



EPSU/UNI europa report

**“Policies, strategies and implementation:
How issues of third party-violence have
been tackled in practice by social partners
in the commerce, hospital, private security
and local and regional government
sectors”**



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CONTENTS

1	Introduction	3
2	Background	3
3	The survey results.....	4
<i>a)</i>	<i>Projects, actions and campaigns.....</i>	<i>5</i>
<i>b)</i>	<i>Methods and tools</i>	<i>6</i>
<i>c)</i>	<i>Agreements and guidelines</i>	<i>8</i>
4	Draft conclusions and suggestions for the future.....	9
Annex 1: Detailed breakdown of responses to the questionnaire		10
Annex 2: Sources		16
Annex 3: The questionnaire.....		17

1 Introduction

Threats and violence in the workplace is a growing concern among UNI europa and EPSU affiliates. According to European research approximately one in ten workers in the European Union report that they have suffered violence, bullying or harassment at work in the previous year. According to data, third-party violence at the hands of clients, customers or patients is more common than violence suffered at the hands of work colleagues.¹

This report gives examples of practical measures that can be taken by social partners to prevent and manage problems of third-party violence at work and makes recommendations for further work in this area. It is based on a survey carried out in the first half of 2009 of EPSU and UNI europa affiliates,² plus desk research.

This report starts from the premise that everybody has the right to feel secure in their workplace and that nobody should have to be afraid of going to work.³

2 Background

EPSU and UNI europa launched the survey in order to gather through our respective member organisations information on how sectoral social partners at the national, regional and local level are tackling the issue of third party violence at the workplace.

Both organisations want to build on the European cross-sectoral agreement on violence and harassment in the workplace agreed in 2004⁴, which only partially includes third-party violence and does not include specific initiatives addressing this kind of violence. With the employer counterparts HOSPEEM (hospitals), CEMR Employers Platform (local government), CoESS (private security) and EuroCommerce (retail trade) the social partners in these sectors have discussed possibilities to develop policies and partnership solutions to address third-party violence at work. A number of exchanges took place during 2007 and with the support of the European Commission the social partners organised a stock-taking conference on 14 March 2008.⁵ After the conference a 'declaration of intent' was signed by all of the organisations and two further follow-up meetings were held in 2008 to discuss how to proceed.

All organisations agree that third party violence at work is a growing mutual concern and recognise that joint action at all levels is necessary to tackle the problems. They are also considering an EU multi-sectoral Action Plan.

This would:

- ✓ aim to reduce the overall level of third-party violence and also to mitigate the negative effects

¹ See <http://www.eurofound.europa.eu/publications/htmlfiles/ef0330.htm>

² See annex for questionnaire, translated into French, German, Swedish, Spanish, and Russian and sent to Uni europa and EPSU affiliates in March 2009.

³ Extract from project plan in the "Threats and Violence" project, commissioned by Sweden's social partners <http://www.afaforsakring.se/WmTemplates/Page.aspx?id=2602>

⁴ On the ETUC website you can find all the social partner agreements and information about social dialogue developments <http://resourcecentre.etuc.org/>

⁵ http://ec.europa.eu/employment_social/social_dialogue/conference_en.htm

- ✓ complement the 2007 cross-sectoral framework agreement adopted by ETUC and BusinessEurope, CEEP and UEAPME, and particularly its chapter four (that sets out the concrete measures to be taken)
- ✓ provide an instrument to raise awareness across Europe of the different issues concerning third-party violence
- ✓ confirm the responsibility of employers, in cooperation with trade unions and workers, to ensure and promote a working environment free from third-party violence
- ✓ identify the different measures and processes that can be introduced by social partners to prevent and manage problems of third-party violence at work
- ✓ draw up principles and guidance that to support joint actions by social partners at the different levels
- ✓ give examples of practical measures that can be taken
- ✓ commit trade unions and employers to working together on this issue
- ✓ provide a framework for monitoring, evaluation and review

It is expected that the information contained in this report would facilitate the drawing up and implementation the Action Plan.

The report will be presented at a European multi-sectoral conference on 22 October 2009. The final report will also be used by EPSU and UNI europa to provide input to the debate about the follow-up and the development of possible multi-sectoral social dialogue instruments.

3 The survey results

In total 33 responses were received from EPSU and UNI europa affiliates. The majority of replies were received from trade unions in north and west European countries.⁶ The replies from these countries also tended to be more detailed than replies from other countries. This points to an uneven awareness and response across Europe to the problems of third-party violence that needs to be addressed in future work.

The concept of 'third-party violence' is complex. It is not always easy to be precise on what is meant and what types of threats and violence are referred to. Sometimes it may be obvious centrally, but local employees may not have the same understanding. Also, what is labelled as threats and/or violence, and what can and may be reported, differs between different organisations. That being said, all respondents were able to give many examples of threats and violence from third-parties. They were less able however to give examples of actions to resolve the problem, and in particular, of systematic actions.

Clearly the most successful projects/actions are the ones involving both social partners from the start. However, initiatives that have been taken are not always followed-up or coordinated. Below are examples of the different types of responses to the problems of third-party violence classified by:

- a) Projects, actions and campaigns
- b) Methods and tools
- c) Agreements and guidelines

There is some overlap between the categories and many are inspired and/or supported by national, European and international instruments.

⁶ An overview of the replies received is given in [Annex 1](#)

a) Projects, actions and campaigns

Belgium: School Programme on the Prevention Service of the city of Mons.

The short term objective is to help school staff to become more proficient in prevention skills and to develop more active school participation in prevention projects. The medium term objective is to improve the exchange of information between schools, and the long term objective is to improve interaction between all parties (parents included).

<http://www.eucpn.org/goodpractice/showdoc.asp?docid=18>

The Czech Republic: The Trade Union of the Health Service and Social Care (TU HSSC CR) has used the methodology of ILO-WHO-PSI-ICN to carry out a project on workplace violence, which included the participation of third-party persons. The project had the support of the Ministry of Labour and Social Affairs. The project has come to an end, but the trade union is hoping to restart work making use of European funds and involving social partners from other EU countries.

Denmark: The existence of SUS. The Social Development Centre SUS is an independent non-profit and non-governmental organisation that resolves issues in relation to socially vulnerable people, nationally and internationally.

http://www.sus.dk/index.php?pageid=5&new_language=1

Germany: The Bremen Tram Company (public transportation). The company implemented strategies to deal with external violence using the slogan: "Communication instead of confrontation". It sensitised young people at the terminal stations. See "Violence at work" by Duncan Chappell, Vittorio Di Martino, International Labour Office, Geneva.

The Netherlands: Social Services. Preventive action was taken through improving the working environment in order to tackle client-initiated violence. See "Violence at work" by Duncan Chappell, Vittorio Di Martino, International Labour Office, Geneva.

The Netherlands: Aggression Management in Psychiatry. Curium is a Centre for Child and Youth Psychiatry under the aegis of the Leiden University Hospital. The project ensures a uniform approach to aggression management within the organisation. The strategy also includes an Aggression Management course for all members of staff involved in the project.

<http://www.eucpn.org/goodpractice/showdoc.asp?docid=165>

The Netherlands: The 'Veiligezorg' Safe Care project. This is aimed at preventing aggressive behaviour towards health care staff by patients and visitors. The project has three main objectives: to fight aggression, to create safety, and to improve working conditions in health care facilities <http://www.eucpn.org/goodpractice/showdoc.asp?docid=169>

The Netherlands: "Towards a Safer School project", Hofstad MAVO Secondary School. The objective of the project is to reduce incidents of bullying and verbal and physical violence. <http://www.eucpn.org/goodpractice/showdoc.asp?docid=170>

Romania: Preventing juvenile delinquency in the area of school facilities. Preventing juvenile delinquency and children victimization represents a priority for the Romanian police, with special attention being paid to the school violence. This project was initiated by the Directorate for Public Order Police and the Institute for Crime Research and Prevention within the General Inspectorate of Romanian Police in partnership with the General Directorate Management for Pre-university Education within Ministry of Education, Research

and Youth. The project is financed within MATRA funds and implemented with the support of the Dutch experts in the field. <http://www.eucpn.org/goodpractice/showdoc.asp?docid=193>

Sweden: Actions by the social partners in the municipal sector through the organisation AFA Insurance. AFA Insurance is an insurance organisation owned by Sweden's social partners and today more than three million people are covered by collectively bargained insurances. In addition to the core insurance activities, AFA works to prevent ill-health in the workplace. The ongoing Threat & Violence project is to create better routines and ways of working to handle and avoid threat and violence in the workplace. Raising skills of individuals in handling violent situations is also a goal.

<http://www.afaforsakring.se/WmTemplates/Page.aspx?id=2602>

Spain: "The Pandora project". The Spanish Trade Union Confederation of Workers' Commissions (CC.OO) initiated a research project on Sexual Harassment at work, funded by the Daphne Programme (EU initiative on violence towards women, young people and children). Spain, Sweden and Ireland were involved in the project, which resulted in recommendations, a guide on sexual harassment and a European network.

UK: The British NHS "zero tolerance campaign." The NHS Counterfraud and Security Management Service are leading a programme of work which has developed from the Zero Tolerance Campaign. Another example is to be found in Scotland; the Zero Tolerance Campaign, coordinated by the Scottish Executive.

<http://www.scotland.gov.uk/News/Releases/2003/06/3593>

UK: A survey as a good practice from HSL. This dealt with risk reduction for lone workers in 2002 and 2003. The Health and Safety Laboratory (HSL) conducted a survey among 400 organizations to find the most successful ways of managing and preventing violence to their lone working staff.

UK: RCN campaigning to protect lone workers. The Royal College of Nurses (RCN) is calling upon trusts to comply with their legal duty to protect nurses, by implementing a five-point plan including risk assessment, prevention, policy, training, and support from the employer.

UK: The Scottish Executive has for a number of years been running a campaign on the prevention of violence of public service workers. This has included widespread advertising campaigns aimed at the general public.

<http://www.infoscotland.com/violenceatwork/homepage> and
<http://www.healthscotland.com/uploads/documents/10148-LiteratureReview.pdf>

b) Methods and tools

Denmark: A booklet from SUS; 2007: "Violence at the workplace; Danish experiences with the prevention of violence in the social and health care sectors." This booklet contains experiences in preventing and coping with violence and aggression at workplaces in Denmark, within the social and health care sectors. The emphasis is on professional, pedagogical and practical methods.

Denmark: "the violence package" has been developed by the Danish Municipal Workers' Union. It has been sent out to 95 municipalities and 5 regions through employers and unions.

Sweden: The organisation HAK and the project "Safe in store". This is a web based tool for education and training. Involved in this is HAK, a central organisation working with work environmental issues (consisting of members from the social partners) for businesses within the cooperative and private commerce. www.sakeributik.se. Another example is their book "Protection against robbery in the retail branch".

Sweden: The Stockholm public transportation system. There is no cash-handling on buses. Extensive information is given to the public on other payment methods.

Sweden: Karolinska Institutet, hospitals in greater Stockholm. The Institute developed a violence incident form covering all forms of violence, as a tool integrated into the daily work. It involved mainly nurses.

Sweden: Info and checklists from the Swedish Work Environment Authority. The Swedish Work Environment Authority is the administrative authority for questions relating to the working environment. The Work Environment Authority has been given the task by the Government and parliament of ensuring that the working environment meets the stipulations laid down in the Work Environment Act. <http://www.av.se/inenglish/themes/>

Sweden: A web-based tool, “threats-at-work”, developed by the Swedish National Council for Crime Prevention and the Central Government Social Partner Council in Sweden. www.hotpajobbet.se

Sweden: Guidelines and action plan from a municipality. Guidelines and action plan for preventive action against threat and violence in the municipality of Hässleholm (2006). Includes checklists and reporting forms.

Sweden: the Swedish Municipal Workers’ Union produced a report in September 2008 “Threat & Violence in public transportation”. The report contains suggestions and recommendations.

UK: Health and safety Commission. A guide for employers.

<http://www.hse.gov.uk/pubns/indg69.pdf>

UK: Good practice guidance document for Fire and Rescue Services from Communities and Local Government. The guidance documentation and recommendations were produced by a working group set up jointly by the Chief Fire Officers Operations Committee and the Practitioners' Forum. The working group was tasked with examining violence at work as it affects Fire and Rescue Service (FRS) staff. The document looks at a wide variety of situations where FRS staff encounters violence and provides good practice and practical ways of dealing with such situations.

<http://www.communities.gov.uk/publications/fire/tacklingviolenceat>

UK: Leaflet from GMB - Britain’s General Union. Tackling violence at work - the GMB approach. A leaflet explaining the GMB approach.

http://www.gmbunion.org/hns/bulpdf/addpdf/violence_at_work.pdf

UK: A guide from UNISON. A guide to risk prevention. <http://www.unison.org.uk/>

UK: RCN Tool-kit on work-related violence, 2008. This provides practical support. The idea is to allow employees and organisations as a whole to gain more knowledge of the risks involved, and subsequently more control over reducing work-related violence.

UK: Manufacturing Science and Finance Union (MSF) published a Guide on prevention of violence at work.

UK: A risk assessment project that took place between the Association of Greater Manchester Authorities and the Greater Manchester Police. Local businesses have been provided with a tool kit to help them carry out risk assessments on violence to staff and introduce preventive measures.

<http://www.bury.gov.uk/Business/HealthAndSafety/Reduceviolence.htm>

UK: Cullen Report, October 1996. The Government decision to ban possession and use of handguns in the UK. A safety strategy was prepared for the protection of the school population against violence. Provided more comprehensive guidance to the school population as a whole about hazards arising in the workplaces in the education sector.

Wales: A hand-book from Powys County Council; "Violence at work – a guide for employers" <http://www.powys.gov.uk/uploads/media/indg69.pdf>

Wales: The Welsh Assembly has launched the All Wales NHS Violence and Aggression Training Passport and Information Scheme.

http://www.wales.nhs.uk/documents/AllWales_viol_agg_passport-e.pdf

ILO-ICN-WHO-PSI Framework guidelines for addressing workplace violence in the health sector, 2002. http://www.who.int/violence_injury_prevention/injury/work9/en/
Bulgaria and Czech Republic have used the methodology in practice.

European Agency for Safety and Health at Work (OSHA): Offers information and knowledge sharing on OSHA's website. <http://osha.europa.eu/en>

c) Agreements and guidelines

Norway: The Norwegian confederation of Trade Unions (LO) and the Confederation of Business and Industry (NHO) concluded an agreement concerning the right to deny to work with people behaving improperly.

Denmark: Central agreement on psychological working environment (2001) between the Danish Working Environment Authority, the Central Organization of Industrial Employees in Denmark and the Danish Federation of Unions (LO). Bullying and harassment to be dealt with by employees and employers using local agreements.

Denmark: Violence prevention as part of health and safety conditions in the workplace in Denmark. All workplaces in Denmark must prepare a written review of the health and safety conditions of the workplace, a so called "APV". It contains a screening and description of the working environment problems of the workplace and a plan of action to cope with the problems. The APV must be revised every three years or in special circumstances when there is a change in work procedures or processes which has influence on the working environment. The APV is an internal tool for identification and screening of all working environmental elements of the workplace, including psychological circumstances like stress, influence, bullying, harassment and violence. The APV must be prepared by the employer and the Safety Committee or staff jointly.

UK: Industry sector agreement: UNISON (UK) has developed a model agreement on tackling violence in the National Health Service.

UNI europa and Eurocommerce: Third-party violence has been at the agenda of the social dialogue committee for commerce since many years. As a follow-up of their former joint texts on this issue signed in 1995 and 2006 and of their discussions on this issue, they decided in 2008 to implement a joint project with the financial support of the European Commission and to develop a toolkit based on the best practices implemented by the social partners at company and national level. The toolkit is intended to be a practical and flexible tool to be widely disseminated; it has a special focus on SMEs, which represent 95% of companies in the sector. The outcomes of this project will be presented at a final conference in October 2009.

Furthermore, the toolkit has been recognized as eligible to the OSHA campaign "Healthy workplace: good for you, good for business". An agreement between Eurofiet (now Uni europa) and Eurocommerce in 1995 stressed the importance of close cooperation between the social partners and public authorities at European and National levels in order to be effective on this matter (See Violence at work by Duncan Chappell, Vittorio Di Martino, International Labour Office, Geneva)

Social partners in the private-security, education and public transport sectors have also produced a variety of materials on third-party violence.

European framework agreement on work-related stress, 2004. Stress is an important effect of third-party violence <http://resourcecentre.etuc.org/>.

4 Draft conclusions and suggestions for the future

This report shows that a lot of activities are being performed by social partners, but the quality and the systematic approach varies. The most successful projects and actions are the ones where both social partners have been involved from the very beginning. This supports the idea of clearly including third-party violence in a European agreement/action plan and ensuring that implementation is carried out in all Member States.

The basics:

The basic steps to tackling problems of third-party violence are well known. They provide a framework for best practice:

- work organisation and working environment have to be addressed in order to find what is behind threats and violence and how to solve it
- preventive action is always possible and important
- there is a need for constant revision of routines, policies etc
- interpersonal skills on all levels important
- every situation is unique
- participation and commitment of everybody, and at all levels, is necessary in order to be effective in finding solutions
- training is vital (communication skills and interpersonal relations skills) in order to identify risks and obtain knowledge about the causes of an aggression
- the physical and environmental layout is of great importance

Approach

A systematic approach and an organisational commitment are often mentioned as keys to success.

A holistic view

It is important to deepen the understanding of the issue through awareness-raising and training. Workers should also be encouraged to report incidents. Both workers and management need training to handle information in a structured way. Training could include working with scenarios, promoting dialogue-tools to share experiences and knowledge etc to enable people to understand and act.

The benefits

Emphasise why the social partners should deal with this issue and how they can do it. Put forward the economic arguments, such as productivity gains.

Essential when something happens

When an incident occurs, management should take the following measures:

- Recording and reporting
- Rehabilitation
- Evaluation

An agreement/action plan would provide a framework for more systematic, coordinated and long-term approach to tackling violence at work. Importantly it would cover all EU countries. This would motivate, support and give incentives to employers and trade unions to clarify the phenomenon of violence at work, prepare their organisations and workplaces, and train workers properly. An ongoing dialogue involving the entire organisation is essential in order to carry out risk assessment successfully. Promoting and stimulating dialogue and action on the workplace is important and it starts from the top down.

Annex 1: Detailed breakdown of responses to the questionnaire

<p>Austria, GdG. Union of Municipal Employees. Thomas Kattnig and Alexander Kronabeter.</p> <ul style="list-style-type: none">- Feels that evaluations on surveys on protection for workers are not taken seriously (or are not being performed at all)- States that women are a target group- Recommends training in dealing with conflict situations and the instalment of better security and surveillance systems.
<p>Belarus. Union for medical personnel. Elena Belskaya, Chairperson.</p> <ul style="list-style-type: none">- Mentions nurses' low social status as a problem.- The union performed a study on "work motivation and social status", which helped out to give light to their situation.
<p>Belgium, CSC Services publics. Lina Cloostermans, Infirmière secrétaire permanente soins de santé CSC Services publics.</p> <ul style="list-style-type: none">- Mentions the campaign "garder la tête froide", which could be seen as a best practise- Solutions in general: security measures (id-cards to pass through doors, police presence, security staff, windows in emergency room), education in coping with conflict situations, local prevention committees, readiness to act.- Local procedures are to be found. Mentions knowledge of guidelines and the above mentioned campaign.
<p>Belgium. CGSP ADMI-ALR-LRB. Liliane Lemauvais, Secrétaire fédérale.</p> <ul style="list-style-type: none">- Points out several types of threats & violence and that they are increasing- Recognises areas of improvements; Better training and better recognition of the professional staff should be ensured.- Mentions the web as an information source http://www.emploi.belgique.be <p>Have examples on information sources. No knowledge of any surveys or standardised processes but mentions that there are several laws relating to protection against violence and moral or sexual harassment at work; it is the law of 4 August 1996 and its amendments and the Royal Decree of 17 May 2007.</p>
<p>Bulgaria. Federation of Trade Unions-Health Services - CITUB. Slava Zlatanova, Vice-president.</p> <ul style="list-style-type: none">- Violence from third parties decreasing thanks to measures that are undertaken in medical establishments- They were the first in their country to improve workplace violence in the health sector. Used ILO, ICN, WHO, PSI Framework guidelines for addressing workplace violence in the health sector. Hope to be able to continue the work(see under good actions below)- Comment: "The problem of violence at work is not just a problem for our Government, health institutions and unions but also of our society - organizations of patients."
<p>Cyprus. PASYDY. Pan Cyprian Public Servants' Trade Union. Glafkos Hadjipetrou, General Secretary.</p> <ul style="list-style-type: none">- Concrete examples from threat & violence on workplace level (hospitals, social welfare, schools, labour inspectors, kiosks) and the types of violence mentioned are increasing.- Presents examples of initiatives taken and how they have been followed up, examples that may be of use to others

- There are standardised processes for reporting incidents to some extent. On surveys; the European Working Conditions Survey 2005. On collective agreements; the European framework agreement on harassment and violence at work 2007.

Denmark. The Danish Municipal Workers' Union. Niels Jacobsen and Claus Gahrn.
 - Presents the initiative which is called "the violence package". It has been sent out to 95 municipalities and 5 regions through employers and unions. It's a good example on how to take initiative.

Denmark. KTO and OAO. The Danish Association of Local Government Employees' Organisations (KTO). Organisations of Public Employees. Henrik Carlsen, Chief consultant KTO.

- Presents recent statistics showing the increasing problem in Denmark. Explanations of possible reasons in the Danish society. Presents National agreement supposed to implement the European agreement. It includes threats and violence from third parties.

Estonia. Union/Organisation State and Self-government Institutions Workers Trade Union (ROTAL) Calle Liivamägi, Chairperson. Mentions a few examples.

Finland, TEHY. The union of health and social care professionals. Irmelii Vuoriluoto Personnel Policy Officer.

- Mentions examples on threat & violence and that it's increasing
- 2003 the new Occupational Safety and Health Act
- The Ministry of Social Affairs and Health set up a national project for 2004-2007 in order to improve working conditions in the health care sector. Within the project the Occupational Safety and Health Inspectorates were expected to ensure that the employers in the health care workplaces arrange procedures and management systems to eliminate or control major health and safety problems in the sector. One of the problems was work related violence. In 2005 National Programme for Reducing Violence (The Government has set up The Council, which is the member of EUCPN, to promote crime prevention). Work related violence was one part of this programme.
- In the Centre for Occupational Safety employers' and workers' organisations made together in 2009 the new guidance about violence in the service sectors
- The barometer of working conditions is being published every year, an effort by labour and employer organisations
- They also mention several information sources in Finland

Finland, Jyty. The Federation of Public and Private Sector Employees. Hanna Kukkonen, Labour Market Advisor.

- Increasing violence towards members: ticket inspectors, bus drivers, social services, libraries, special needs assistants, home help service workers, health care workers (nurses). Shows up a few examples on how to deal with it.
- Improvements: More security staff working for the public transportation, guidelines to the social services on how to deal with clients, improved surveillance.
- Have access to information and mentions agreements and guidelines (Ministry of Justice has a subgroup that looks into legislation concerning work place violence, the group's work should be ready by the end of May 2009)

Finland, Service Union (PAM), Commerce Bargaining Unit. Erika Kahara, Secretary of Working Environment.

- There has been an increase of robbery cases in Finland in the media during the last 2-3 years. Whether or not this is due to an actual increase in case numbers they can unfortunately not say, since there are still no centralized statistics. Employers have no obligation to record incidents and the reporting to police or other officials in milder cases is often left up to the victim.

- Different employers take different actions but the general opinion seems to be that short of hiring full-time safety guards there is nothing to be done. The significance of smaller actions doesn't seem to be appreciated so if they don't have the means for heavy duty surveillance they instead tend to do nothing.
- They have come to an agreement which is to be included in the collective agreement for the commerce sector if the retail opening hours are lengthened by the Finnish government this year (most likely).

France. Fédération CGT de la Santé et de l'Action Sociale. Sylvie Brunol.

Germany. Ver.di. Herbert Beck, Hans Gerstner and C. Haidacher-Bassong.

Georgia. Health, Social Care, Medical and Chemical Industry Workers' Independent Trade Union (HSMCTU). Julieta Abulashvili, vice president for Social work.

- Mentions what they see as one-time situations. All medical institutions are being supervised by security personnel.

Netherlands. ABVAKABO FNV. Marco Borsboom, Policy advisor Health and Frans Carbo.

- Presented the results of the ABVAKABO FNV survey on third party violence In another, separate, reply, they mention:
 - Cases on violence against fire-fighters, paramedics, hospital staff (especially emergency units) and attacks to bus drivers, railway staff, politicians and civil servants. Examples on initiatives that may be of use to others.
 - Abvakabo wants a collective agreement covering workplace safety for the entire public sector
 - Important: always report and register centrally, persecute perpetrators, explore and eliminate causes (still working on the approach).
 - Reporting week with a lot of publicity; in progress
 - Protocols in institutions; In progress

Netherlands FNV Bondgenoten (members in retail, services, industrial, metal, transport and other sectors). Nicole Boonstra.

- Training is needed, especially since employees are very young. Education is needed. Help for victims is needed. They are working on it together with government, employers and the police but it is still increasing.
- Desires one agreement for all employees

Ireland. Mandate trade union. Brian Forbes, National Coordinator for Organising and Campaigns.

- Informs about their campaign "Respect Retail workers". All leading employers are invited to become co-signatories on the Respect Retail Workers Charter

Norway. Fagforbundet, Norwegian Union of Municipal and General Employees (NUMGE). Ingunn Eriksen.

- Mentions what is needed in preventive methods: Preventive work is about having a good, visible & clear management, good agreements, good routines, good working environment, right and adequate staffing, right attitudes towards the users, good physical environment.
- Mentions social services in Tromso as a good practice: In 2006 they had 1600 clients and only 5 incidents. Can present more examples.
- Presents statistics about the situation
- Presents successful joint initiatives from the social partners that may be of use to others

Norway. Fagforbundet OUS. Ullevaal hospital, part of University Hospital of Oslo.

- Threats from patients are increasing. Have tried with role-play as a tool. Has been followed up with debriefing and dialogue. Have trained staff, some more than others to be experts. Better routines in debriefing.
- Lone workers protection system
- Establishment of NHS Security
- They have developed their own procedures for reporting
- Training to handle violence important-

Poland. Union/Organisation NSZZ Solidarność. Alfred Bujara, President of the Sekretariat of Banks, Commerce and Insurance.

- In Poland in the commerce sector, employees do not experience much violence or threats from third parties. The biggest and most important problem are violence and threats from employers.

Slovakia. The Slovak Trade Union of Health and Social Services (SOZZASS). Silvia Gaciova and Margita Vitalosova, SOZZASS Specialist.

- Mentions some examples on threats and violence but do not have relevant statistics to say whether it is increasing or not
- Arranged seminars on discrimination at work, are preparing to follow up, possibly on violence at work

Spain. FECOHT-CC.OO. Federación Estatal de Comercio, Hostelería y Turismo de Comisiones Obreras*. Alberto Sánchez Hernández, Secretary of Health Education.

- Points out examples of threats and violence from third parties and states that they are increasing.

Sweden. Vardförbundet - The Swedish Association of Health Professionals (a trade union and professional organization for registered nurses, midwives, biomedical scientists and radiographers). Annica Magnusson.

- Violence is increasing within psychiatry, emergency care and care of elderly.
- Work is in progress to deal with it.
- Has access to info, standardised procedures and surveys.

Sweden. The Development Council for the Government Sector (co-operation between the social partners), Lars Sundstrom and ST, The Union of Civil Servants, Karin Brunzell, international secretary.

- Can present several efforts in dealing with the subject of Threats and Violence

Sweden. SKTF (a national trade union for publicly and privately employed salaried employees who work with service and support to the public within municipal and county areas, as well as within the church). Pia Linde, Ombudsman.

- has many examples and states that they are increasing
- has access to information from AFA Insurance and Statistics Sweden
- can find guidelines for standardised processes
- refers to compensations in a central agreement and local regulations and agreements

Sweden. Handels - Union of Commercial Employees. Maria Nyberg, International Union Officer.

- has examples and comments that the problem is increasing in general; a reason may be that many bank and post offices have closed down and that cash handling has moved to the convenience and food stores.
- Mention good examples on joint initiatives from the social partners that may be of use to others
- Have access to centralised data from The Swedish Work Environment Authority

Turkey UNI Commerce affiliate Tez-Koop-Is.

- Wishes information from all parts could be more precise

UK. Royal College of Nursing. Kim Sunley, Senior Employment Relations Adviser.

- Presented results from the RCN's survey on lone workers. Notable is that more than half thought the risk of violence or abuse had increased over the last two years. More than one-third said they sometimes felt unsafe while working alone.

Mentions as initiatives:

- The yellow card system
- Emergency Care Workers Act in Scotland, which makes it easier to prosecute
- Lone worker protection system
- Nuisance and Disturbance behaviour(within law) allowing for the removal/fine of those who are creating a nuisance within a hospital premises(with safeguards in place). This was recently passed as law in England and Wales.
- Establishment of NHS Security Management Service in England and 'orders' from the government for each healthcare organisation to have a nominated security specialist and director with responsibility for security. A legal protection unit has been set up to assist with prosecutions
- National training programmes in place to deal with conflict/desescalation
- Regarding standardised processes: "*Standardised within the public sector (NHS) within England but local reporting variable within private sector. All physical assaults to NHS staff in England are reported centrally to the NHS Security Management Service. All physical assaults resulting in 3 days or more off work have to be reported to our health and safety regulator/inspectorate*".

UK. Unison. Hope Daley, Head of Health and Safety.

- Presents examples of threat and violence from third-parties towards nurses, rent collectors, kitchen assistants at catering for adults, security guards at university, care workers.
- There used to be a lack of adequate training and a lack of functioning routines. Better reporting systems has helped out together with training in how to use them. Better risk assessment and improved security has also improved the situation.
- Safety representatives are more involved now
- Regarding sources on information: it varies
- Some UNISON branches have negotiated policies on violence

UK. GMB (a union with members working in most parts of the economy). Dan Shears, National Health, Safety & Environment Officer.

- Presents concise examples of threats and violence mainly involving workers delivering cash or valuables to banks, retail premises, ATMs etc.
- mentions that the BSIA (British Security Industry Association) performs regular surveys on third-party violence in the CVIT(cash and valuables in transit) industry.
- GMB has negotiated collective agreements with most of the large employers in the commercial security sector.⁷
- refers to non-binding guidance from the Health and Safety Executive INDG69 – Violence at Work: A Guide for Employers, available at <http://www.hse.gov.uk/pubns/indg69.pdf>. Also mentions the BSIA CVIT Crime Reduction Charter

UK. USDAW. Doug Russell, Health and Safety Officer.

⁷ Signed by the British Bankers Association, the GMB trade union, the British Security Industry Association, the Security Industry Authority and the Association of Chief Police Officers. See <http://www.bsia.co.uk/LY8M9340248/cvitcrime/N4J1HG20214> for further details

- Mentions the joint project between the Association of Greater Manchester Authorities and the Greater Manchester Police. For example, Local businesses are provided with a tool kit to help them carry out risk assessments on violence to staff and introduce preventive measures.
- The Home Office has established a National Retail Crime Strategy Group, with membership from the police, employers' organisations such as the British Retail Consortium, Government Departments and Usdaw.
- In Scotland the Scottish Executive has for a number of years been running a very successful campaign on the prevention of violence to public service workers. This has included widespread advertising campaigns aimed at the general public **UK**. USDAW David Williams, Political Officer.
- Mentions the *Freedom from Fear Campaign* since 2003. The campaign aims to seek to prevent violence, threats and abuse against shop workers

Annex 2: Sources

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http://www.usdaw.org.uk/resource_library/#CampaignsFreedomFromFear More reading:
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Annex 3: The questionnaire

EPSU / UNI-Europa initiative on protecting members from violence at work

Request for information (February – March 2009)

Introduction

According to European research approximately one in ten workers in the European Union report that they have suffered violence, bullying or harassment at work in the previous year. According to data, third-party violence at the hands of clients, customers or patients is more common than violence suffered at the hands of work colleagues (see <http://www.eurofound.europa.eu/publications/htmlfiles/ef0330.htm>.)

Social partners in the local and regional government, commerce, private security and hospital sectors thus decided to organise with support of the European Commission on 14 March 2008 a technical seminar (see

http://ec.europa.eu/employment_social/social_dialogue/conference_en.htm on the role of social partners in the prevention of third party violence at work. Even though the conference provided excellent examples, the sectoral partners involved decided that more detailed information on experiences and good practices is necessary before discussions can start about possible social dialogue instruments.

EPSU and UNI-Europa have launched therefore a multi-sectoral research project in order to gather through our respective member organisations further information on how sectoral social partners at the national, regional and local level are tackling the issue of third party violence at the workplace. The results of the research will be presented at a European multi-sectoral conference that will be held in October 2009. The final report will also be used by the trade union delegation to provide input to the debate about the follow-up and the development of possible multi-sectoral social dialogue instruments.

With this questionnaire we invite you to contribute to this important research.

This research will look at all kinds of third-party violence and threats, this includes all incidents of harassment, psychological (including verbal) abuse as well as physical assault directed towards workers in circumstances which are related to their work. The focus will be on the local and regional government, commerce, private security and hospital sectors. However, contributions from other sectors are also very welcome.

We would like to ask you to describe as concretely as possible the issues you are working on. Please do not hesitate to send references, weblinks or attachments with more specific information on your policies and activities. Please send your replies before the end of March 2009 to the EPSU and UNI-Europa expert:

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Tel: +46-705-77 64 00

We thank you in advance for your contribution!

Your contact information

Name..... Role/function.....

Union/Organisation.....

Address.....

E-mail..... Tel.....

1. Based on your experience, can you point out examples of threats and violence from third parties?

Example	Any knowledge of reason why it occurred/occurs?	Is this type of violence/threat decreasing or increasing?	How severe is this? (use a scale 1 to 5 where 1 is not severe and 5 is very severe)
1			
2			
3			

2. Experiences from taking action. Has any action been taken when it comes to dealing with the examples (problems) mentioned above? (If so, try to specify the initiative)

Example	Was the initiative successful? Why/why not?	Has this been followed up and how?	Is this an example that may be of use to others?
1			
2			

3. Sources of information

Do you have access to or know about any national/sectoral data sources where you can find information regarding third-party violence at work?

.....

Is there a standardised process for reporting incidents regarding third-party-violence?

.....

Do you know about any surveys on third-party violence?

.....

Do you know of any collective agreements or guidelines on third-party violence?

.....

Thank you for your participation!

Don't hesitate to contact me for further information.

I hope to get back to you shortly to let you know how the survey is progressing.

For EPSU, UNI europa

Best regards

Provoke

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EPSU is the **European Federation of Public Service Unions**. It is the largest federation of the ETUC and comprises 8 million public service workers from over 250 trade unions; EPSU organises workers in the energy, water and waste sectors, health and social services and local and national administration, in all European countries including in the EU's Eastern Neighborhood. EPSU is the recognized regional organization of Public Services International (PSI). For more information on EPSU and our work please go to: <http://www.epsu.org>

UNI europa is a **European trade union federation for services and communication**. It groups some 7 million members from over 320 unions in Europe. UNI-Europa is part of the global union UNI and a member of the European trade union confederation. UNI europa operates in 12 different sectors of activities and develops a horizontal approach to cross sectoral issues confronting the service sector.

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