



Multisectoral social dialogue project

“The role of social partners in preventing third-party violence and harassment at work.”

Webinar 6: Brainstorming on how to improve the social partner multisectoral Guidelines on third-party violence and harassment?

Monday 13 June 2022 – 9h30-13h00 CET, online

Content: This brainstorming will deal with the project's key objective, namely to examine the implementation at national level of the multisectoral social partners Guidelines to tackle third-party violence and harassment at work and identify whether and how they can be improved.

Based on the presentations and discussions at the previous five webinars, research findings and the background document enclosing initial thoughts, participants are invited to share their views on the types of improvements that could be made to the Guidelines in terms of content and legal nature.

It is agreed from the outset that the project partners who have not signed up to the Guidelines are equally invited to share their views based on their own sectoral agreements and experiences at EU and national levels.

Background documents:

- ✓ The multisectoral Guidelines adopted in 2010 (in 2018 by central government social partners) are available [here](#) in 21 languages;
- ✓ Reports of the 5 project webinars are available in EN [here](#)

Audience: Trade unionists and managers in governments, hospitals, prisons, urban public transport, education and telecoms.

Interpretation: EN - FR - ES – HU – IT

Agenda

9h30 **Welcome, project overview and meeting objectives, Nadja Salson, EPSU, Gregory Gillet, ETNO, and EUPAE Spain**

9h40 **Project research findings on the national implementation of the 2010 multisectoral Guidelines, Jane Pillinger, project consultant**

Q&A

10h00 **Separate trade unions and employers' groups**
A rapporteur will be appointed at the start of the session.



With the support of the European Commission

Questions to participants

1. *Do you agree that the 2010 Guidelines need to be updated in light of ILO Convention 190 and related Recommendation, cyberviolence, domestic violence, the draft directive on gender-based violence, national and EU sectoral agreements, intersectional approach? Other additional issues?*
2. *Do you think it is still relevant to deal with external violence and harassment (from users/customers) separately from internal violence and harassment (colleagues, management)?*
3. *The implementation at national level of the Guidelines has been poor. How can we ensure the Guidelines have a positive impact? Can they be a source of inspiration for binding instruments to achieve an effective, coherent implementation?*
4. *Evidence shows that at the national level (sectoral or workplace) issues of external violence and harassment are usually dealt with in collective agreements on health and safety, gender equality, digitalisation and/or workplace policies. How can the content of the guidelines be better taken into account in national collective agreements and workplace policies on OSH, gender equality or digitalisation?*

12h00

Break

12h15

Plenary, reports of trade unions and employers, exchange of views

13H00

Conclusions and next steps (final project conference on 25 November, Madrid)

