Welcome!

**Background information**

**Third-party (or external) violence and harassment is a form of workplace violence and harassment that arises from an interaction with members of the public, customers, clients, patients or students in the provision of services. It can involve physical, psychological, verbal and/or sexual forms of violence and harassment and constitutes one-off incidents or more systematic patterns of behaviour.**

**In 2010 the European social partners in service sectors (EPSU, UNI-Europa, ETUCE, HOSPEEM, CEMR, EFEE, EuroCommerce, CoESS, and in 2018 by EUPAE) adopted the Multi-Sectoral Guidelines to tackle third-party violence and harassment related to work. They are available in 19 languages at: https://**[**www.epsu.org/article/multi-sectoral-guidelines-tackle-third-party-violence-and-harassment-**](http://www.epsu.org/article/multi-sectoral-guidelines-tackle-third-party-violence-and-harassment-) **related-work**

**UITP - ETF have also drawn up Joint Recommendations for combating violence and insecurity on urban public transport:**

**https://**[**www.uitp.org/publications/uitp-etf-joint-recommendations-for-combating-violence-and-**](http://www.uitp.org/publications/uitp-etf-joint-recommendations-for-combating-violence-and-) **insecurity-on-urban-public-transport/**

**Information about the survey**

**The online survey is addressed to trade unions and employers who are either jointly or individually involved in preventing and tackling third-party violence and harassment, including gender-based violence and harassment, and as part of broader health and safety measures.**

**The online survey is part of a new research project being conducted in 10 countries and in 7 sectors. We want to find out more about the growing problem of third-party violence and harassment. In addition, for the sectors that have adopted the Multi-Sectoral Guidelines, we want to find out how the guidelines have been implemented, whether they need updating and what other guidance, legal or other measures are needed to prevent and address the problem.**

**The survey is available in ten languages:**

* **Bulgarian**
* **Czech**
* **Danish**
* **English**
* **French**
* **Italian**
* **Latvian**
* **Dutch**
* **Polish**
* **Spanish**

**The survey is being carried out in the following seven sectors:**

* **Secondary schools**
* **Hospitals**
* **Prisons (including security, healthcare or probation services)**
* **Employment services**
* **Urban public transport**
* **Front desk/customer service in local and regional government**
* **Telecoms**

**The survey will take 10 minutes to complete.**

**The survey is being carried out by the project’s external consultant Dr. Jane Pillinger, an independent researcher and expert on violence and harassment in the world of work.**

**All information provided will be confidential and no information will be shared with project partners or other external agenies.**

**It is essential that you first give your consent in the question below to complete the survey. Many thanks for your participation.**

# \* 1. **Consent:** Please tick the box below to give consent to participate in the survey. Please note that you can only proceed with the survey if you give your consent. All information you provide will be treated with confidentiality. You can withdraw from the survey at any time.

 Yes No

# Please tick one country that is relevant to you. Please note that the survey is being carried out in 10 countries. You may also complete the survey if you are a European-level organisation.

 Bulgaria

 Czech Republic  Denmark

 France Ireland Italy

 Latvia

 Netherlands

 Poland

 Spain

 European-level

 Other (please specify)

# In the list please tick one sector that is relevant to you. If you cover more than one sector, you will need to complete an additional survey per sector.

 Secondary schools  Hospitals

 Prisons (including security, healthcare or probation services)  Employment services

 Urban public transport

 Front desk/customer service functions in local and regional government  Telecoms

 Other (please specify)

# Are you…

 A trade union

An employer / employers’ organisation

# Please indicate your job title and position.

1. How serious a problem is third-party violence and harassment in your workplace or sector?

 Extremely serious  Very serious

 Fairly serious  Not very serious  Not at all serious

# Has third-party violence and harassment impacted on the quality of the services delivered? Tick one.

 Extremely big impact  Big impact

 Neutral

 Minimal impact

 No impact (skip to Q10)

# How has third-party violence and harassment impacted on the quality of the services delivered? Tick as many as relevant.

Services were withdrawn

Services shifted online for safety reasons Less personalised services

Other (please specify)

# Has the COVID-19 pandemic had an impact on levels of third-party violence and harassment in your workplace or sector? Tick one.

 Extremely big impact  Big impact

 Neutral

 Minimal impact No impact

# What are the main types of third-party violence and harassment that have been reported in your sector or workplace? Please rank in order of importance, 1 for the most frequently reported, 8 for least frequently reported.

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Physical violence or assault

´



Verbal harassment

´



Psychological/emotional harassment

´



Sexual harassment (verbal or non-verbal)

´



Sexual assault

´



Cyber harassment e.g. online, text or telephone

´



Domestic violence and abuse (from an intimate partner or family member)

´



Stalking

´



I don’t know / not relevant

# Please summarise any data that you have available from your sector, including the numbers (or %) of workers affected and gender breakdown. Please give a link/source to any relevant data, reports or publications.

1. How have you addressed third-party violence and harassment in your workplace or sector? Please tick as many as relevant.

Awareness raising and understanding of the problem

Sharing of experiences/good practices amongst the social partners Collective agreements (between employer/trade unions)

Policy framework to prevent and manage the problem Implementation of reporting and complaints procedures Monitoring of complaints and follow up

Integration into occupational safety and health policies

Inclusion in risk assessment, risk mitigation measures and prevention plans Information campaigns directed at third-parties

Support for employees who are victims of third-party violence and harassment Partnerships with NGOs/associations in the community Lobbying/campaigning for new legislation

No measures introduced

Other (please specify)

# Are these measures included as part of a wider policy or a separate policy? Please tick one box.

 Part of a policy or agreement on the work environment/occupational safety and health  Part of a policy or agreement on all forms of violence and harassment at work

 Separate measures/policy on third-party violence and harassment  No measures introduced

Other (please specify)

# Have you introduced any of the following measures to address risks of gender-based third-party violence and harassment? Please tick all relevant boxes.

Inclusion of gender-based violence in a policy or collective agreement Inclusion of gender-based violence in risk assessments

Training and awareness on ending sexism and sexual harassment Implementation of safety plans/measures

Workplace supports for victims of sexual harassment Workplace supports for victims of domestic violence

Partnerships with NGOs/women’s associations in the community No measures introduced

Other (please specify)

# Were the measures introduced on third-party violence and harassment jointly agreed between workers, trade unions and employers?

 All jointly agreed  Some jointly agreed

 By the employer only  By the trade union only  No measures introduced

Other (please specify)

# In the future, would any of the following assist you in preventing and managing third-party violence and harassment in your sector? Please tick the most relevant to you.

More sectoral-specific guidance

Guidance on risk assessments and prevention

Guidance on confidential reporting and complaints systems

Guidance on preventing and addressing gender-based violence and harassment Sharing of good practices

Information campaigns directed at third-parties Binding measures agreed at EU level

Other (please specify)

# Please could you give examples of ways you have tackled third-party violence and harassment in your sector or workplace e.g. through prevention, awareness raising, training, work organisation or safety measures. We are also interested to hear about any new or specific measures introduced in response to the COVID-19 pandemic.

1. Are you aware of the Multi-Sectoral Guidelines (2010)?

 Yes No

# Have the guidelines been useful for you in your workplace or sector?

 Extremely useful  Very useful

 Somewhat useful  Not so useful

 Not at all useful

# In what way(s) were the guidelines useful? Please tick as many as relevant.

Helped to promote dialogue between employers and trade unions in specific sectors Guidance for the development of a policy or collective agreement

Introduction of reporting and complaints procedures Development of prevention measures

Introduction of new safety protocols Awareness raising for third-parties Training of workers

Training of managers

Other (please specify)

# Are there ways that you think the guidelines could be improved? Please tick as many as relevant.

More detailed/specific guidance Additional practical guidance Stronger on gender-based violence Legally binding measures

Better follow-up

Integration of internal and external violence and harassment Other (please specify)

1. Please add any further suggestions for revising and updating the guidelines.

**Final questions**

# As part of the research we will be carrying out follow-up interviews with social partners. If you are willing to be interviewed, please could you leave your name, organisation and email address below:

Name:

Organisation:

Email address:

1. Please add any further comments, information or suggestions in the box below.