Costs from any necessary training programmes, services from external service providers and/or usage and licensing fees.
- (Long-term) accessibility and usability of the tool/procedure for the purpose of risk assessment.
- Availability of advisory and support services for the tool/procedure (from specialised service providers or in specific user networks, for example).
- IT support, software for recording and evaluating data, integration into existing IT systems.
- Availability of translations into different languages.

## **4.4 Quality principles for tools and procedures for psychosocial risk assessment**

The following quality principles should be applied when creating tools and procedures for psychosocial risk assessment.

## Quality principles

1. The fields of application for which the tool/procedure is suitable are described.  
*For example, for specific industries, types of occupations or activities, company size etc.*
2. The conditions of application are described.  
*For example, the necessary qualifications/experience on the part of the user.*
3. The methodological quality of the tool/procedure is verified and shown.  
*It must be demonstrated that the tool/procedure is suitable for the purpose of risk assessment, e. g., using in-company references, scientific assessment of quality etc.*
4. The tool/procedure identifies and assesses risks from psychosocial factors at work.  
*Risk identification and assessment are performed based on descriptions of the task, the organisation of work, the social relations at work, the design of working time, the working environment and the use of work equipment.*
5. The tool/procedure takes account of the relevant risks from psychosocial factors.  
*If necessary, additional tools/procedures should be used to identify and assess all risks from psychosocial factors that are relevant for the particular activity if it is not possible to do so with a single tool/procedure (see chapter 2 and 4.1).*
6. The tool/procedure contains methods and aids to assess whether or not (further-reaching) measures are needed to reduce the risk from psychosocial factors at work.  
*Methods/guide to implement a well-founded, informed and plausible assessment by referring, for example, to rules and regulations, applicable ergonomic standards or scientifically validated knowledge that can be used as a benchmark for assessment.*
7. The tool/procedure provides for the involvement of workers and managers in the risk assessment process.  
*For example, in the form of surveys and interviews on the workload and with regard to the identification and implementation of risk prevention measures.*

## 4.5. Additional information and recommendations for shaping policy to protect against risks from psychosocial factors

### 4.5.1 General publications / introduction to psychosocial factors

#### Standards

- DIN EN ISO 10075-1:2017: Ergonomische Grundlagen bezüglich psychischer Arbeitsbelastung - Teil 1: Allgemeine Aspekte und Konzepte und Begriffe (Ergonomic principles related to mental workload - Part 1: General issues and concepts, terms and definitions), (ISO 10075-1:2017)

#### German Statutory Accident Insurance

- Psychische Belastung und Beanspruchung bei der Arbeit: Grundverständnis und Handlungsrahmen der Träger der gesetzlichen Unfallversicherung und der Deutschen Gesetzlichen Unfallversicherung (DGUV) (Psychological stress and strain at work: Basic understanding and framework for action of statutory accident insurance institutions and of the German Statutory Accident Insurance)
- FBGIB<sup>9</sup>-001 "Erkrankungsrisiken durch arbeitsbedingte psychische Belastung" ("Risk of illness from work-related psychological stress")
- DGUV Information 206-026 "Psychische Belastung – der Schritt der Risikobeurteilung" ("Psychological stress - the risk assessment step")
- DGUV Information 206-022 "Verfahren und Methoden im Präventionsfeld "Gesundheit im Betrieb" - Empfehlungen für Präventionsfachleute" ("Procedures and methods in the "health at work" preventative healthcare field - recommendations for prevention experts")
- DGUV Information 206-009 "Suchtprävention in der Arbeitswelt" ("Addiction prevention in the world of work")
- DGUV 206-004 "Die Mischung macht's: Jung und Alt gemeinsam bei der Arbeit" ("A good mix: Young and old working together")
- DGUV Information 206-016 "Psychische Belastung im Straßenbetrieb und Straßenunterhalt" ("Psychosocial factors in the operation and maintenance of roads")

<sup>9</sup> FBGIB: Fachbereich Gesundheit im Betrieb (Department for Health at Work)

- Upcoming DGVU Information: “Leitfaden für Betriebsärzte zu psychischen Belastungen und den Folgen in der Arbeitswelt” (“Guidelines for company doctors on psychosocial factors and consequences in the world of work”)
- FGIB-005 “Psychische Belastung und Beanspruchung von Beschäftigten während der Coronavirus-Pandemie” (“Psychological stress and strain of workers during the COVID-19 pandemic”)

### **Federal Institute for Occupational Safety and Health**

- BAuA Handbuch Gefährdungsbeurteilung. Kapitel 9: Psychische Faktoren – Einführung (Risk Assessment Manual. Chapter 9: Psychological factors - Introduction), p. 529-535. Dortmund: Federal Institute for Occupational Safety and Health.
- “Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung”: Rothe et al. (2017). (Mental health in the world of work - determining the current state of scientific evidence): Rothe et al. (2017). Dortmund: Federal Institute for Occupational Safety and Health. DOI: 10.21934/baua:bericht20170421. <https://www.baua.de/DE/Angebote/Publikationen/Berichte/Psychische-Gesundheit.html>

### **4.5.2 Work Tasks**

#### **Standards**

- DIN EN ISO 6385:2016-12: Grundsätze der Ergonomie für die Gestaltung von Arbeitssystemen (Ergonomics principles in the design of work systems)
- DIN EN ISO 10075-2:2000: Ergonomische Grundlagen bezüglich psychischer Arbeitsbelastung - Teil 2: Gestaltungsgrundsätze (Ergonomic principles related to mental workload - Part 2: Design principles) (ISO 10075-2:1996)

#### **German Statutory Accident Insurance**

- DGVU Information 206-015 “Alles für den Kunden? Arbeitsbelastungen und Bedrohungen an Arbeitsplätzen mit Kundenkontakt” (“Everything for the customer? Work-related stress and threats at customer-facing workplaces”)
- DGVU Information 206-017 “Gut vorbereitet für den Ernstfall! - Mit traumatischen Ereignissen im Betrieb umgehen” (“Emergency preparedness - dealing with traumatic events at work”)

- DGUV Information 206-018 “Trauma-Psyche-Job Ein Leitfaden für Aufsichtspersonen” (“Trauma - Psyche - Job: A guide for inspectors”)
- DGUV Information 206-023 “Standards in der betrieblichen psychologischen Erstbetreuung (bpE) bei traumatischen Ereignissen” (“Standards in the in-company provision of psychological first aid (PFA) in the aftermath of traumatic events”)
- DGUV Information 207-025 “Prävention von Gewalt und Aggression im Gesundheitsdienst und Wohlfahrtspflege” (“Prevention of violence and aggression in healthcare services and in public welfare”)
- DGUV Regulation 25 “Unfallverhütungsvorschrift Unfallprävention” (“Accident prevention regulation: Robbery prevention”)

### **Federal Institute for Occupational Safety and Health**

- BAuA Handbuch Gefährdungsbeurteilung. Kapitel 9: Psychische Faktoren – Arbeitsaufgabe (Risk Assessment Manual. Chapter 9: Psychological factors - Work task), p. 536 - 541. Dortmund: Federal Institute for Occupational Safety and Health
- “Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung” (“Mental health in the world of work - determining the current state of scientific evidence”)
  - Scoping Review “Vollständigkeit” (“Completeness”):  
Bradtke, E. & Melzer, M. (2016). Psychische Gesundheit in der Arbeitswelt - Vollständigkeit (Mental health in the world of work - completeness). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1c.
  - Scoping Review “Tätigkeitsspielraum” (“Job latitude”):  
Bradtke, E., Melzer, M., Röhlmann, L. & Rösler, U. (2016). Psychische Gesundheit in der Arbeitswelt - Tätigkeitsspielraum (Mental health in the world of work - job latitude). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1a.
  - Scoping Review “Handlungs- und Entscheidungsspielraum, Aufgabenvariabilität” (“Job autonomy and task variability”):  
Rosen, P.H. (2016). Psychische Gesundheit in der Arbeitswelt - Handlungs- und Entscheidungsspielraum, Aufgabenvariabilität (Mental health in the world of work - job autonomy and task variability). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1b.

- Scoping Review “Emotionsarbeit” (“Emotional work”):  
Schöllgen, I. & Schulz, A. (2016). Psychische Gesundheit in der Arbeitswelt - Emotionsarbeit (Mental health in the world of work - emotional work). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1f.
- Scoping Review “Traumatische Belastungen” (“Traumatic stress”):  
Schöllgen, I. & Schulz, A. (2016). Psychische Gesundheit in der Arbeitswelt - Traumatische Belastungen. (Mental health in the world of work - traumatic stress). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1g.

### 4.5.3 Organisation of work

#### Standards

- DIN EN ISO 6385:2016-12: Grundsätze der Ergonomie für die Gestaltung von Arbeitssystemen (Ergonomics principles in the design of work systems)
- DIN EN ISO 10075-2:2000: Ergonomische Grundlagen bezüglich psychischer Arbeitsbelastung - Teil 2: Gestaltungsgrundsätze (Ergonomic principles related to mental workload - Part 2: Design principles) (ISO 10075-2:1996)

#### German Statutory Accident Insurance

- DGUV Practical Guide - “Sicherheit & Gesundheit - in Veränderungsprozessen” (“Safety & health - in processes of change”)
- FBGIB-003 “Demografische Begriffe mit Bezug zur Arbeitswelt” (“Demographic terms with reference to the world of work”)
- IAG<sup>10</sup> “Work from home CHECKLIST”
- DGUV Information 215-410 “Bildschirm- und Büroarbeitsplätze - Leitfaden für die Gestaltung” (“Computer workstations and office workspaces - Design guidelines”)
- DGUV Information 206-032 “Sicher und gesund arbeiten - Wie die gesetzliche Unfallversicherung zum Erhalt von Beschäftigungsfähigkeit beiträgt” (“Safe and healthy work - How the statutory occupational accident insurance system helps maintain employability”)

<sup>10</sup> IAG: Institut für Arbeit und Gesundheit der Deutschen Gesetzlichen Unfallversicherung (Institute for Work and Health of the German Statutory Accident Insurance)



## Federal Institute for Occupational Safety and Health

- BAuA Handbuch Gefährdungsbeurteilung. Kapitel 9: Psychische Faktoren – Arbeitsorganisation. (Risk Assessment Manual. Chapter 9: Psychological factors - Organisation of work), p. 542 - 550. Dortmund: Federal Institute for Occupational Safety and Health.
- "Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung" ("Mental health in the world of work - determining the current state of scientific evidence")
  - Scoping Review "Arbeitsintensität" ("Work intensity"): Stab, N., Jahn, S. & Schulz-Dadaczynski, A. (2016). Psychische Gesundheit in der Arbeitswelt - Arbeitsintensität (Mental health in the world of work - work intensity). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1d.
  - Scoping Review "Störungen/Unterbrechungen" ("Disruptions/interruptions"): Rigotti, T. (2016). Psychische Gesundheit in der Arbeitswelt - Störungen und Unterbrechungen. (Mental health in the world of work - disruptions and interruptions). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/1e.

### 4.5.4 Working time

#### German Statutory Accident Insurance

- DGUV 206-024 "Schichtarbeit – (k)ein Problem?!" ("Shift work - (no) problem?!")
- IAG Practical Guide "Zoom-Fatigue - Symptome, Ursachen und Maßnahmen" (Zoom fatigue - symptoms, causes and solutions)

## Federal Institute for Occupational Safety and Health

- BAuA Handbuch Gefährdungsbeurteilung. Kapitel 10: Arbeitszeitgestaltung. (Risk Assessment Manual. Chapter 10: Organisation of working hours), p. 560 - 609. Dortmund: Federal Institute for Occupational Safety and Health
- "Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung" ("Mental health in the world of work - determining the current state of scientific evidence")

- Scoping Review “Atypische Arbeitszeiten” (“Atypical working time”): Amlinger-Chatterjee, M. (2016). Psychische Gesundheit in der Arbeitswelt - Atypische Arbeitszeiten. (Mental health in the world of work - atypical working time). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/3a.
- Scoping Review “Erweiterte (berufsbezogene) Erreichbarkeit” (“Increased (job-related) reachability”): Pangert, B., Pauls, N. & Schüpbach, H. (2016). Die Auswirkungen arbeitsbezogener erweiterter Erreichbarkeit auf Life-Domain-Balance und Gesundheit (The impact of increased work-related reachability on the life-domain balance and health). BAuA: Dortmund, Berlin, Dresden.
- Scoping Review “Arbeitspausen” (“Breaks from work”): Wendsche, J. & Lohmann-Haislah, A. (2016). Psychische Gesundheit in der Arbeitswelt - Pausen (Mental health in the world of work - rest breaks). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/3b

#### 4.5.5 Social relations

##### German Statutory Accident Insurance

- DGUV Information 206-034 “Führung - Sicher und gesund durch kulturorientierte Führung” (“Leadership - Safe and healthy with culture-oriented leadership”)
- DGUV Information 206-036 “Führung - Führungsleitlinien erstellen und umsetzen” (“Leadership - Creating and implementing management principles”)
- DGUV Information 206-006 “Arbeiten: entspannt, gemeinsam, besser” (“Work: relaxed, together, better”)
- DGUV Information 206-019 “Rundum gestärkt - Wie psychosoziale Faktoren bei der Prävention von Muskel-Skelett-Erkrankungen am Arbeitsplatz berücksichtigt werden können” (“Stronger all-round - How psychosocial factors can be taken into account in the prevention of musculoskeletal disorders in the workplace”)
- DGUV Information 206 – 025 “Auf die Haltung kommt es an! Unternehmenskultur sicher und gesund gestalten” (“The mindset matters! Shaping a safe and healthy business culture”)
- DGUV Publications “Was ein gutes Betriebsklima ausmacht und wie Sie es erreichen können” (“What makes a good atmosphere within a company and how you can achieve it”)

- DGUV Information 206-030 “Umgang mit psychisch beeinträchtigten Beschäftigten - Handlungsleitfaden für Führungskräfte” (“Dealing with workers with mental health issues - Action guidelines for managers”)
- DGUV Information 206-013 (WIP) “Stress, Mobbing & Co.” (“Stress, harassment & co.”)
- FBORG-003<sup>11</sup> “Mobbing- Organisationshilfe zum konstruktiven Umgang mit Konflikten am Arbeitsplatz” (“Harassment - Organisational tool for dealing constructively with conflict in the workplace”)

### Federal Institute for Occupational Safety and Health

- BAuA Handbuch Gefährdungsbeurteilung. Kapitel 9: Psychische Faktoren – Soziale Beziehungen. (Risk Assessment Manual. Chapter 9: Psychological factors - Social relations), p. 551 - 559. Dortmund: Federal Institute for Occupational Safety and Health.
- “Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung” (“Mental health in the world of work - determining the current state of scientific evidence”)
  - Scoping Review “Führung” (“Leadership”):  
Montano, D., Reeske-Behrens, A. & Franke, F. (2016). Psychische Gesundheit in der Arbeitswelt - Führung (“Mental health in the world of work - leadership”). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/2a.
  - Scoping Review “Rückmeldung” (“Feedback”):  
Rösler, U. & Röllmann, L. (2016). Psychische Gesundheit in der Arbeitswelt - Rückmeldung (“Mental health in the world of work - feedback”). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/2c.
  - Scoping Review “Soziale Beziehungen” (“Social relations”):  
Drössler, S., Steputat, A., Schubert, M., Euler, U. & Seidler, A. (2016). Psychische Gesundheit in der Arbeitswelt - Soziale Beziehungen. (Mental health in the world of work - social relations). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/2a.

<sup>11</sup> FBORG: Fachbereich Organisation für Sicherheit und Gesundheit (Department for the Organisation of Safety and Health)

### 4.5.6 Working environment

#### German Statutory Accident Insurance

- DGUV Information 209-023 “Lärm am Arbeitsplatz” (“Noise in the workplace”)
- FBHM<sup>12</sup>-018 “Extraaurale Lärmwirkungen - Nicht das Innenohr betreffende Lärmwirkungen” (“Extra-aural noise effects - Not noise effects impacting the inner ear”)
- DGUV Information 215-443 “Akustik im Büro - Hilfen für die akustische Gestaltung von Büros” (“Acoustics in the office - Help for acoustic office design”)
- DGUV Information 215-220 “Nichtvisuelle Wirkungen von Licht auf den Menschen” (“Non-visual effects of light on humans”)
- DGUV Information 215-210 “Natürliche und künstliche Beleuchtung von Arbeitsstätten” (“Natural and artificial lighting of workplaces”)
- DGUV Information 213-002 “Hitzearbeit; Erkennen-beurteilen-schützen” (“Working in hot environments; Recognise - Assess - Protect”)
- DGUV Information 215-510 “Beurteilung des Raumklimas” (“Indoor climate assessment”)
- DGUV Information 213-086 “Biologische Laboratorien – Ausstattung und organisatorische Maßnahmen” (“Biological laboratories – Equipment and organisational measures”)
- DGUV Information 213-016 “Betriebsanweisungen nach der Biostoffverordnung” (“Operating procedures according to the Biological Agents Ordinance”)
- DGUV Information 213-079 “Tätigkeiten mit Gefahrstoffen – Informationen für Beschäftigte” (“Working with hazardous substances – Information for workers”)
- DGUV Information 213-080 “Arbeitsschutzmaßnahmen bei Tätigkeiten mit Gefahrstoffen” (“Occupational safety and health measures when working with hazardous substances”)

<sup>12</sup> FBHM: Fachbereich Holz und Metall (Department for Wood and Metal)

## Federal Institute for Occupational Safety and Health

- "Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung" ("Mental health in the world of work - determining the current state of scientific evidence")
  - Scoping-Review "Lärm" ("Noise"):
 

Liebl, A. & Kittel, M. (2016). Psychische Gesundheit in der Arbeitswelt - Lärm ("Mental health in the world of work - noise"). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/4a.
  - Scoping-Review "Klima" ("Climate"):
 

Bux, K. & Polte, C. (2016). Psychische Gesundheit in der Arbeitswelt - Klima ("Mental health in the world of work - climate"). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/4c.
  - Scoping Review "Beleuchtung" ("Lighting"):
 

Krüger, J. (2016). Psychische Gesundheit in der Arbeitswelt - Beleuchtung ("Mental health in the world of work - lighting"). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/4b.

### 4.5.7 Work equipment

#### Standards

- DIN EN 614-1:2009-06: Sicherheit von Maschinen - Ergonomische Gestaltungsgrundsätze - Teil 1: Begriffe und allgemeine Leitsätze (Safety of machinery - Ergonomic design principles - Part 1: Terminology and general principles)
- DIN EN 614-2:2008-12: Sicherheit von Maschinen - Ergonomische Gestaltungsgrundsätze - Teil 2: Begriffe und allgemeine Leitsätze (Safety of machinery - Ergonomic design principles - Part 1: Interactions between the design of machinery and work tasks)
- DIN EN 9241: Ergonomie der Mensch-System-Interaktion (Normenreihe) (Ergonomics of human/system interaction (series of standards))

#### German Statutory Accident Insurance

- DGUV Information 215-450 "Softwareergonomie" ("Software ergonomics")
- DGUV Rule 100-500 "Betreiben von Arbeitsmitteln" ("Operation of work equipment")

- FBVW<sup>13</sup>-402 “Arbeiten im Homeoffice - nicht nur in der Zeit der SARS-CoV-2-Epidemie” (“Working from home - not only during the SARS-CoV-2 epidemic”)

### Federal Institute for Occupational Safety and Health

- “Psychische Gesundheit in der Arbeitswelt - Wissenschaftliche Standortbestimmung” (“Mental health in the world of work - determining the current state of scientific evidence”)
  - Scoping-Review “Mensch-Maschine-Interaktion” (“Human-machine interaction”): Robelski, S. (2016). Psychische Gesundheit in der Arbeitswelt - Mensch-Maschine-Interaktion. (Mental health in the world of work - human-machine interaction). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/4d.
  - Scoping-Review “Mensch-Rechner-Interaktion” (“Human-computer interaction”): Höhn, K., Jandová, A., Paritschkow, S. & Schmauder, M. (2016). Psychische Gesundheit in der Arbeitswelt - Mensch-Rechner-Interaktion. (Mental health in the world of work - human-computer interaction). BAuA: Dortmund, Berlin, Dresden. DOI: 10.21934/baua:bericht20160713/4e.

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<sup>13</sup> FBVW: Fachbereich Verwaltung (Department for Administration)



Mensch und Arbeit. Im Einklang.

