



## **Mibo Psychosocial Risk Management Solution Strengths**

Mibo has been developed over many years of deep consideration, experimentation, collaboration with psychosocial risk practical experts, and consultation with academics globally. The tool overcomes current market gaps as reported by organisations and leading consultants. It has led to an efficient and effective tool with the technological sophistication and rigour to make the complex psychosocial environment simple and actionable for organisations. This document outlines mibo's industry leading features.

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## 1. Rigorous approach to Assessment Fundamentals

### (i) Overview

Given the cumulative, interrelated, and dynamic nature of the psychosocial environment, and the understanding that many psychosocial factors can lead to either harm or benefit, achieving excellence in psychosocial risk management requires sophisticated tools. To facilitate targeted and efficient qualitative follow-up, as well as the development of effective and impactful control measures, organisations require assessment tools that can fully capture this complexity. Such tools are essential for maximising return on investment (ROI) by improving health and work outcomes through informed, strategic interventions.

### (ii) Rigorous Hazard ID and Integrated Risk Assessment

Mibo's pioneering approach seamlessly combines rigorous hazard identification and risk assessment within a single assessment. Unlike other market solutions that face common limitations such as:

- i. Relying on separate assessments that don't integrate effectively,
- ii. Relying solely on internal data source collation processes that tends to result in incomplete and insufficient hazard identification, or
- iii. Not conducting a risk assessment,

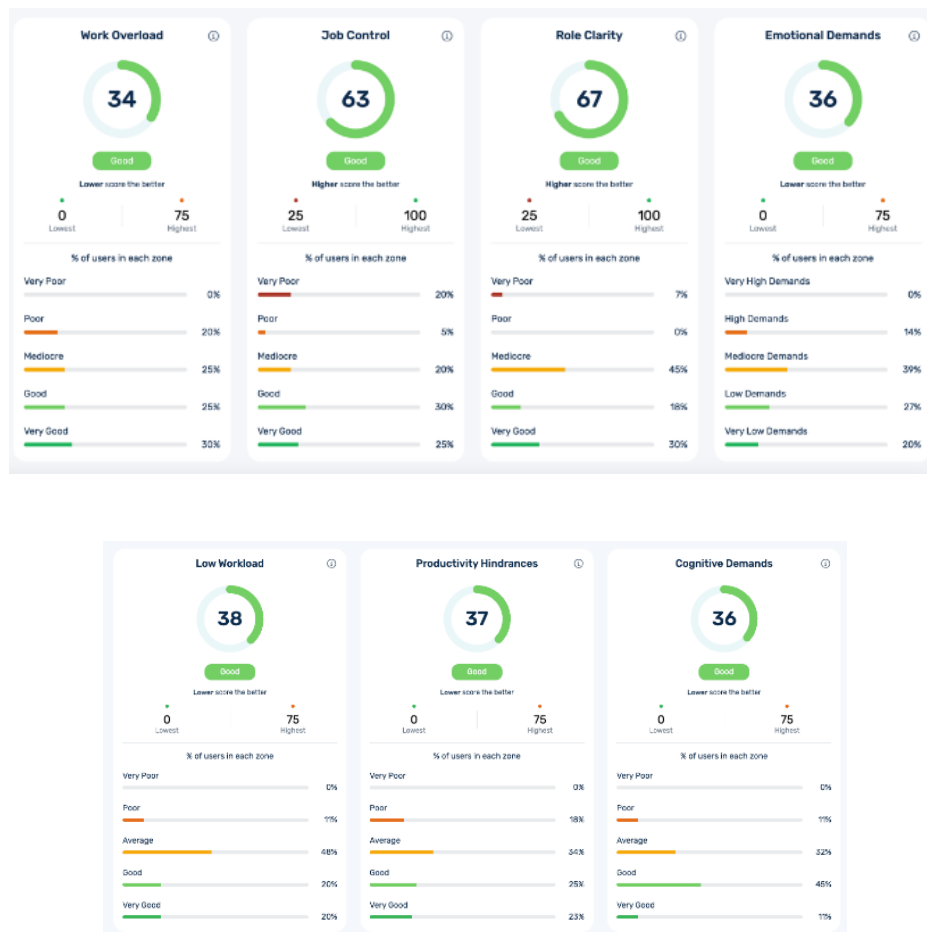
The PRMA delivers a comprehensive and efficient solution including:

**Granular Hazard ID:** We believe given the dynamic and variable nature of the psychosocial environment, specific hazard identification for every organisational group is essential. To achieve this, the PRMA includes 1–4 targeted hazard identification questions per factor, ensuring sufficient content validity by thoroughly exploring relevant aspects of each factor.

**Dynamic Follow Up Design:** Our unique PRMA structure also informs dynamic risk and benefit follow-up questions. For example, when respondents indicate a psychosocial work hazard, they're presented with a tailored follow-up question to assess the degree of harm to mental health and wellbeing. Conversely, when respondents experience a work factor as supportive, Mibo quantifies its benefit, capturing a holistic view of the psychosocial environment.

**Efficient Follow Up:** By reporting specific responses in the dashboard, Mibo enables precise, time-efficient qualitative follow-up.

This integrated approach ensures that the hazard identification process directly informs risk assessment.



### (iii) Assessing Cumulative Harm

Cumulative harm is a crucial aspect of the psychosocial environment referring to the total burden of all psychosocial risks combined. We consider reducing cumulative harm a core goal of psychosocial risk management. This highlights why the PRMA baseline assessment recommends all organisations using Mibo to assess all factors (pulse checking is available during review phase).

### (iv) Assessing Interrelated Risk

Interrelated risk refers to the connections between psychosocial factors where one can influence others. So, it's important to prioritise factors with the biggest overall influence on the dynamic psychosocial system, and that's often not the factor that is reported as the biggest individual risk. We allow this via our pioneering Factor Influence Prioritisation analysis.

## (v) Dynamic Environment

Because psychosocial factors include social elements and because our experience of work is influenced by our individual personalities, circumstances and histories, assessing factor variability is key both between and within groups, due to differences between teams for example, and also differences among individuals in the same team. This also speaks to why assessing all factors at baseline is important.

## (vi) Harm or Benefit

Many psychosocial factors can cause harm or benefit, and therefore, to establish a holistic, balanced view of the environment, measuring protective factors where relevant is a core requirement for a rigorous risk assessment (simply assessing the absence of harm is not suitable in our view). Also, due to the interrelated nature of the psychosocial environment, failing to measure whether and to what degree relevant factors offer a protective effect, results in a lack of insight into the degree beneficial factors may be mitigating harm from psychosocial hazards. Further, more than simply mitigating harm, measuring work factor benefits allows organisations to better understand the degree the psychosocial environment is supporting staff perceived mental health and well-being, and contributing toward excellent work outcomes.



### **(vii) Frequency, Duration, and Severity**

How the PRMA approaches these aspects:

*Duration:* Assesses staff experience over the past 6 months

*Frequency:* Applied to all harmful behaviours, work environment challenges, and demand-related factors outlined in Job Demands-Resources (JD-R) theory. It assesses the frequency with which individuals encounter specific work demands, witness or experience inappropriate workplace behaviours—such as bullying, sexual harassment, and counterproductive actions—and are exposed to physical hazards or trauma-related risks.

*Resource Factors:* Instead of frequency, resource-related factors are assessed using a degree of agreement scale. This reflects their typically continuous nature once established, making this method more appropriate for factors like role clarity and manager support.

*Severity:* Calculated as the perceived impact of harm or benefit via prevalence × impact (harm severity or benefit significance). This ensures a nuanced understanding of the significance of both risks and protective factors within the psychosocial environment.

### **(viii) Validity**

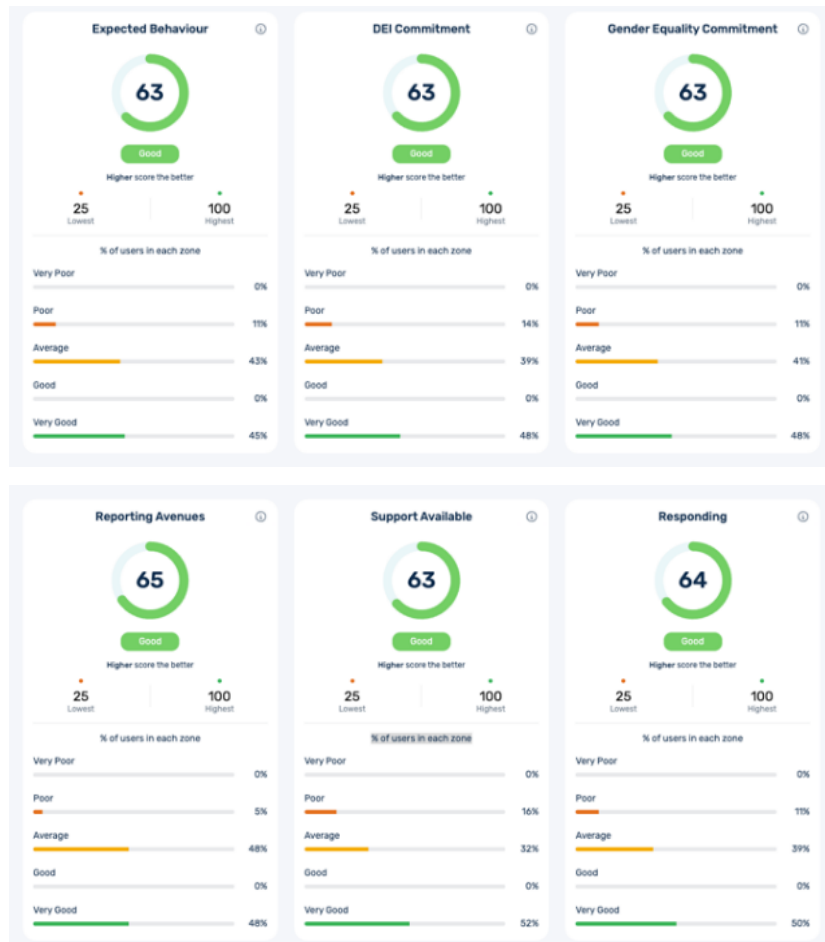
Our original assessment was developed entirely from previously validated scales. We then worked closely with globally respected consultants Australian Psychological Services to update our assessment with the goals of increasing practicality, alignment with legislation and international guidelines, and improving customer outcomes. Subsequently, and in accordance with our guiding principle of rigour, our assessment is currently undergoing a comprehensive process with Griffith University in Australia to validate the complete assessment.

## **2. Inclusion of Key Additional Assessment Features**

### **(i) Key predictors**

Critical lead indicator Psychosocial Safety Climate is the gold standard predictor of staff health and work outcomes. We therefore include it in the PRMA. Additionally, our Respect at Work scale, developed via the guidance of Australian Psychological Services (APS), provides evidence-informed insights

into organisational efforts to prevent and address harmful behaviours.



## (ii) Unique Psychosocial Work Factors

The PRMA also includes unique factors we believe are crucial to any rigorous psychosocial risk assessment. The Productivity Hindrances factor uncovers work inefficiencies, allowing insight into potential contributions to perceived work overload. Additionally, the Counterproductive Workplace Behaviour factor identifies risks to organisational health and reputation, as well as giving insight into potential additional psychosocial environment financial costs.

## (iii) Follow-Up for High-Priority Areas

For critical areas like trauma and harmful behaviours, dynamic follow-up questions provide details about hazard exposure. These insights empower organisations to help prevent complex challenges at the systems level.

## (iv) Key Work Outcomes

Unique to the market, Mibo facilitates an estimation of the financial impact of absenteeism, presenteeism, and turnover intent specific to job stress.

Understanding the costs specific to job stress later helps organisations better demonstrate the ROI of effective control measures.

#### (v) Delivery Options

Mibo has developed three unique delivery methods for the digital PRMA. We understand that organisations and industries are unique in terms of workforces and individual requirements.

- Confidential Links – Employees receive an individual assessment link via Mibo email (SMS also available) to ensure data always flows correctly to the organisational groups and demographics connected to that account. Generic QR code can also be scanned, email address entered, and assessment link emailed automatically.
- Anonymous Links – Generic link and QR Code allowing employees to self-select into organisation specific groups and demographics.
- Mibo App – If additional features are being accessed via the mibo psychosocial health app, notifications and assessment completions can be conducted via the app.

The image displays three sequential screenshots of the Mibo app interface for the Psychosocial Risk Management Assessment (PRMA).

- First Screenshot:** The title is "Mibo's Psychosocial Risk Management Assessment (PRMA)". It includes a sub-header "Mibo's Psychosocial Risk Management Assessment (PRMA)" and a paragraph: "This 10 minute assessment will help your organisation improve the work environment for staff well-being. Responses are confidential, securely stored, de-identified, and combined with colleagues' answers to provide team (when 8+ staff) and organisational averages. Please base your responses on the last six months." A teal "CONTINUE" button is at the bottom.
- Second Screenshot:** The title is "Job Control". The question is "I have some choice in deciding how I do my work". There are five response buttons: "Strongly Disagree", "Somewhat Disagree", "Neither Agree nor Disagree", "Somewhat Agree", and "Strongly Agree".
- Third Screenshot:** The title is "Violence and Aggression". The question is "Who was the Source?". There are five response buttons: "Co-worker", "Manager/Supervisor", "Senior Management", "Customer/Client", and "External Stakeholder".

### 3. Revolutionary Analysis

#### (i) Harm-Benefit Indicator

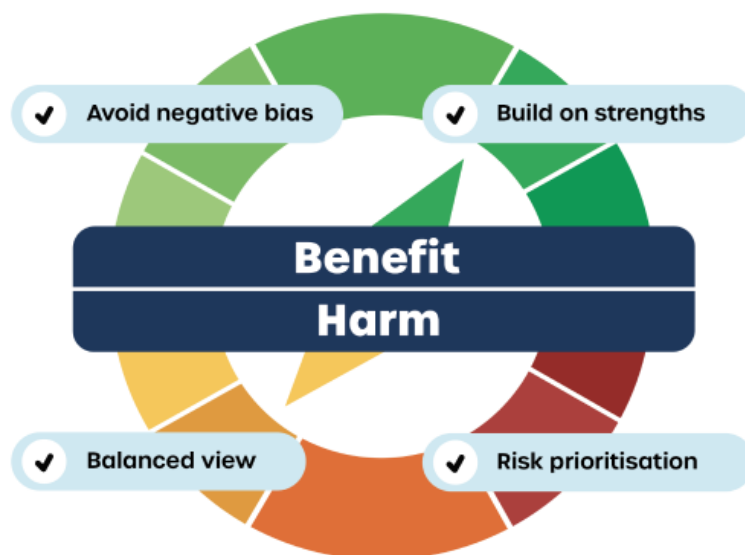
The PRMA and Mibo analysis technology work together to help organisations avoid negatively biased risk perspectives and gain insight into how protective factors are influencing the effect of psychosocial hazards. We do this by visualising a unique psychosocial factor analysis that helps organisations form a



comprehensive understanding of how employees experience work factors as either harmful or beneficial to mental health and well-being.

## (ii) Harm-Benefit Ratio (HBR)

The Harm-Benefit Ratio (HBR) is a single, powerful metric developed to capture how the cumulative and interrelated nature of work-related factors converge to shape work outcomes. The HBR distils complex psychosocial data into one number to help identify priority groups, gauge overall progress at organisation and team levels, and simplify reporting. HBR research demonstrates similar correlations with harmful behaviours and work outcomes as Psychosocial Safety Climate demonstrates (PSC).



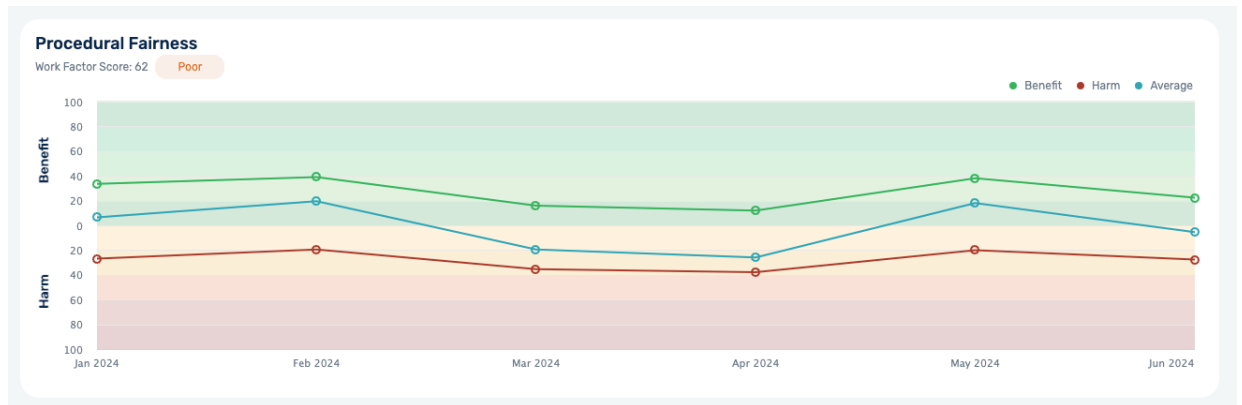
## (iii) Factor Influence Prioritisation (FIP)

To address the challenge of overwhelming data, and to recognise the importance of the interrelated nature of the psychosocial environment, Mibo is building advanced machine learning to identify which psychosocial factors have the greatest systemic influence. By focusing on these high-impact factors, organisations can allocate resources more strategically, achieving cost-effective and time-efficient results.

## (iv) Dashboard

Mibo's dashboard empowers organisations to quickly pinpoint and prioritise isolated risks and the most influential factors shaping the psychosocial environment. It also allows in-depth analysis such as exploring specific work factor items such as role clarity and the nature and source of any harmful behaviours. Equipped with features such as risk distribution analysis,

trendlines, and heat mapping, the dashboard offers comprehensive insights into how psychosocial conditions affect work outcomes, enabling the measurement of intervention influence and program ROI over time. Built for the future, it will also support emerging capabilities like supervised workflows and advanced analytics across broad data sets.



## 4. Assessment Follow-Up Features

### (i) Module System

Mibo goes beyond delivering the most sophisticated understanding of the psychosocial environment by helping organisations transform insights into timely interventions that support meaningful, scalable, and sustainable programs. Following each assessment, Mibo offers a suite of technology-enabled control measure modules that leverage the Mibo technology stack, integrate with organisational systems, and help leaders efficiently implement targeted interventions.

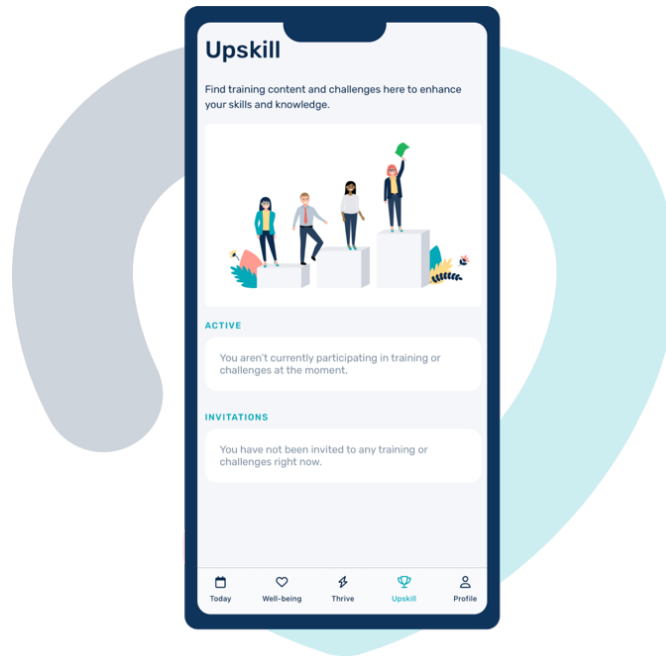
### (ii) Coach Approach

In addition to organisation level strategies, just like high-performance sports teams, our optional data-led, digital trainings help organisation leaders and managers improve psychosocial management skill specific to group results. Further, the Coach Approach can offer brief employee training specific to individual results which help employees respond to current psychosocial circumstances with improved skill and communication.

### (iii) Early Intervention Support and Connection to Well-being Programs

Our 'Thrive Library' is designed to help participants target personal well-being goals and access early intervention support via a range of brief, evidence-informed exercise options. For example: reducing pain,

stressing less, reducing anxiety, or navigating work challenges. Also, for each Thrive category, we offer several exercise styles like movement, breathwork, mindfulness, and brain hacks, to suit individual preferences.



**(iv) Proactive Vitality Management**

Traditional workplace EAPs/well-being platforms often place well-being responsibility on the individual requiring self-motivated employee action outside of work hours. Instead, our App 'Today Page' uniquely integrates 5 minutes of evidence informed Proactive Vitality Management (PVM) into the work day, positively influencing not only employees, but also work design, leader management, and the psychosocial safety climate.

**(v) Expert Developed Programs and Training**

Developed in collaboration with subject-matter experts, these tailored programs and training (including digital and blended) address critical areas such as Psychosocial Leadership, Job Design, Trauma-Informed Workplaces, Managing Exposure to Vicarious Trauma, Managing Challenging or Aggressive Stakeholders, and Psychosocial Safety Awareness. Each offering integrates seamlessly with Mibo's technology to create unique learning journeys, ensuring organisations not only gain deep insights but also the practical skills needed to foster a safer and healthier work environment.

**(vi) Custom Training**

Mibo can work with clients to develop custom training, content and programs and if desired leverage existing collateral, learnings and content. These programs can be designed to be delivered via the Mibo technology stack and integrate with other initiatives.

**(vii) Partnering with leading consultants**

Mibo partners with leading psychosocial risk management consultancies—such as Australian Psychological Consultants, Sentis, and Humanology Group—to deliver comprehensive programs tailored to each organisation's needs. Depending on existing relationships and internal resources, Mibo can collaborate with an organisation's current consultants or work closely with in-house teams to ensure an effective and integrated approach to psychosocial risk management.

**(viii) Monitoring and Review**

Following the implementation of interventions, Mibo provides continuous monitoring and evaluation tools. A forthcoming Risk Register will document each control measure, track its effectiveness, and offer insights for ongoing refinement. This cyclical process of review and improvement ensures actions remain aligned with dynamic organisational needs.