



**Bureau de normalisation
du Québec**

BNQ 9700-880/2020

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

CERTIFICATION

BNQ 9700-880/2020

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

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



Bureau de normalisation du Québec

The Bureau de normalisation du Québec (BNQ) is a standardization organization based in Quebec and created in 1961. It is one of the standards development organizations accredited by the Standards Council of Canada (SCC) and as such, is part of the National Standards System.

As an administrative unit of Investissement Québec (IQ), the BNQ produces standards that meet the needs of the industry, of public and para-public organizations, and of concerned groups.

SECOND EDITION — 2020-05-22

This new edition supersedes the edition dated March 3, 2014.

This document is published in both French and English. In case of incompatibility, the French version prevails.

This English translation is based on the third edition of the original French document.

ICS: 03.040; 03.100.99; 03.120.20

ISBN 978-2-551-26561-9 (printed version)
ISBN 978-2-551-26562-6 (PDF)

Legal deposit — Bibliothèque et Archives
nationales du Québec, 2020

REQUEST FOR INFORMATION AND PURCHASE

Any request for information or purchase of this document may be sent to the Bureau de normalisation du Québec (BNQ) at:

333, rue Franquet, Québec, Québec G1P 4C7

[telephone: 418-652-2238, ext. 2437 or 1-800-386-5114; fax: 418-652-2292;

email: bnqinfo@bnq.qc.ca; website: www.bnq.qc.ca].

REVISION OF BNQ DOCUMENTS

Collaboration from BNQ document users is essential in keeping our documents up to date. Therefore, any suggestion aimed at improving their contents will be appreciated. We ask you to send us your suggestions or comments on the form at the end of this document.

The electronic or printed version of this document is for personal use only. Distribution to third parties, partners or clients, as well as saving, distribution or use on a computer network is forbidden without written agreement from the BNQ.

Only purchasers duly registered with BNQ Customer Service will receive document updates. Notifications and the catalogue may be consulted at all times on the BNQ website [www.bnq.qc.ca] to verify if a more recent version of a document exists or if amendments or errata have been published.

If a registered purchaser wishes to continue to receive updates, the purchaser must inform BNQ Customer Service of any change of address as soon as possible.

© BNQ, 2020

All rights reserved. Unless otherwise specified, no part of this document may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilming, without written permission from the BNQ.

FOREWORD

This document was prepared in consultation with a Certification Protocol Development Committee, whose members were:

DORÉ, Christian	Ministère de la Santé et des Services sociaux (MSSS)
MANTHA-BÉLISLE, Marie-Michèle	Institut national de santé publique du Québec (INSPQ)
MARGOTTON, Raphaël	MEDIAL OHS Consulting Services
MESSIER, Mario	Groupe entreprises en santé
PARENT, Michèle	Hub International Québec
RODRIGUE, Jean-Pier	Consultant
VIENS, François	Royal Canadian Mounted Police (RCMP)

Coordination

TANGUAY, Joanne (Program Leader)	Bureau de normalisation du Québec (BNQ)
DE SURMONT, Isabelle	Bureau de normalisation du Québec (BNQ)

Linguistic Review

PARÉ, Élisabeth (Editor/Copy Editor)	Bureau de normalisation du Québec (BNQ)
--------------------------------------	---

The participation of Ms. Judith Trépanier of the Royal Canadian Mounted Police (RCMP) is also worthy of mention.

CONTENTS

	Page	
1	PURPOSE OF THE DOCUMENT AND PROGRAM SCOPE	1
2	NORMATIVE REFERENCE	1
3	DEFINITIONS	2
4	PROGRAM CERTIFICATION REQUIREMENTS	3
5	CERTIFICATION PROCEDURE	4
5.1	GENERAL INFORMATION	4
5.2	STEP 1: APPLICATION FOR CERTIFICATION	4
5.3	STEP 2: PREPARATION FOR INITIAL AUDIT	5
5.4	STEP 3: CERTIFICATION AUDIT	6
5.5	STEP 4: CORRECTIVE ACTION REQUESTS (CARs)	7
5.6	STEP 5: CERTIFICATION DECISION	7
5.7	STEP 6: MAINTENANCE AND RECERTIFICATION AUDITS	7
6	RESPONSIBILITIES AND COMMITMENTS OF THE BNQ AND THE CLIENT	8
6.1	BNQ	8
6.2	CLIENT	9
7	PROVISIONS IN THE EVENT OF MODIFICATIONS	10
7.1	MODIFICATIONS TO THE CERTIFICATION PROGRAM REQUIREMENTS	10
7.2	MODIFICATIONS TO THE ORGANIZATIONAL PRACTICES OF THE CLIENT	10
7.3	MODIFICATIONS TO THE SCOPE OF THE CERTIFICATION	10
7.4	MODIFICATIONS TO THE LEGAL STATUS OR LEGAL NAME OF THE CLIENT	10
8	SUSPENSION AND WITHDRAWAL OF A CERTIFICATE	11
8.1	GENERAL INFORMATION	11
8.2	SUSPENSION PROCESS	11
8.3	WITHDRAWAL PROCESS	12
9	TREATMENT OF COMPLAINTS	12
9.1	GENERAL INFORMATION	12
9.2	TERMS AND STEPS IN THE TREATMENT OF COMPLAINTS	12

ANNEX A —	BNQ POLICY AND RULES FOR MULTI-SITE CERTIFICATION BASED ON A SAMPLING AUDIT APPROACH	14
ANNEX B —	LICENSE TO USE THE BNQ CERTIFICATE AND CERTIFICATION MARK	16
ANNEX C —	INFORMATIVE REFERENCES	18

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

1 PURPOSE OF THE DOCUMENT AND PROGRAM SCOPE

This document provides the operating rules of the BNQ regarding the Healthy Enterprise certification program. It was prepared taking into consideration the latest versions of international accreditation requirements applicable to organizations providing audit and certification of management systems.

The Healthy Enterprise certification program is available to any type of enterprise or organization, regardless of its size and the product or service it provides, that wishes to obtain certification from the BNQ confirming that health and wellness organizational practices implemented conform to the requirements of the standard CAN/BNQ 9700-800.

2 NORMATIVE REFERENCE

The reference below (including any amendment or errata) is a normative reference, and is therefore considered mandatory. It is essential to the understanding and use of this document, and is cited in appropriate places in the text.

It should be noted that a dated normative reference refers to that specific edition of the reference, while a non-dated normative reference refers to the latest edition of the reference in question.

NOTE — This document also cites informative references, which are listed in an Annex.

BNQ (Bureau de normalisation du Québec) [www.bnq.qc.ca]

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.)*