

NOM-035 COMPLIANCE GUIDE

Strategies to implement the standard on psychosocial risk factors

NOM-035-STPS-2018 requires workplaces to identify, analyze and prevent psychosocial risk factors, and to promote a favorable organizational environment. Non-compliance may result in sanctions and, in the event of contingencies, increase liability.

1. Who does it apply to?

To all workplaces in the national territory. Obligations vary according to the number of workers:

Number of workers	Applicable obligations
Up to 15 workers	Basic obligations: prevention policy, preventive measures, identification of workers exposed to severe traumatic events, and information dissemination.
Between 16 and 50 workers	In addition: analysis of psychosocial risk factors; based on the results, actions and control measures; conduct medical examinations and psychological evaluations; and keep records.
More than 50 workers	Also includes evaluation of the organizational environment.

2. Main obligations

- Establish in writing, implement, maintain and disseminate a policy for the prevention of psychosocial risks and the promotion of a favorable organizational environment.
- Identify workers who have been subject to severe traumatic events and refer them for care.
- Adopt measures to prevent psychosocial risk factors and to act in cases of workplace violence.
- Identify and analyze psychosocial risk factors and evaluate the organizational environment (according to workplace size).
- Keep records of evaluation results and of the measures adopted.
- Disseminate information and train workers.

3. Recommended implementation steps

- Designate internal responsible parties (HR, Safety and Hygiene, or a committee) for follow-up of the policy, as well as workplace violence cases and complaint handling.
- Disseminate and define the scope of psychosocial risk factors and of a favorable organizational environment.
- Draft and disseminate the prevention policy.
- Apply the questionnaires or reference guides of the standard itself (if other instruments are used, they must have a technical validation sheet).
- Analyze results, prepare a corrective action program and adjust preventive measures.
- Document the entire process (evidence of dissemination, application of questionnaires, measures implemented and follow-up).
- Review periodically (at least every two years or when relevant organizational changes occur).

4. Key points of attention

- The standard is not complied with merely by applying a questionnaire. Analysis, measures and evidence are required.
- Workplace violence (harassment, bullying) must have a clear protocol for attention and confidentiality.
- Keep the records: they are the main defense in the event of an STPS inspection.

Comprehensive implementation of NOM-035-STPS-2018 not only avoids sanctions: it improves the work climate and reduces turnover and absenteeism.

Guidance document. It does not replace a diagnostic or specialized advice.

