



The role of social partners in preventing third-party violence and harassment

Project research findings

National Health and Safety Agency, Madrid, 25 November 2022
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Research element of the project



Literature and
data review



Project survey



Interviews



Participation in
project webinars

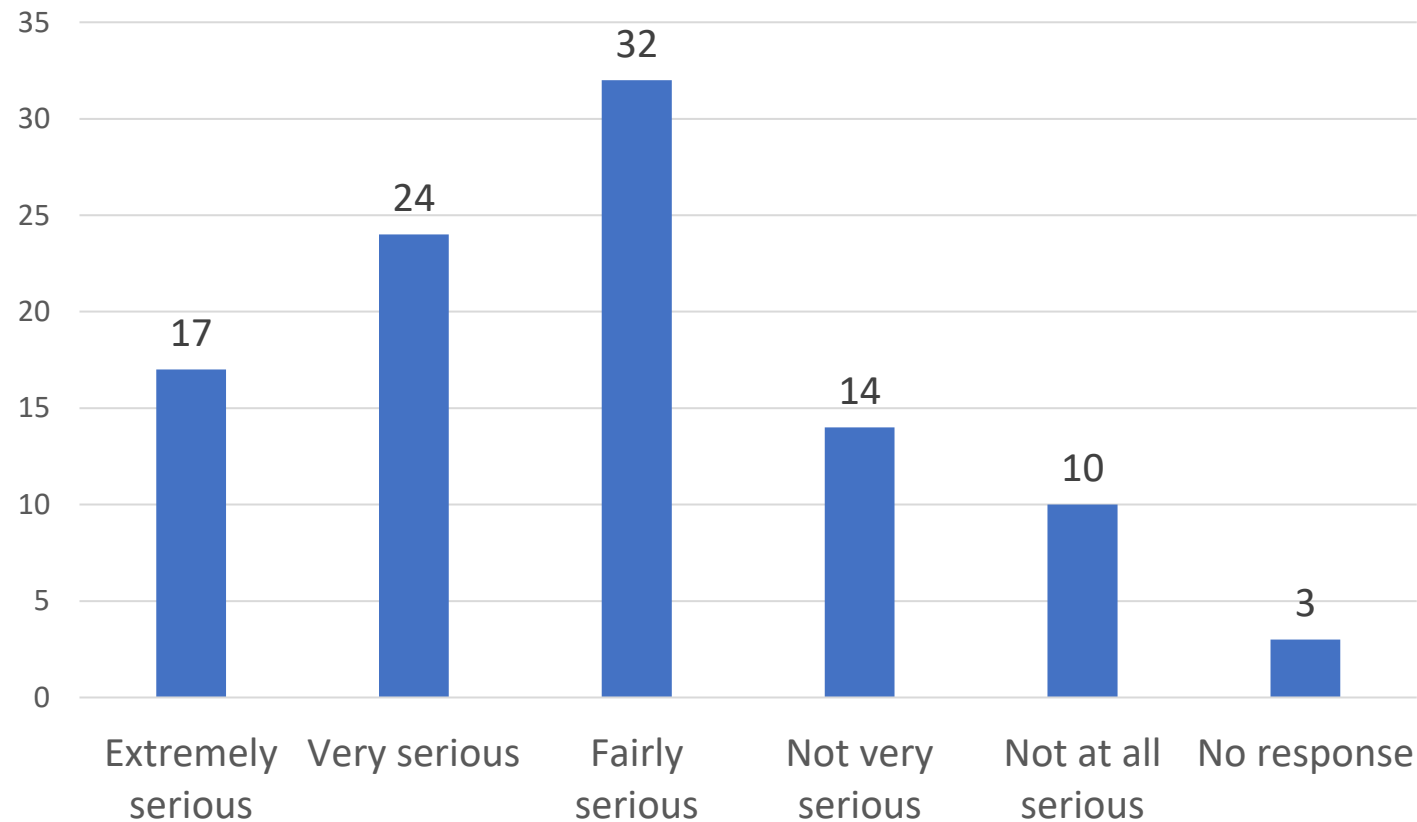


Collection of
examples and
good practices

Respondents to the survey: 7 sectors

Sector	Trade Union	Employer	Not identified	Total
Employment Services	4	2	0	6
Front desk: local & regional govt.	2	3	1	6
Hospitals	16	4	1	21
Prisons	7	44	9	60
Secondary schools	9	0	0	9
Telecoms	1	4	0	5
Urban public transport	7	11	1	19
Other	13	19	7	39
Total	59	87	19	165

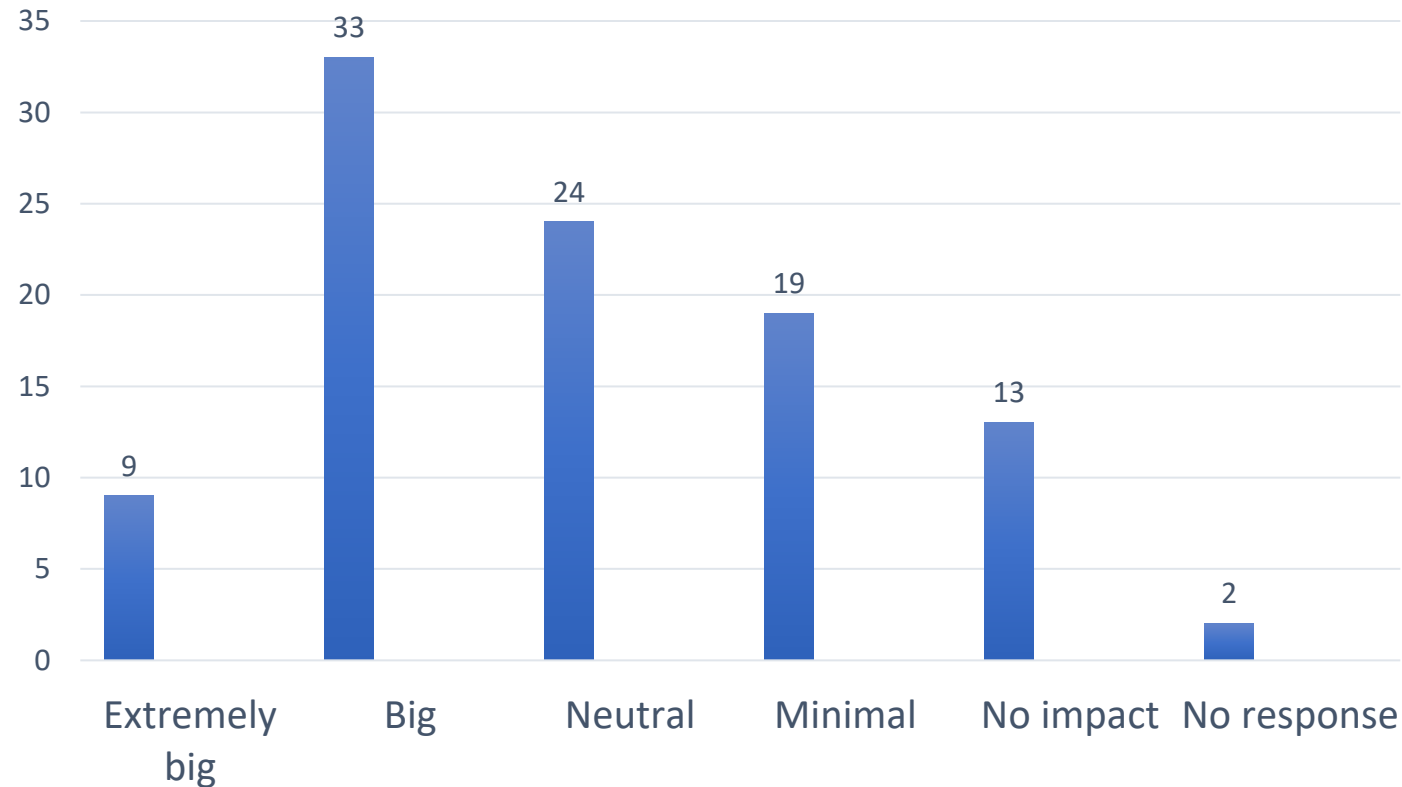
How serious is TPVH? (all sectors, %)



Impacts on:

- **The quality of services provided** (33% identified a big impact: resulting in less personalised service, followed by services withdrawn or shifted on line)
- **Quality of working life** (stress, anxiety and other mental and physical effects)

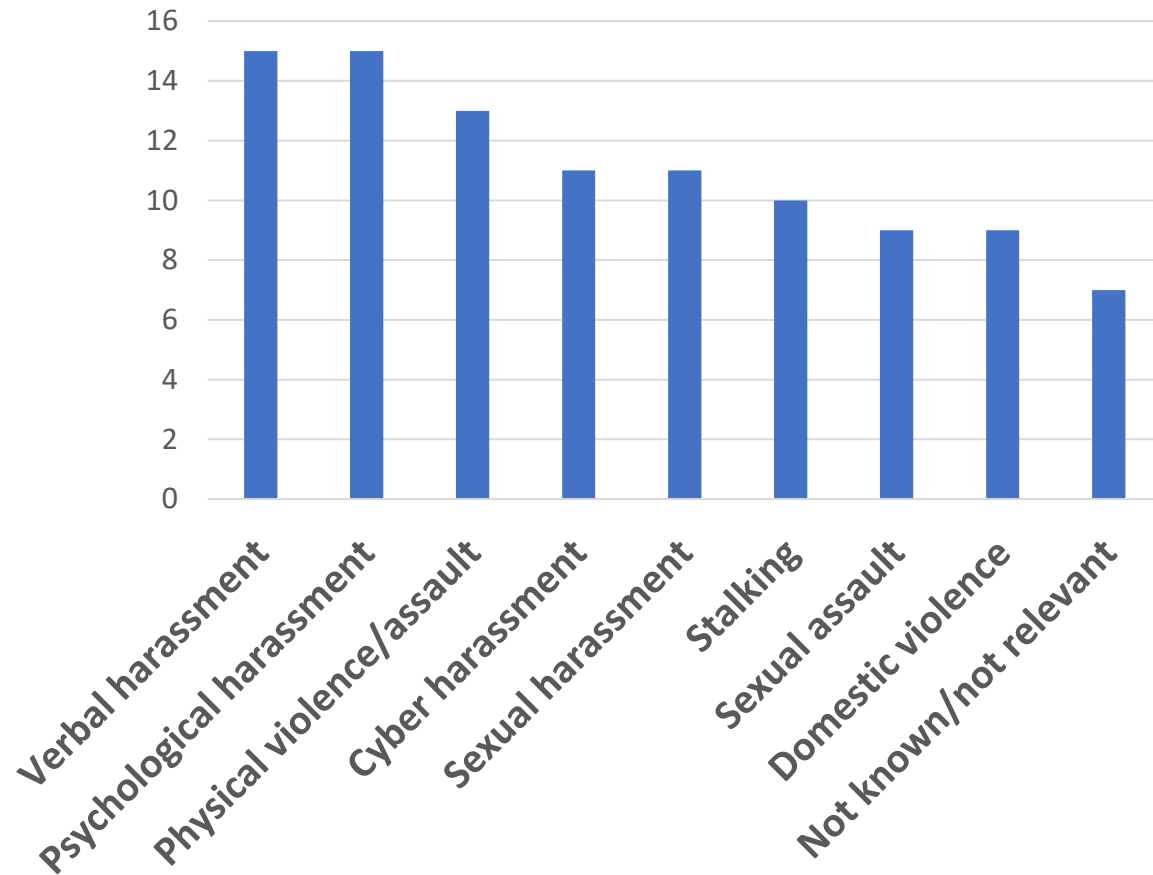
Impact of COVID-19 (all sectors, %)



Confirmed by other sectoral data:

- COVID-19 marks a trend of heightened levels of TPVH
- Led to significant increase in TPVH, including domestic violence
- Digitalisation and provision of essential services

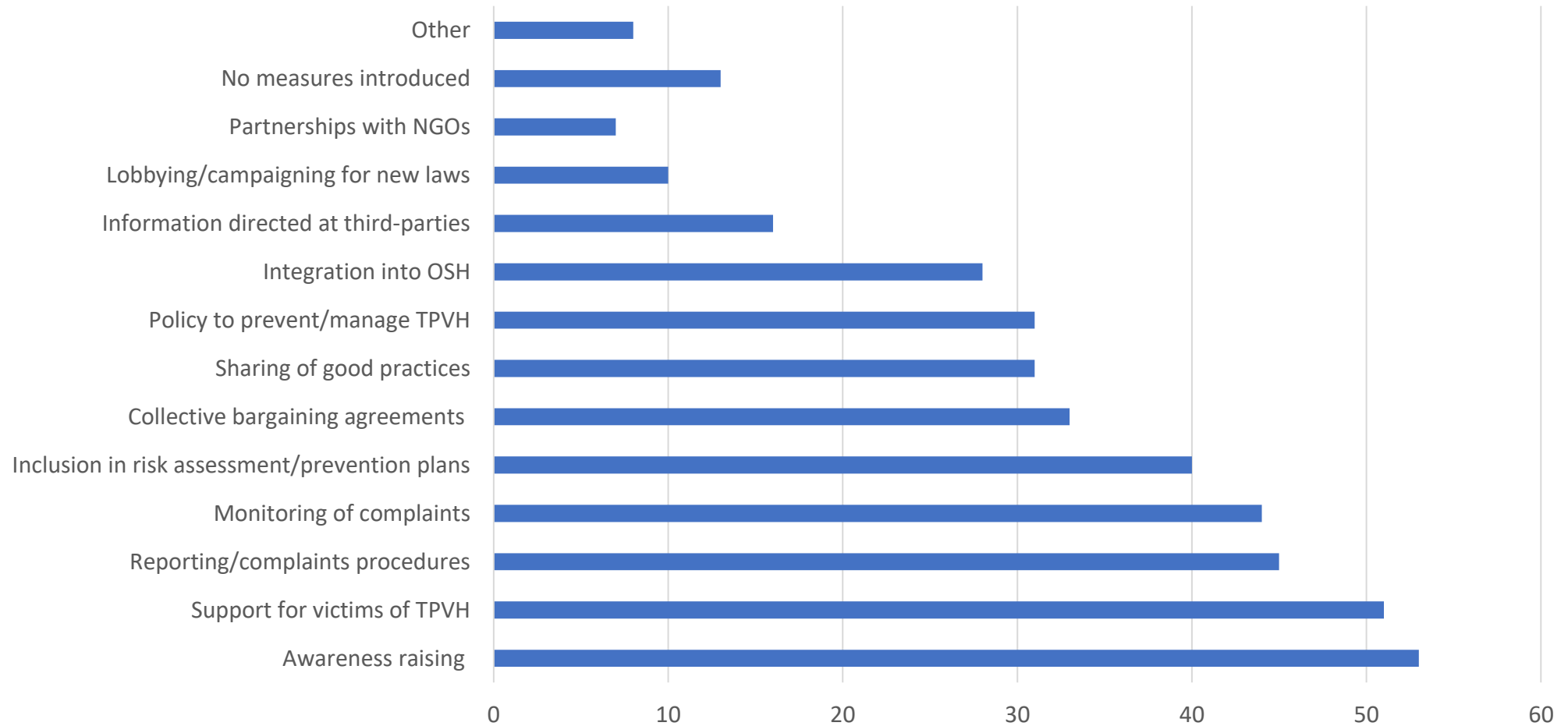
Main types of TPVH (all sectors, %)



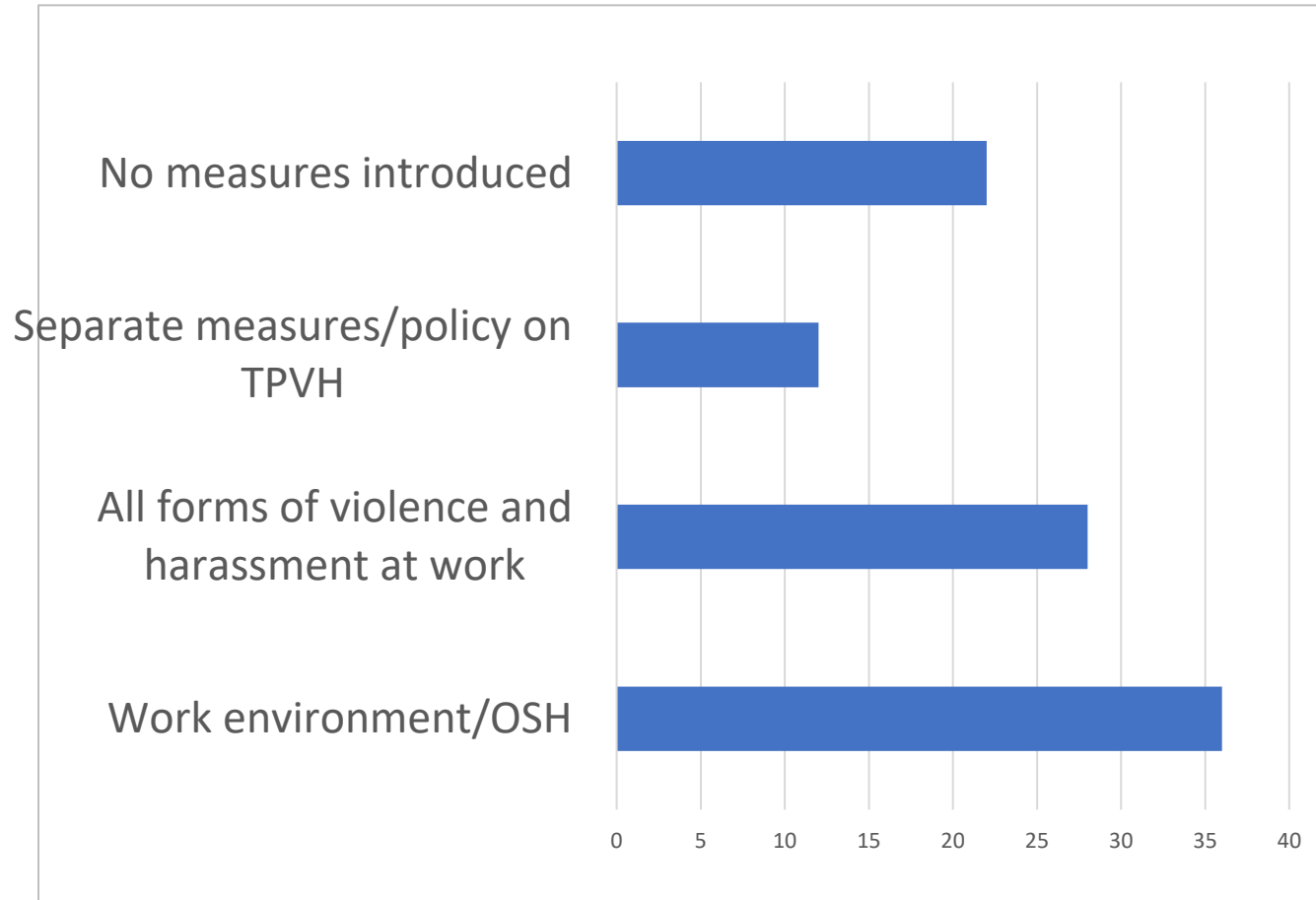
Some differences across sectors:

- Physical violence highest in prisons, hospital and transport
- Verbal, psychological and sexual forms of violence and harassment are ranked similar across all sectors.

Measures introduced on TPVH (%)



Type of policy measure introduced (%)



Reflects a trend towards:

- An integrated approach
- Important element of work environment / OSH policy

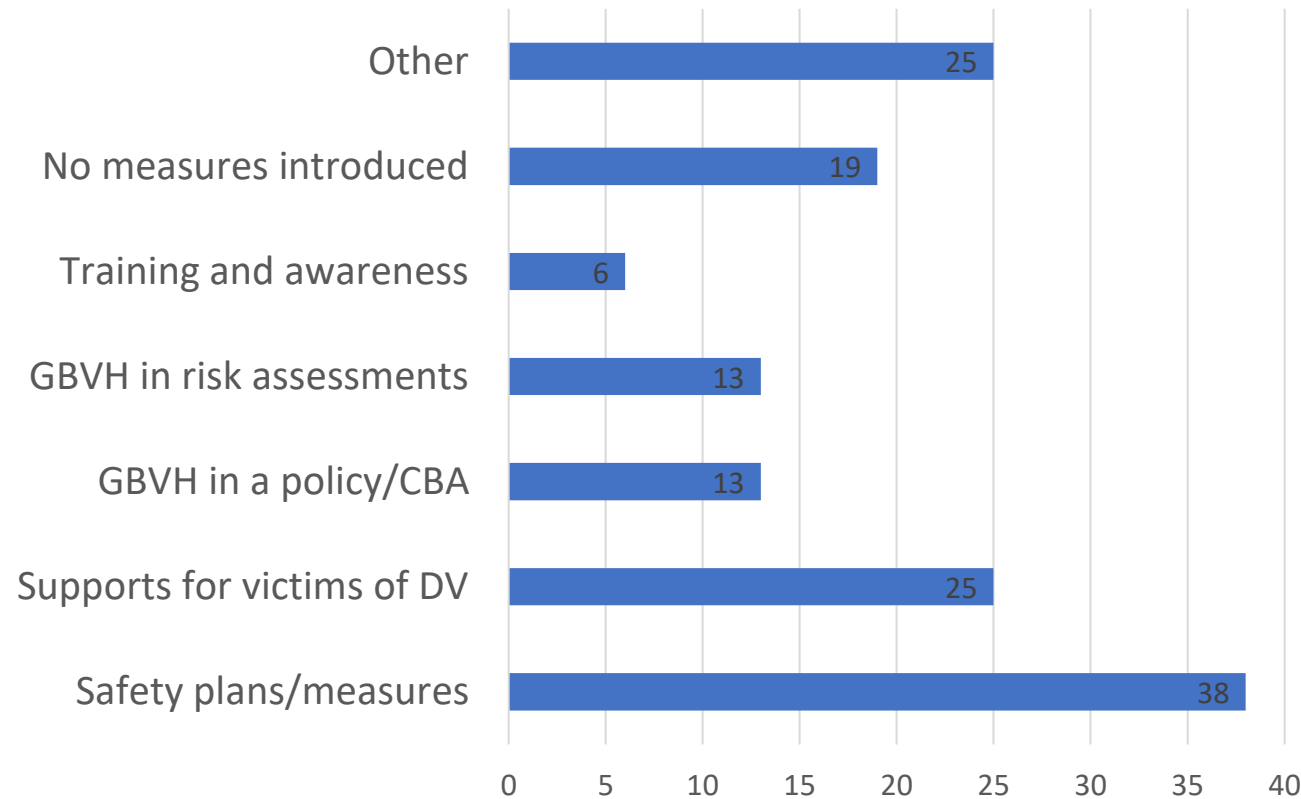
but

10 (20%) of unions and 14 (17%) of employers report that there is no policy.

Where measures had been agreed:

- 60% said some measures were jointly agreed
- 13% where all measures were jointly agreed
- 7% by the employer only
- 13% by the trade union only

Measures introduced on gender-based TPVH (all sectors, %)



- Data/research shows women, particularly younger women, are disproportionately affected by gender-based TPVH.
- Women are predominate in many of the sectors providing face-to-face services.

In the survey:

- 38% report safety plans/measures.
- 19% report that no measures have been introduced.

Over 40 examples of social partner initiatives

Integrated and stand-alone policies or agreements

Gender-based violence and harassment

Domestic violence

OSH, prevention and risk assessment

Security measures and threat management

Digitalisation

Remedies, protection and compensation

Selected national examples

Country	Example by sector
Bulgaria	Urban transport and health sector CBAs
Belgium	Research and pilots in prison sector for innovative actions
Denmark	Agreements in state sector and local & regional government; Tripartite agreement on sexual harassment (internal and external)
Germany	Threat management in telecoms sector
Italy	Agreements protecting social/health workers providing municipal services
Spain	Protocols in public administration and prisons
Austria, France, Italy, Ireland, UK	Good practices on domestic violence (paid leave, workplace protection and support, guidance)

At the European level...

Sector	Example
Transport	ETF/UITP guidelines cover internal and external violence / ETF Campaign “Get me home safely” and ETF guidance on preventing GBVH
Public Administration	Agreement on digitalisation, including cyber violence and harassment, domestic violence (2022)
Local government	EPSU-CEMR social partner project - TPVH one of three pillars
Hospitals	Guidelines referred to in HOSPEM-EPSU updated agreement on hospital recruitment and retention (2022)
Education	Various initiatives, including OiRA risk assessment tool
Telecoms	Joint Statement by ETNO, GSMA and ENI-Europa (2020) to end 5G related assaults and threats

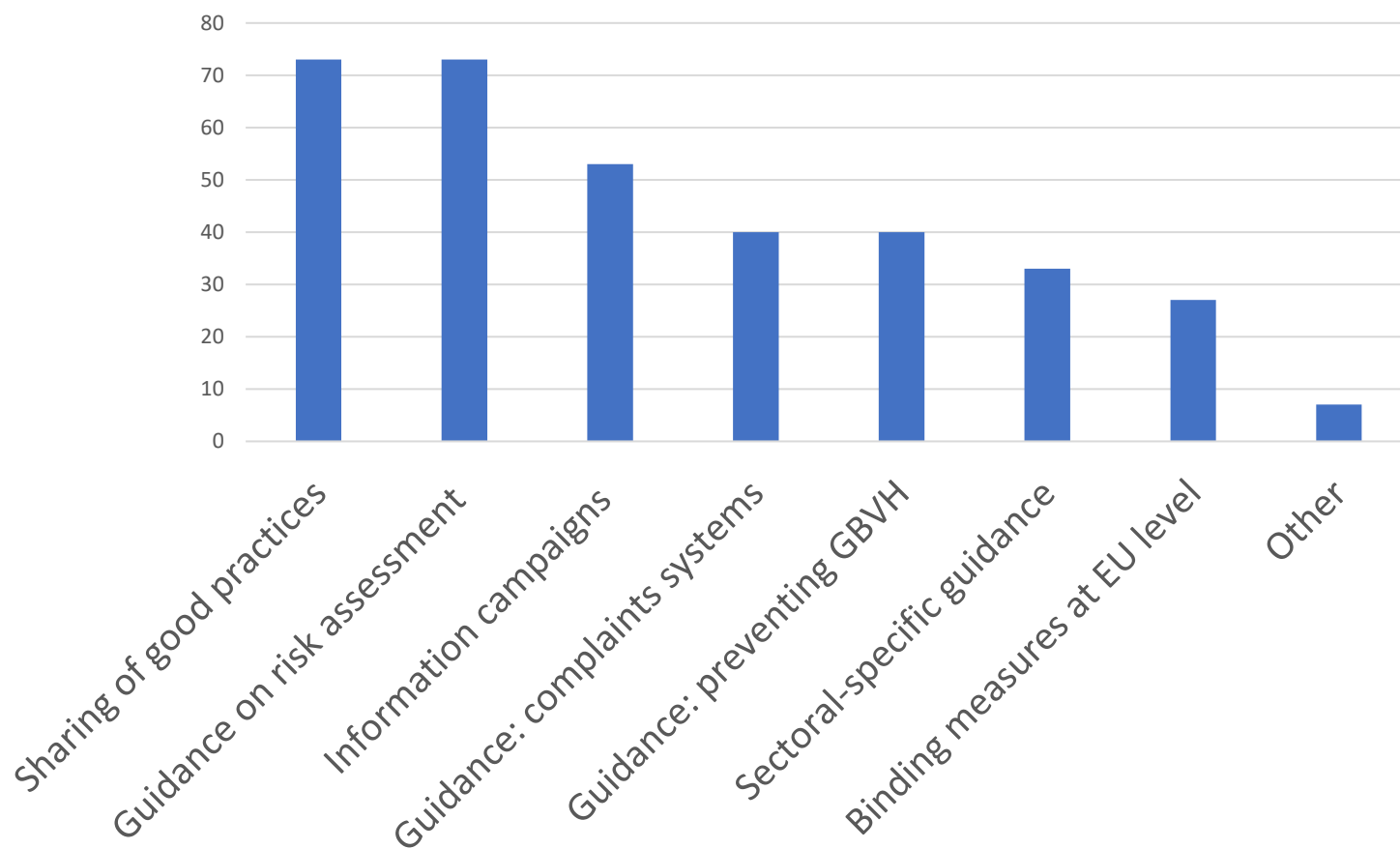
Implementation of the Multi-Sectoral Guidelines and Recommendations



Implementation

- Generally, a low levels of awareness about the Guidelines amongst social partners
 - In the survey, 70% of respondents had no knowledge of the Guidelines
 - Higher awareness amongst employers compared to unions
 - Highest level of awareness in the education sector, lowest in telecoms
- The only multi-sector social partner policy document/guidance addressing TPVH
- Limited formal implementation through national or sectoral agreements:
 - exception of agreements in Denmark in public administration and local & regional government
 - informative rather than regulatory/binding impact
- Project activities and webinars have helped to raise awareness about the Guidelines

What would help the social partners? (%)



In the survey respondents recognise the need to do more.

- Highest: sharing of good practices and guidance on risk assessment
- One of the project's webinars discussed the updating of the Guidelines and next steps.

Recommendations: Updating of Guidelines

1. The starting point is consensus amongst social partners

- Guidelines need updating
- Inform the progressive implementation of an integrated approach

Dedicated Guidelines could be linked to European, national, sectoral or workplace CBAs and workplace policies on all forms of violence and harassment.

Recommendations: Updating of Guidelines contd.

2. Importance of reflecting good practices

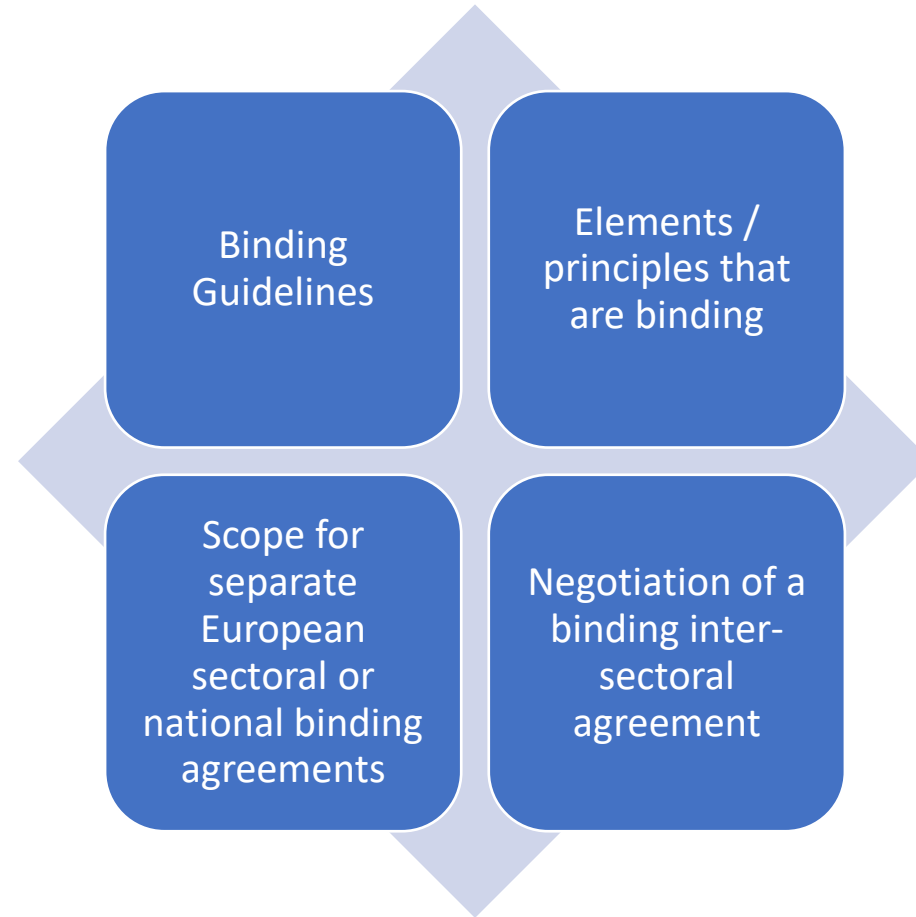
- Collective bargaining – sectoral workplace agreements
- Effective systems for prevention and risk assessment, inclu. psychosocial risks
- Improved survivor-centered complaints systems
- Effective security and safety systems
- Protection from retaliation for victims, witnesses, whistle-blowers
- Better data collection and learning from incidents
- Victim/survivor support and counselling
- Confidential information and support from workplace advisors/advocates/persons of trust

Recommendations: Updating of Guidelines contd.

3. Themes and issues to include in updating

- Third-party gender-based violence and harassment
 - Domestic violence as a workplace issue
 - Digitalisation and cyber harassment and violence
 - Occupational safety and health, risk assessment and prevention
 - Support, protection and compensation
 - Improved data, tracking and learning from cases of TPVH
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- Updating of language and definitions, and make relevant to the challenges in the rapidly changing world of work.

Recommendations: Options for the implementation of the Guidelines



Recommendations: Implementation and dissemination of the Guidelines

1. Discuss updating and options in Sectoral Social Dialogue Committees

- Binding or non-binding? Some elements / principles binding?
- Negotiations for a binding EU-level agreement on all forms of violence and harassment
- Updated sector specific guidance

2. Communications and dissemination of updated Guidelines

- Dissemination and communications plan
- High-level launch
- Dedicate website and accessible communications materials, posters, visual tools
- Secure high-level support for the implementation of the Guidelines

Thank you!