

# Module 5 – Organisational, Psychosocial, Ergonomic And Emerging Risks

RLS Refresher Training – Companies with more than 50 workers

Module duration: 55 minutes • 17 screens / learning units • Complete the module in sequence.

## Learning objectives

- What you will update
- What the RLS should observe
- How to turn information into prevention action

*Start the module and complete every screen in sequence.*



# Module 5: Organisational, psychosocial, ergonomic and emerging risks

*Module opening*

## Key points

- What you will update
- What the RLS should observe
- How to turn information into prevention action

## Activity

Select “Start module” after reading the objectives.

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# Work organisation is a safety factor

*Content + voice-over*

## Key points

- Staffing
- Workload
- Shift patterns
- Production pressure
- Role clarity
- Change management

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Work-related stress

*Content + voice-over*

## Key points

- Demand
- Control
- Support
- Relationships
- Role
- Change

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Apply it: Workload and fatigue

*Interactive micro-scenario*

## Key points

- A team works repeated overtime with short recovery periods and increasing errors. What should the RLS consider?

## Activity

- A. Fatigue and work organisation as safety factors
- B. Only individual motivation
- C. The issue is unrelated to health and safety

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# Violence, harassment and aggressive behaviour

*Content + voice-over*

## Key points

- Public-facing work
- Lone work
- Cash or valuables
- Conflict situations
- Reporting and post-event support

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Fatigue, night work and recovery

*Content + voice-over*

## Key points

- Sleep and circadian disruption
- Long shifts
- Overtime
- Monotony and vigilance
- Journey risk after work

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Apply it: Psychosocial signals

*Interactive micro-scenario*

## Key points

- Absence, turnover and conflict rise sharply after a major reorganisation. What is an appropriate RLS response?

## Activity

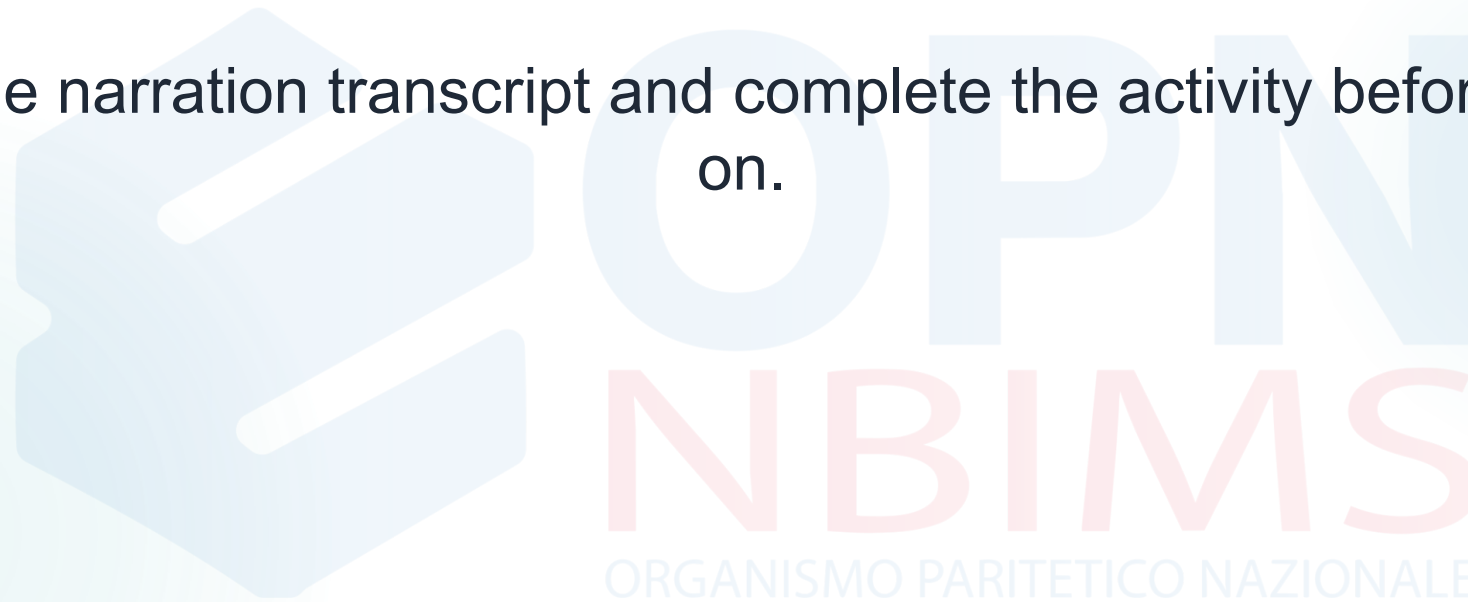
- A. Look for collective organisational indicators and raise the issue through the prevention process
- B. Diagnose individual mental-health conditions
- C. Ignore data that are not physical hazards



# Display screen equipment and sedentary work

*Content + voice-over*

Follow the narration transcript and complete the activity before moving on.

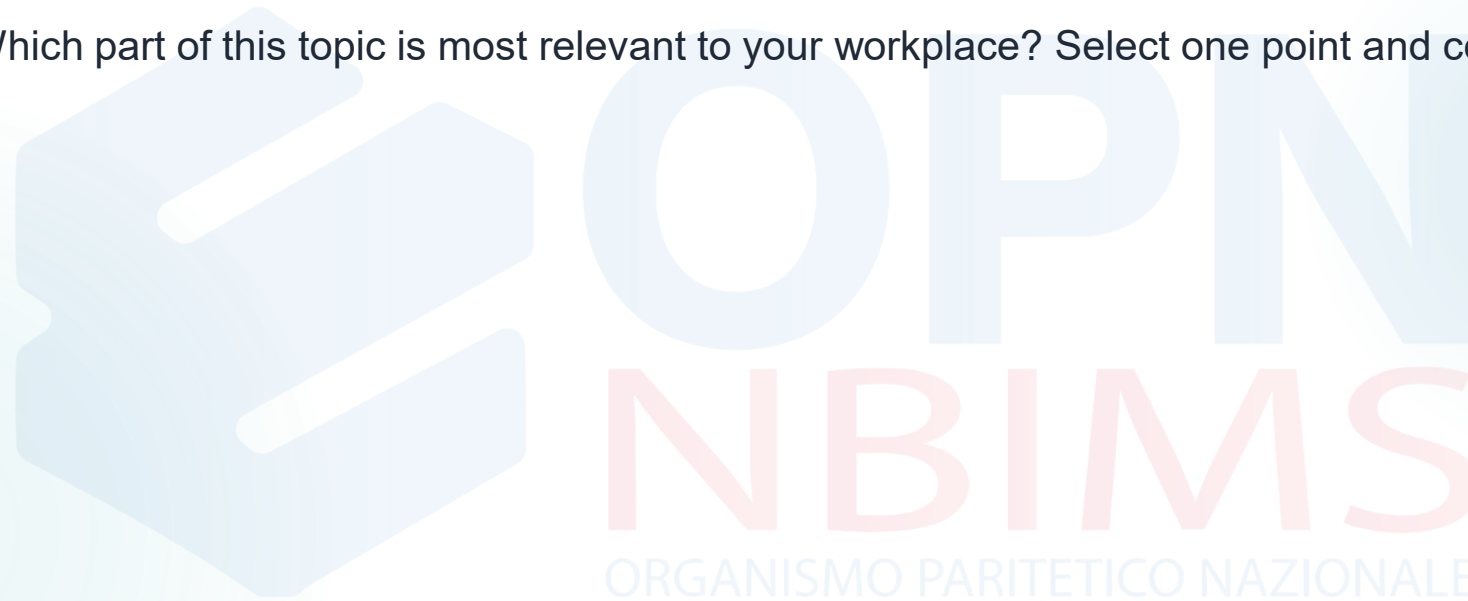




# Screen and viewing conditions

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.





# Remote and hybrid work

*Content + voice-over*

## Key points

- Home workstation conditions
- Isolation
- Boundaries and availability
- Data and communication load
- Emergency information

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Apply it: Remote work

*Interactive micro-scenario*

## Key points

- Remote workers report neck pain, isolation and constant after-hours messages. Which risks should be considered?

## Activity

- A. Ergonomics, workload, isolation and digital availability
- B. Only office fire extinguishers
- C. None because the work is at home



# New technology and automation

*Content + voice-over*

## Key points

- Robotics and human-machine interaction
- AI-supported decisions
- Wearables and monitoring
- New maintenance tasks
- Cyber-physical dependency

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Managing change safely

*Content + voice-over*

## Key points

- Assess before implementation
- Consult affected workers
- Update procedures and training
- Monitor early performance
- Correct unforeseen effects

## Activity

Quick reflection: Which part of this topic is most relevant to your workplace? Select one point and continue.



# Apply it: Automation change

*Interactive micro-scenario*

## Key points

- A collaborative robot is introduced and task boundaries change. What should happen?

## Activity

- A. Review changed hazards, human-machine interaction, training and procedures
- B. Assume automation removes all risk
- C. Stop consulting workers



# Case study – Reorganisation and fatigue

## Case study

### Key points

- After a reorganisation, a customer-service unit has fewer staff, more performance targets and frequent schedule changes. Overtime has increased, experienced workers have left and complaints about fatigue and conflict are rising. Several employees also work remotely and report prolonged screen time and messages outside normal working hours.

The RLS should treat work organisation as part of prevention. Collective indicators, workload, autonomy, support, shift design, recovery, ergonomics and communication practices can all influence risk. The RLS does not diagnose individuals, but can help ensure that organisational risk factors are identified, assessed and addressed.

### Activity

Complete these three prompts:

- Which collective indicators would you review?
- What questions would you ask workers without turning the process into individual diagnosis?
- Propose two organisational and two ergonomic improvements.



# Workplace application

## *Workplace application*

### Key points

- Select one team or department. Review staffing, workload, shift patterns, role clarity, support, change, fatigue and digital demands. Identify three organisational conditions that may increase safety risk and one practical indicator that could be monitored for each.

### Activity

Write one short observation (maximum 300 characters): What would you check or ask about after this module?



# Key takeaways

*Interactive recap*

## Key points

- Staffing
- Demand
- Public-facing work
- Sleep and circadian disruption

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# Screen and viewing conditions

## Activity

Select each card to reveal a one-line reminder, then continue.





# Module knowledge check

*Knowledge check*

## Key points

- 5 multiple-choice questions
- 3 options per question
- Immediate learning feedback

## Activity

Answer the following five questions. You will receive learning feedback after each answer.



## Module 5 – Organisational, Psychosocial, Ergonomic And Emerging Risks: Knowledge Check

### Question 1

**Work-related stress assessment should focus on:**

- A. Diagnosing every worker
- B. Organisational risk factors and evidence
- C. Ignoring collective indicators

*Choose the best answer before continuing.*



## Module 5 – Organisational, Psychosocial, Ergonomic And Emerging Risks: Knowledge Check

### Question 2

**Fatigue can affect:**

- A. Payroll accuracy only
- B. Only physical strength
- C. Attention and decision quality

*Choose the best answer before continuing.*



## Module 5 – Organisational, Psychosocial, Ergonomic And Emerging Risks: Knowledge Check

### Question 3

**Good display-screen ergonomics includes:**

- A. Adjustment and task variation
- B. A single fixed posture all day
- C. Removing breaks

*Choose the best answer before continuing.*



## Module 5 – Organisational, Psychosocial, Ergonomic And Emerging Risks: Knowledge Check

### Question 4

**New technology should trigger:**

- A. Automatic deletion of the old DVR
- B. Consideration of new and changed risks
- C. No worker consultation

*Choose the best answer before continuing.*



## Module 5 – Organisational, Psychosocial, Ergonomic And Emerging Risks: Knowledge Check

### Question 5

**A useful post-change action is:**

- A. Assuming design predictions are always correct
- B. Waiting several years before checking
- C. An early implementation review

*Choose the best answer before continuing.*