



Bureau de normalisation
du Québec

CAN/BNQ 9700-800/2020

**Healthy Enterprise — Prevention, Promotion, and
Organizational Practices Contributing to Health
and Wellness in the Workplace**



Standards Council of Canada
Conseil canadien des normes



STANDARD

CAN/BNQ 9700-800/2020

Healthy Enterprise — Prevention, Promotion, and
Organizational Practices Contributing to Health and Wellness in
the Workplace

*Entreprise en santé — Prévention, promotion et pratiques organisationnelles
favorables à la santé et au mieux-être en milieu de travail*



Bureau de normalisation du Québec

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The technical content of this National Standard of Canada is equivalent to that of the standard 9700-800/2011 that is now withdrawn.

The systematic review of this document to determine if it has to be modified, revised, reaffirmed or withdrawn will be initiated no later than end of February 2025.

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This document was developed in compliance with the Standards Council of Canada (SCC)'s Requirements and Guidance for standards development organizations and approved as a National Standard of Canada by the SCC. Its publication was approved by a Standards Development Committee, whose members were:

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* At the time of publication of this standard, the aforementioned person no longer worked for this organization.

CONTENTS

	Page
1	PURPOSE 4
2	SCOPE 4
3	DEFINITIONS 4
3.1	GENERAL TERMS 4
3.2	SPHERES OF ACTIVITY 7
3.3	RECOGNIZED MANAGEMENT PRACTICES RELATED TO PHYSICAL AND PSYCHOLOGICAL HEALTH 8
4	LEVELS OF COMMITMENT 9
5	MANAGEMENT COMMITMENT 11
5.1	COMMUNICATION OF INTENTION 11
5.2	POLICY 11
5.3	HEALTH AND SAFETY 12
5.4	STAY-AT-WORK AND RETURN-TO-WORK 12
5.5	MANAGEMENT REPRESENTATIVES 13
5.6	STRATEGIC PLANNING 14
5.7	MANAGEMENT AND MANAGERS 14
5.8	TIME ALLOCATED TO EMPLOYEES 15
6	HEALTH AND WELLNESS COMMITTEE 15
6.1	ORGANIZATION AND COMPOSITION 15
6.2	MANDATE AND OBJECTIVES 15
6.3	ROLES AND RESPONSIBILITIES OF THE COMMITTEE 16
6.4	TRAINING 16
7	DATA COLLECTION 16
7.1	GENERAL INFORMATION 16
7.2	CONFIDENTIALITY 17
7.3	SCHEDULE AND FREQUENCY 17
7.4	PURPOSE OF THE DATA COLLECTION 17
7.5	REPORTS 23
8	ACTION PLAN 24
8.1	STATEMENT OF PRINCIPLES 24
8.2	GENERAL REQUIREMENTS 24

8.3	CHOICE OF INTERVENTIONS	25
8.4	INFORMATION ON EACH INTERVENTION	27
9	EVALUATION	28
9.1	STATEMENT OF PRINCIPLES	28
9.2	EVALUATION OF THE INTERVENTIONS AND ACHIEVEMENT OF THE OBJECTIVES OF THE ACTION PLAN	28
9.3	REPORTS AND INTERPRETATION OF THE RESULTS	28
9.4	ANNUAL REVIEW OF THE HEALTH AND WELLNESS INITIATIVE	29
9.5	COMMUNICATION	29
9.6	RETENTION OF RESULTS	29
ANNEX A —	SUMMARY OF THE REQUIREMENTS SPECIFIC TO EACH COMMITMENT LEVEL	30
ANNEX B —	CONFIDENTIALITY — PRINCIPLES AND GUIDELINES	35
ANNEX C —	INFORMATIVE REFERENCES	38
ANNEX D —	BIBLIOGRAPHY	41

HEALTHY ENTERPRISE — PREVENTION, PROMOTION, AND ORGANIZATIONAL PRACTICES CONTRIBUTING TO HEALTH AND WELLNESS IN THE WORKPLACE

INTRODUCTION

The most important resource of an enterprise is its employees. As part of a well-trained and motivated workforce, employees who are healthy, productive, and innovative enable an enterprise to grow and prosper in a competitive environment.

A significant proportion of employee productivity and expertise is underutilized in the workplace due to organizational issues, psychological distress, and physical, psychological, and social problems that contribute to absenteeism and presenteeism.

The purpose of this standard is to create workplace conditions that promote the adoption and maintenance of healthy lifestyle habits for an enterprise's employees, and the sustainable improvement of the health and wellness of these individuals in the workplace. To achieve this, it is essential to mobilize both the enterprises and their employees. Prevention is therefore a priority and it entails implementing, promoting, maintaining, and improving favourable organizational practices. Therefore, this standard recommends:

- the integration of the value of individual health into enterprise management processes;
- the creation or improvement of workplace conditions contributing to the prevention of work-related diseases or injuries;
- the creation of workplace conditions that promote the health and wellness of employees;
- the implementation of initiatives that consider both the needs of employees, gathered through the periodic data collection, and the challenges facing the enterprise.

The standard enables enterprises, employees, unions, service providers, and other workplace stakeholders to collaborate to create a healthier workplace.

The standard is based on three guiding principles:

- the shared responsibility for health between employees and workplace stakeholders;
- the firm, practical, and visible commitment by management;
- the close partnership between management, employees, and all stakeholders involved.

The standard allows to:

- adapt to the specific characteristics of each workplace environment;
- support the development of a comprehensive workplace health policy;
- consider the needs, preferences, and attitudes of different groups of participants regardless of their state of health;
- realize that an individual's lifestyle consists of a range of interdependent health habits.

It is recognized that the physical and psychological balance of the employees of an enterprise influences work productivity. Therefore, the implementation of an effective health and wellness initiative supporting this balance may have a strong, positive effect on the health of employees and that of the enterprise. When well structured, such an initiative can improve the climate and culture of the enterprise, namely through employee satisfaction and experience, thereby fostering commitment and retention as well as the recruitment of new employees. It can also contribute to reducing employee turnover rates, salary and group insurance costs, contribution costs to work accident commissions, absenteeism, and all the direct and indirect costs associated with poor health. It is important to emphasize that direct costs generally represent only a fraction of all costs associated with poor health.

This standard is based on a model in which the interventions to be implemented are selected according to the needs identified by the enterprise as being of the highest priority among all the needs revealed through a data collection. This data collection concerns four key spheres of activity that are known to have a significant impact on health and wellness in the workplace. Three levels of commitment are offered to enterprises to enable them to harmonize the implementation of the standard to their objectives while remaining aligned with best practices. Moving from one level of commitment to the next ensures greater benefits. It involves enhancing the initiative through a broader collection of data, more precisely targeted needs, and an increased number of interventions with a deeper involvement from managers.

The impact on the health of individuals and on the enterprise can be measured a few years after the implementation of this initiative. This standard can also help an enterprise to increase the level of trust and confidence from the parties it deals with, whether employees, shareholders, financial partners, business partners, or consumers of its products or services.

This standard is available to enterprises to guide them in their interventions toward prevention, promotion, and organizational practices that promote better health and wellness of their employees. It therefore serves as a frame of reference for a voluntary initiative that integrates the efforts of enterprises and their employees to promote a healthier work environment.

1 PURPOSE

This standard specifies significant requirements for prevention, promotion, and organizational practices that contribute to health and wellness in the workplace, including the psychological and social aspects.

These requirements form a frame of reference for interventions concerning people, organizational practices, and the workplace environment. The requirements aim to maintain and sustainably improve the state of health of employees and enterprises. This standard does not contain performance criteria.

NOTES —

- 1 For informational purposes, the definition of *health* used in this standard, originating from the World Health Organization (WHO), includes the concept of “wellness” due to the reference it makes to the psychological and social dimensions of health. Although there appears to be some redundancy, the expression *health and wellness* in the title of the standard highlights the fact that it is as much about the psychological and social dimensions of health as it is about its physical dimension.
- 2 This standard is rooted in the context of sustainable development and corporate social responsibility.

2 SCOPE

This standard applies to any enterprise or organization (regardless of size, status, or activities) wishing to implement and maintain an initiative for prevention, promotion, and organizational practices contributing to the better health and wellness of its employees, and to obtain recognition of the enterprise’s efforts to this effect.

NOTE — In this document, the term *enterprise* refers to both a company and an organization.

This standard has been developed as a reference document, particularly in the context of conformity assessment activities of the established initiative.

3 DEFINITIONS

For the purpose of this document, the following definitions shall apply:

3.1 GENERAL TERMS

absenteeism, n. A situation characterized by casual, repetitive or extended absences from work by one or several employees, excluding normal periods of leave and those provided by the law. (Reference: Office québécois de la langue française, *Le grand dictionnaire terminologique* [adaptation].) French: **absentéisme**.