



Third-Party Violence at Work- a multi-sectoral approach by European social partners

ETUCE Conference 2nd Regional
Seminar Brussels

7 June 2012



Background

- 2004-2007: Negotiations for European cross-sectoral agreement on violence and harrassment, includes third-party violence partially, does not include specific initiatives
- April 2007: Autonomous framework agreement on violence and harrassment
- 2007-2008: Stock-taking of social partners from hospital, private security, local government, retail trade
- «declaration of intent» signed in 2008 for support to multi-sectoral approach to tackle implementation of third-party violence

Background (continued)

- 2008-2010: technical seminars, European multisectoral conference (EPSU and Uni-Europa)
- Survey (EPSU and Uni-Europa) from 33 affiliates on projects, actions, campaigns, methods and tools, agreements and guidelines
- RESPECT Report (HOSPEEM, Eurocommerce, CoESS, CEMR): Effective approaches to tackle third party violence in the workplace
- 16 July 2010: Multi-sectoral guidelines to tackle third-party violence and harassment related to work



Employers duty to protect workers against violence and harssement in the workplace and to consult

- ILO Collective Agreement on the Prevention and Resolution of harrassment-related grievances
- Directive 2000/43/EC 2000 implementing the principle of equal treatment btw racial or ethnic origin
- Directive 2000/78/EC general framework for equal treatment in employment and occupation
- Directive 2002/73/EC equal treatment, access to employment, vocational training and promotion and working conditions
- Directive 89/391/EEC on the introduction of measures to encourage improvements in the safety and health of workers at work

Impact of third-party violence in the workplace

- Monitoring the incidence of third-party violence (verbal threats/intimidation/physical harm...)
- Impact on performance, absenteeism, personal well-being and private life, low staff morale (significant retention and recruitment issue!)
- Increasing costs for psychological treatment



Elements of policies to tackle third-party violence in the workplace

- Defining third-party violence
- Prevention through training, awareness-raising
- Holistic approach (prevent, examine risks, cooperation with workers and unions, coordination of overall health and safety policy, provision for support to victims written documentation, develop checklists)
- Policy evaluation



Importance of tackling third- party violence in the workplace

- Sectors subject to TPV: health care, social work, education, public administration, commerce, transport, hotels and restaurant, private security
- Recognized the importance to address issue separately

The multi-sectoral guidelines to tackle third party violence- European social dialogue

- Result- oriented approach
- Practical steps- based on exchange of good practice
- Joint approach (employer and employee) to health and safety is more successful
- Signatories: healthcare, local and regional government, private security, education sector
- TPV is sufficiently distinct from violence and harrassment (among colleagues) to warrant a distinctive approach



Aims

- Mitigation of consequences
- Practical measures to
 1. Increase awareness and understanding of employers, workers, their representatives and other public authorities
 2. Demonstrate commitment of social partners
 3. Provide employers, workers and their representatives at all level with Guidelines to indentify, prevent manage and tackle problems of work related harassment and violence provoked by third parties



Policy Framework

- Consistency of approach
- Information, consultation, clear definition, risk assessment, training, monitoring, investigate allegations, requirements for reporting, filing complaints
- Transparency and effective procedure for recording facts and figures
- Policy framework has to be communicated



Signatories

- EPSU
- ETUCE
- UNI-Europa
- CEMR/CCRE
- CoESS
- Eurocommerce
- HOSPEEM
- EFFEE



Next Steps

- [BG, NL, CZ, EN, HU, LTH, RO, SL, GE , IT, PO, RU, ES, DA, EST, GR, LTV, PT, SVK, SV](#)
- <http://www.eurocommerce.be/content.aspx?PageId=42217>
- 2012 Progress Report
- Social Dialogue Work Programmes
- Final Joint Evaluation in 2013