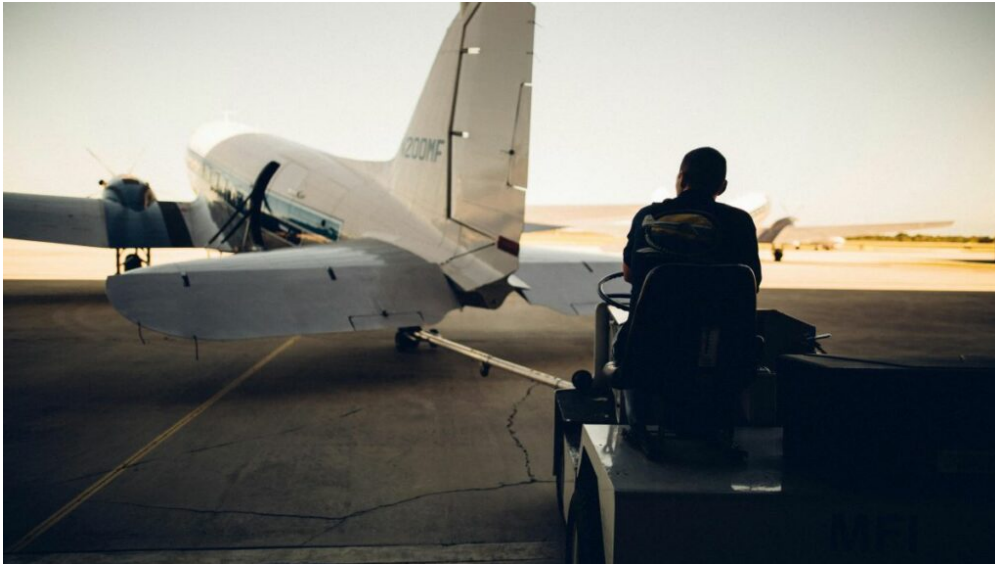


## London Luton Airport first to meet psychological health and safety standard

2 years ago



London Luton Airport (LLA) has been announced by [BSI](#) as the first airport in the world to achieve certification for its efforts in supporting employees with their well-being at work.

The UK airport has achieved certification against BSI's Psychological Health and Safety Management scheme which is based on ISO 45003, the global best practice standard for psychological health and safety at work. BSI's scheme is designed to help organizations better manage well-being at work and in particular work-related mental ill-health by identifying the causes of mental harm and taking proactive steps to prevent that harm.

Psychosocial hazards are increasingly recognized as major challenges to health, safety and well-being and have been reported by the Royal Aeronautical Society as a particular safety risk factor in civil aviation<sup>[1]</sup>. Their impact can include increased costs due to absence from work, reduced ability to work effectively and increased staff turnover. Effective management can help eliminate or mitigate these risks and can enhance employee engagement, performance and productivity-improving organizational resilience.

To achieve this certification and demonstrate the airport's commitment to employee well-being, a rigorous and independent assessment was carried out, by BSI, to ensure that the required standard had been met.

LLA achieved the certification after developing and implementing a structured and wide-ranging programme of psychological health and safety measures and initiatives designed to manage psychosocial risks and support mental health awareness and psychological wellbeing across its workforce.

Key initiatives have included the launch of a comprehensive and proactive wellbeing management procedure designed to raise awareness and understanding of the workplace factors that can lead to

psychological harm. Other measures included training for managers on managing effective wellbeing conversations and risk assessments to identify psychosocial hazards and encourage increased communication and engagement.

Kate Field, Global Head Human and Social Sustainability, BSI commented: “London Luton Airport has set a remarkable precedent for workplace psychological health and safety in the civil aviation industry. This achievement reflects its commitment to both providing a safe and healthy working environment and psychological health. By prioritizing employee well-being and aligning to the global standard in psychological health and safety in the workplace, LLA has set an example for airports, and the aviation sector, across the world.”

Emma Meenan, Head of Health & Safety at London Luton Airport, commented: “Achieving ISO 45003 certification is a landmark achievement for London Luton Airport that underlines the importance we attach to the psychological health, safety and wellbeing of our colleagues across the airport. The programme has been instrumental in embedding and raising the profile of this hugely important area across the airport. We are delighted and proud to become the first airport to achieve this important certification, setting a new global benchmark in the aviation industry and ensuring that LLA is leading the way in creating an open and honest workplace where every employee feels safe, supported, and valued.”

For further information visit the [45003 page on the BSI website](#)