

This copy is available on the BNQ Web site for personal use. Copying, distribution or installation on a network is forbidden.



BNQ

**Bureau de normalisation
du Québec**

**CAN/BNQ 9700-800/2020
(R 2024)**

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

scc  ccn

STANDARD

This copy is available on the BNQ Web site for personal use. Copying, distribution or installation on a network is forbidden.

CAN/BNQ 9700-800/2020
(R 2024)

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

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.

The Bureau de normalisation du Québec devotes its activities to the production of standards that meet the needs of the industry, public, and para-public organizations, as well as concerned groups; it is also responsible for the certification of products, processes, and services from the standards it has developed by affixing its own mark of conformity when it is appropriate. Lastly, the BNQ offers an information service to manufacturers wishing to comply with the standards for the manufacture and export of various products and the delivery of services with respect to the standards both in Quebec, as well as national and international standards.

National Standard of Canada

A National Standard of Canada is a standard developed by a Standards Council of Canada (SCC)-accredited Standards Development Organization, in compliance with requirements and guidance set out by SCC. More information on National Standards of Canada can be found at <https://www.scc.ca>.

SCC is a Crown corporation within the portfolio of Innovation, Science and Economic Development (ISED) Canada. With the goal of enhancing Canada's economic competitiveness and social well-being, SCC leads and facilitates the development and use of national and international standards. SCC also coordinates Canadian participation in standards development, and identifies strategies to advance Canadian standardization efforts.

Accreditation services are provided by SCC to various customers, including product certifiers, testing laboratories, and standards development organizations. A list of SCC programs and accredited bodies is publicly available at <https://www.scc.ca>.

SECOND EDITION — 2024-05-07

This is a reaffirmation (reapproval) of the edition dated February 13, 2020.

The decision resulting from the systematic review that will enable to determine whether the current document shall be modified, revised, reaffirmed or withdrawn will be implemented no later than at the end of May 2029.

ICS: 03.040; 03.100.99.

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.gc.ca; website: <https://www.bnq.gc.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.

A notification by email mentioning the publication of a new edition of a revised document, amendments or errata will be sent to the email address used for the online purchase.

Notifications and the catalogue may be consulted at all times on the BNQ's website [<https://www.bnq.gc.ca>] to verify if a more recent version of a document exists or if amendments or errata have been published.

This document is the result of thousands of hours of work provided on a voluntary basis by many community experts. We thank you for taking this into account, and for your contribution through your purchase of this document for its evolution in the years to come.

© BNQ, 2024

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.

NOTICE

UNDERSTANDING OF THE NOTION OF EDITION

It is important to note that this edition implicitly includes all amendments and errata that might be published separately at a later date. It is the responsibility of the users of this document to verify whether any amendments or errata exist.

INTERPRETATION

The verb **shall** is used to express a requirement (mandatory) in order to conform to this document.

The verb **should**, or the equivalent expressions **it is recommended that** and **ought to**, is used to indicate a preferred option, but not mandatory to conform to this document. The verb **may** is used to indicate a suggestion or useful advice, but not mandatory, or an authorization.

Except for notes presented as **normative notes**, which set out mandatory requirements and which appear in the lower portion of figures and tables only, all other **notes** are **informative** (non-mandatory) and provide useful information intended to facilitate understanding or clarify the intent of a requirement or to add clarification or further details.

Normative annexes provide additional requirements (mandatory) in order to conform to this document. **Informative annexes** provide additional (non-mandatory) information intended to assist in the understanding or use of elements of this document or to clarify its implementation. They contain no mandatory requirements for the purpose of compliance with this document.

DISCLAIMER OF RESPONSIBILITY

This document was developed as a reference document for voluntary use. It is the user's responsibility to verify whether the application of this document is mandatory under the applicable legislation or regulations or whether trade regulations or market conditions stipulate its use in, for example, technical regulations, inspection plans originating from regulatory authorities and certification programs. It is also the responsibility of the users to consider limitations and restrictions specified in the Purpose and Scope and to judge the suitability of this document for the user's purposes.

MARKING AND LABELLING REQUIREMENTS

This document may contain requirements for marking and/or labelling. In this event, in addition to meeting such requirements, it is also the responsibility of the suppliers of products to comply with the applicable national, provincial or territorial laws and regulations of the jurisdictions in which the products are distributed.

This copy is available on the BNQ Web site for personal use. Copying, distribution or installation on a network is forbidden.

FOREWORD

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

Employers

DUFOUR, Myriam	Ministère de la Santé et des Services sociaux (MSSS)
HAMEL, Marie Kristine	Royal Canadian Mounted Police (RCMP)
JEAN, Annie	Mouvement Desjardins

Users

BOUCHER, Katy	Medial OHS Services
JARJOURA, Samia	The Canada Life Assurance Company (Canada Life)
TREMBLAY-DUBÉ, Édith	Institut de recherche Robert-Sauvé en santé et en sécurité du travail (IRSST)

General Interest

GAUDETTE, Emmanuelle	Pratt & Whitney Canada
MESSIER, Mario	Groupe entreprises en santé
NICOLAKAKIS, Nektaria	Institut national de santé publique du Québec (INSPQ)
RODRIGUE, Jean-Pier	Consultant

Coordination

FAYE, Moustapha (Standards Developer)

Bureau de normalisation du Québec (BNQ)

Linguistic Review

TREMBLAY, Carole (Editor)

Bureau de normalisation du Québec (BNQ)

This copy is available on the BNQ Web site for personal use. Copying, distribution or installation on a network is forbidden.

The 2020 edition of 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:

Employers

BRONGEL, Julie	Royal Canadian Mounted Police (RCMP)
CHEVALLIER, Magali	Ministère de la Santé et des Services sociaux (MSSS)
CÔTÉ, Marie-Ève	Conseil du patronat du Québec (CPQ)
JEAN, Annie	Mouvement Desjardins
MANDRUZZATO, Megane	Optel Group

Users

MARGOTTON, Raphaël	MEDIAL OHS Consulting Services
MILLER-BOURDON, Diane	Great-West
PARENT, Michèle	Morneau Shepell

General Interest

GAUDETTE, Emmanuelle	Willis Towers Watson
MESSIER, Mario	Groupe entreprises en santé (Groupe ES)
RODRIGUE, Jean-Pier	Consultant
VÉZINA, Michel	Institut national de santé publique du Québec (INSPQ)

Coordination

LANGLAIS, Daniel (Standards Developer)	Bureau de normalisation du Québec (BNQ)
--	---

Linguistic Review

GILES, Éveline (Editor)*	Bureau de normalisation du Québec (BNQ)
--------------------------	---

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

The collaboration or the participation of the following people is also worthy of mention:

BOIVIN, Manon	Optel Group
DUCHARME, Claudine	Morneau Shepell
LAVALLÉE, Diane	Optel Group
PELLETIER, Maude	Fédération interprofessionnelle de la santé du Québec (FIQ)
SULTAN-TAÏEB, Hélène	Université du Québec à Montréal (UQAM)

The development of this document was made possible thanks to the financial support of the following organizations: Mouvement Desjardins, Lundbeck, Great-West, and the Ministère de la Santé et des Services Sociaux (MSSS).

CONTENTS

		Page
	INTRODUCTION	1
1	PURPOSE	3
2	SCOPE	3
3	DEFINITIONS	3
	3.1 GENERAL TERMS	3
	3.2 SPHERES OF ACTIVITY	6
	3.3 RECOGNIZED MANAGEMENT PRACTICES RELATED TO PHYSICAL AND PSYCHOLOGICAL HEALTH	7
4	LEVELS OF COMMITMENT	8
5	MANAGEMENT COMMITMENT	10
	5.1 COMMUNICATION OF INTENTION	10
	5.2 POLICY	10
	5.3 HEALTH AND SAFETY	11
	5.3.1 Risk determination and control	11
	5.3.2 Communications	11
	5.4 STAY-AT-WORK AND RETURN-TO-WORK	12
	5.5 MANAGEMENT REPRESENTATIVES	12
	5.5.1 Nominations	12
	5.5.2 Training	12
	5.5.3 Roles and responsibilities	13
	5.6 STRATEGIC PLANNING	14
	5.7 MANAGEMENT AND MANAGERS	14
	5.8 TIME ALLOCATED TO EMPLOYEES	14
6	HEALTH AND WELLNESS COMMITTEE	14
	6.1 ORGANIZATION AND COMPOSITION	14
	6.2 MANDATE AND OBJECTIVES	15
	6.3 ROLES AND RESPONSIBILITIES OF THE COMMITTEE	15
	6.4 TRAINING	15
7	DATA COLLECTION	16
	7.1 GENERAL INFORMATION	16

7.2	CONFIDENTIALITY	16
7.3	SCHEDULE AND FREQUENCY	16
7.4	PURPOSE OF THE DATA COLLECTION	17
7.4.1	Spheres of activity	17
7.4.2	Employee satisfaction and needs	17
7.4.3	State of health	18
7.4.4	Appreciation and suggestions from employees	19
7.4.5	Administrative data	19
7.4.6	Retention of information	22
7.5	REPORTS	22
7.5.1	Content	22
7.5.2	Communication of the data collection results	22
7.5.3	Retention of the report	23
8	ACTION PLAN	23
8.1	STATEMENT OF PRINCIPLES	23
8.2	GENERAL REQUIREMENTS	24
8.3	CHOICE OF INTERVENTIONS	24
8.3.1	Priority needs	24
8.3.2	Number and scope of interventions according to needs	25
8.4	INFORMATION ON EACH INTERVENTION	26
8.4.1	Required information	26
8.4.2	Objectives	26
8.4.3	Person in charge	26
8.4.4	Timeframe	26
8.4.5	Estimate of resources	26
8.4.6	Communication	26
8.4.7	Evaluation of interventions	27
9	EVALUATION	27
9.1	STATEMENT OF PRINCIPLES	27
9.2	EVALUATION OF THE INTERVENTIONS AND ACHIEVEMENT OF THE OBJECTIVES OF THE ACTION PLAN	27
9.2.1	Evaluation of the interventions	27
9.2.2	Evaluation of the achievement of the general objectives of the action plan	27
9.3	REPORTS AND INTERPRETATION OF THE RESULTS	28
9.3.1	Intervention reports	28
9.3.2	Synthesis report	28
9.4	ANNUAL REVIEW OF THE HEALTH AND WELLNESS INITIATIVE	28

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	37
Annex D —	Bibliography	40

This copy is available on the BNQ Web site for personal use. Copying, distribution or installation on a network is forbidden.

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 standard, 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

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* [adapted wording]). French: *absentéisme*.