



Five Star Wellbeing Gap Analysis and Audit

Specification October 2026 update

Summary of change document

Content

1.0: Introduction

1.1: Background to Five Star Wellbeing specification 2026 update

2.0: Summary of changes

2.1: Sectional changes

2.2: Domains of wellbeing

2.3: Alignment with UN Sustainable Development Goals

2.4: Element changes

1.0: Introduction

This summary document has been prepared to outline the main areas of change within British Safety Council's Five Star Wellbeing and Gap Analysis update.

The document is intended to assist those organisations who have previously undertaken the Five Star Wellbeing Gap Analysis/Audit prior to the 2026 specification updates to assist in their preparations.

It is important to note that the content of this summary should not be interpreted as a definitive or exhaustive source of information when preparing for the gap analysis or audit.

It is strongly recommended that the summary document is read and used in conjunction with the specification document itself and other related sources of information.

1.1: Background to the Specification 2026 updates.

As part of the British Safety Council's commitment to the continual improvement of our products, together with a recognition of recent developments in both legislative and wellbeing, our Five Star specification(s) are reviewed on an annual basis.

The subsequent 2026 version of the specification has been designed to complement our quality assurance and consultant standardisation processes in order to ensure a quality experience for the client.

The review of the 2026 version of the specification was performed by the technical team and wellbeing professionals. The review process monitored various internationally recognised wellbeing management system models together with sector and wellbeing trends, including consultation with various professional bodies.

The specification 2026 update also recognises the importance of an integrated approach toward wellbeing and psychosocial safety and links to other management disciplines within an organisation in this respect such as the CIPD's Wellbeing Domains, OHS and ESG as examples.

The specification 2026 update provides organisations with a structured route toward best practice in managing and implementing wellbeing and the subsequent business benefits that improved wellbeing performance can bring.

1.2: Renaming of the Five Star Wellbeing Audit

Considering the current audit re-engineering work in progress, and the consultative approach we take supporting our clients, the decision was made to embrace these changes with renaming the Five Star Wellbeing Audit to **Global Excellence Model (GEM) Wellbeing and Psychosocial Safety Review**.

The process will still be very similar; there will still be the scored and award options that current client will be familiar with; these changes are more reflective of what British Safety Council do and our clients' needs.

Also noted that:

1. Throughout the specification document the term '**audit**' will now be referred to as '**Gap Analysis**' (unscored - RAG rated) and '**Review**' (scored - 'traditional').
2. The term '**auditor**' has been replaced with '**consultant**' as this also reflects our approach and how we support our clients.

1.3: Retirement of the Five Star Wellbeing Supplementary Audit.

From 2025 the British Safety Council retired the Five Star Wellbeing Supplementary audit. Existing clients who previously completed the Five Star OHS and Wellbeing Supplementary audits will now undertake a standalone wellbeing and psychosocial review that includes elements of physical safety.

2.0: Summary of changes

This section of the document provides an overview of the specific changes between the previous specifications, and the October 2026 updated version.

2.1: Sectional changes

The 2026 GEM Wellbeing and Psychosocial Safety specification has retained the previous format in respect of four sections containing related elements (Table1). However, these will no longer be explicitly referred to as the Plan-Do-Check-Act framework.

Table 1: Four sections and allocated scores of the GEM Wellbeing and Psychosocial Safety Review

Section	Criteria	Maximum accredited figure
1.	Organisational leadership, commitment and planning	1,415 points
2.	Implementation and operation	2245 points
3.	Performance monitoring and measurement	615 points
4.	Evaluation and continual improvement	560 points
		Total: 4,835 points

2.2: Domains of Wellbeing

To approach workplace wellbeing holistically there are five key domains of employee wellbeing that contribute towards building a sustainable, healthy workplace which directly improve overall organisational performance. These include:

- Health (including good lifestyle choices)
- Good Work (including financial wellbeing)
- Values and Beliefs
- Relationships and Voice
- Personal Growth

These will remain within the report document including a summary of performance within these areas and recommendations for improvement wherever appropriate.

2.3: Alignment with UN Sustainable Development Goals

BSC has recognised a global shift towards organisations measuring and reporting their impacts on the economy, environment and society. Through greater transparency and accountability, organisations are demonstrating their commitment to future-proofing their operations, attracting and retaining skilled talent, and securing long-term sustainable investment.

The 2026 GEM Wellbeing and Psychosocial Safety specification now supports organisations measure and improve employee wellbeing, workplace culture and psychosocial safety through mapping their ESG objectives and demonstrate progress against key UN Sustainable Development Goals (Figure 1), including:

- **SDG 1 No poverty & SDG 2 Zero hunger:** Financial wellbeing, fair work practices, welfare provision and access to essential facilities support economic security and basic needs.
- **SDG 3 Good health and wellbeing:** Core focus on physical health, mental health, psychosocial risk management and prevention of work-related ill health.
- **SDG 4 Quality education:** Training, competence, leadership development and continuous professional development across all levels.
- **SDG 5 Gender equality & SDG 10 Reduce inequalities:** Equality, diversity and inclusion, fair treatment, safeguarding and reducing inequalities in access to support.
- **SDG 6 Clean water and sanitation:** Workplace sanitation, hygiene, welfare and accommodation standards (where applicable).
- **SDG 8 Decent work and economic growth:** Decent work through safe systems of work, worker consultation, wellbeing integration and continual improvement.
- **SDG 16 Peace, justice and strong institutions:** Strong governance, legal compliance, ethical leadership, transparency and stakeholder engagement.
- **SDG 17 Partnership for the goals:** Partnership and collaboration through integrated working between internal and external stakeholders (e.g. HR, HSE, Occupational Health and L&D), engagement with specialist wellbeing professionals, and active employee consultation and participation to support shared wellbeing objectives and continuous improvement.



Figure 1. UN SDGs considered within the GEM Gap Analysis and Review Process.

2.4: Element changes

Removal of the maturity model

The maturity model was removed for two main reasons:

1. Many organisations are in early stages of implementing workplace wellbeing and psychosocial safety, and to compare with OHS maturity was considered inequitable.
2. It is more beneficial to an organisation to receive individual scoring on wellbeing/psychosocial elements items than banded scores.

Removing of OHS specific items and more emphasis on psychosocial safety

The major changes occur in Section Two Implementation and Operation where the OHS heavy questions have been replaced with more psychosocial safety focused questions including a new question relating to the impact of new technologies such as AI.

Focus on global impact

Section Four Continual Improvement has had some changes with reduction from six elements to four elements. Also moving from CSR (internal) focus items to ESG and external reporting with sustainability considerations.

Changes to element specifications

The number of elements has changed from 43 to 38 (see Table 2).

- Section 1 no change still has 14 elements
- Section 2 has reduced from 14 to 12 elements
- Section 3 has reduced from 9 to 8 elements
- Section 4 has reduced from 6 to 4 elements

Note: Elements which remain unchanged from the previous specification have been subject to revision and have been updated from a content perspective.

Table 2: Amended and new elements (refer to specification document for examples of typical information required during the gap/audit process)

2025 specification element title	Element reference	Updated 2026 specification element title	Element reference	Comment
Section 1 Organisational leadership, commitment and planning				
Organisational Context and Scope	1.01	Organisational Context and Scope	1.01	No change to element name Changes to questions Scoring updated
Wellbeing Strategy, Policy and Objectives (including Mental Health)	1.02	Wellbeing Strategy, Policy and Objectives	1.02	Title change Questions restructures into subheadings Scoring updated
Leadership and Commitment	1.03	Leadership and Commitment	1.03	No title change Maturity model replaced with questions Scoring updated
Wellbeing Lifestyle Programmes and Planning	1.04	Wellbeing programmes planning and promotion	1.04	Title change Questions updated Scoring updated
Stakeholder Needs and Expectations	1.05	Workers' Needs and Expectations	1.05	Title change Questions updated Scoring updated
Consultation and Participation	1.06	Consultation and Participation	1.06	No title change Questions updated Scoring updated
Structure (roles, responsibilities and authorities)	1.07	Structure (roles, responsibilities and authorities)	1.07	No title change Questions updated Scoring updated
Provision of Resources and Support	1.08	Provision of Resources and Support	1.08	No title change Questions updated Scoring updated
Risk Management and Resilience	1.09	Psychosocial Risk Management	1.09	Title change Questions updated Scoring updated

Legislative Compliance and Other Considerations	1.10	Legislative Compliance and Other Considerations	1.10	No title change Maturity model replaced with questions Scoring updated
Competency, Capability and Development	1.11	Competency, Capability and Development	1.11	No title change Maturity model replaced with questions Scoring updated
Management of change	1.12	Management of change	1.12	No title change Maturity model replaced with questions Scoring updated
Information management	1.13	Information management	1.13	No title change Questions updated Scoring updated
Crisis management	1.14	Crisis management	1.14	No title change Questions updated Scoring updated
Section 2 Implementation and operation	Element reference	Updated (2025) specification element title	Element reference	Comment
Integration of Wellbeing Strategy and Programmes	2.01	Integration of Wellbeing Strategy and Programmes	2.01	No title change Questions updated Scoring updated
Safe Systems of Work	2.02	Safe Systems of Work	2.02	No title change Questions updated- the subsections have been significantly changed to reflect psychosocial safety Scoring updated
Fire Safety and Emergency Response	2.03	Fire Safety and Emergency Response	2.03	No title change Questions updated- the subsections have been significantly changed to reflect psychosocial safety Scoring updated
Working Environment and Worker Welfare Provision	2.04	Working Environment and Worker Welfare Provision	2.04	No title change

				Questions updated- the subsections have been significantly changed to reflect psychosocial safety and reflect GCC worker welfare/accommodation requirements Scoring updated
Safe Equipment (including Electrical Installations)	2.05	Stress and fatigue management	2.05	Moved to SSoW and Welfare sections Title change Questions updated Scoring updated
Stress Management	2.06	Diversity, Inclusion and Equity	2.06	Title change Questions updated Scoring updated
Diversity Inclusion and Equal Opportunity	2.07	Employee Assistance Support (including Counselling)	2.07	Title change Questions updated Scoring updated
Employee Assistance Support Including Counselling	2.08	Mental Health Awareness Training and Support	2.08	Title change Questions updated – also updated with questions on suicide postvention and ref to BS 30480:2025 Suicide and the Workplace Scoring updated
Mental Health Awareness and Support	2.09	Attendance Management, Return to Work and Rehabilitation (including reasonable adjustments)	2.09	Title change Questions updated Scoring updated
Attendance Management, Return to Work and Rehabilitation	2.10	Training and Awareness	2.10	Title change Questions updated Scoring updated
Training and Awareness	2.11	Financial Wellbeing - Support and Awareness	2.11	Title change Questions updated Scoring updated
Financial Wellbeing	2.12	Personal Development	2.12	Title change Questions updated Scoring updated
Personal Development	2.13			No element
Job Design and Organisation (autonomy and Control)	2.14			No element has moved to SSoW

2025 specification element title	Element reference	Updated 2026 specification element title	Element reference	Comment
Section 3 Performance monitoring and measurement				
Monitoring and Reporting (including HS) Objectives	3.01	Monitoring and Reporting of Objectives	3.01	Title change Questions updated Scoring updated
Monitoring and Reporting of Programmes and Plan(s)	3.02	Monitoring and Reporting of Programmes and Plan(s)	3.02	No title change Questions updated to reflect psychosocial safety Scoring updated
Surveys, Audits, Sampling and Inspections	3.03	Surveys, internal audits and welfare inspections	3.03	Title change Questions updated to reflect psychosocial safety Scoring updated
Health and Wellbeing Benchmarking and Impact Monitoring	3.04	Health Surveillance monitoring	3.04	Title change Questions updated to reflect psychosocial safety Scoring updated
Health Surveillance	3.05	Accident, Incident, Non-Conformance, Near Miss Reporting and Analysis	3.05	Title change Questions updated to reflect psychosocial safety Scoring updated
Accident, Incident, Non Conformance, Near Miss Reporting and Analysis	3.06	Attendance management monitoring and analysis	3.06	Title change Questions updated to reflect psychosocial safety Scoring updated
Ill Health Attendance Monitoring and Analysis	3.07	Monitoring of competence and capabilities and development	3.07	Title change Questions updated to reflect psychosocial safety Scoring updated
Monitoring of Competence, Behaviours and Culture	3.08	Monitoring of Third Party Suppliers	3.08	Title change Questions updated Scoring updated
Monitoring of Third Party Suppliers	3.09			No element

2025 specification element title	Element reference	Updated 2026 specification element title	Element reference	Comment
Section 4 - Evaluation and continual improvement				
Top management review process	4.01	Top management review process	4.01	No title change Questions updated Scoring updated
Effectiveness of leadership, resources, and support	4.02	Identification of Opportunities for improvement	4.02	Title change Questions updated Scoring updated
Identification of Opportunities for Improvement	4.03	Evaluation of legislative compliance and other considerations	4.03	Title change Questions updated Scoring updated
Evaluation of Legal Other Compliance	4.04	Corporate Governance Performance Reporting	4.04	Title change Questions updated – reflecting external impact and benchmarking (e.g., GRI, CSRD, UNSDG, Global compact) and national ESG strategies. Scoring updated
Wellbeing Performance Reporting	4.05			No element
Analysis of Integration of Wellbeing Management	4.06			No element