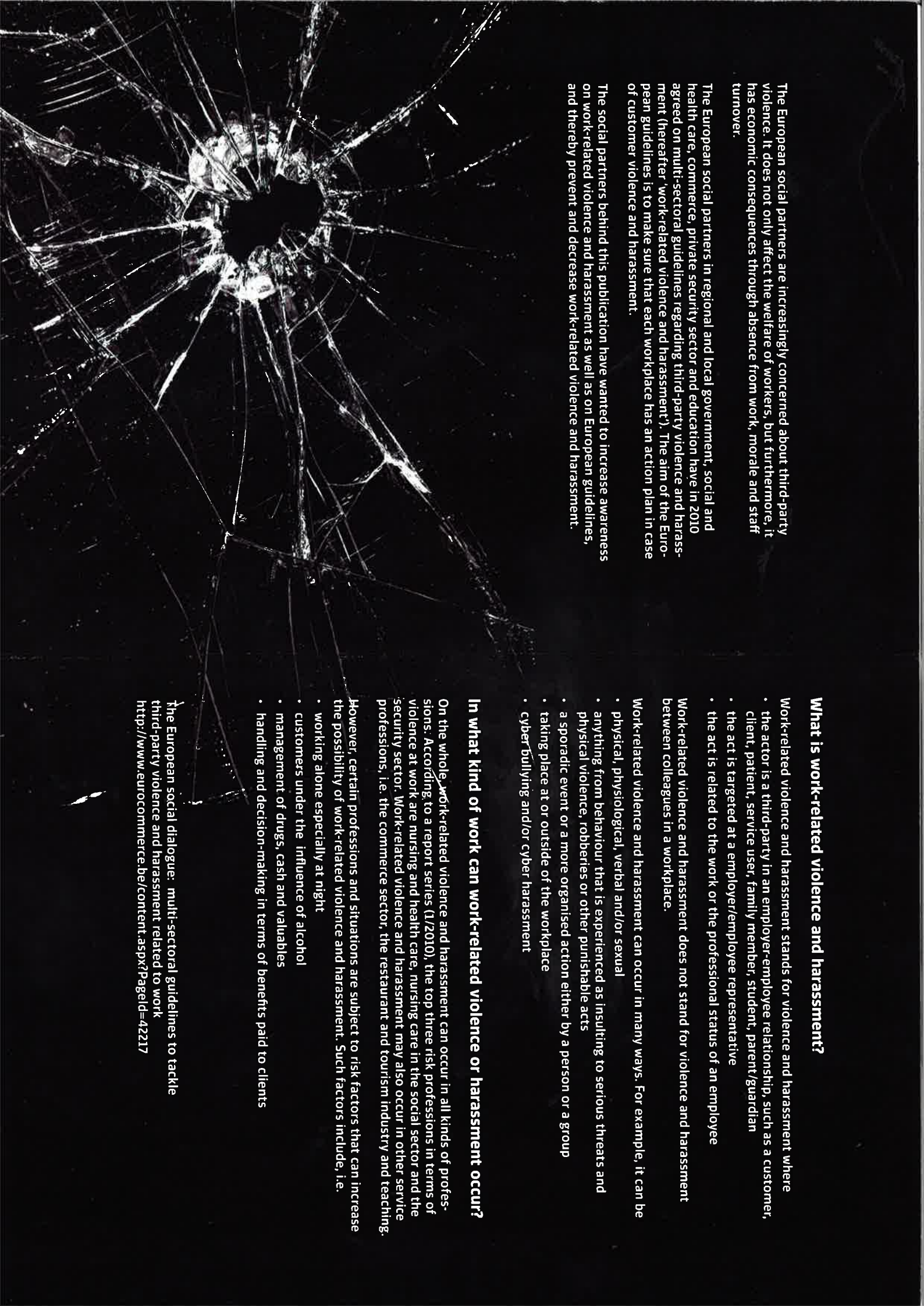


ETUCE – EPSU – UNiEuropa – EFEE – CEMR – ESS – EuroCommerce – HOSPEEM



WORKPLACE VIOLENCE

a mutual worry in Europe



The European social partners are increasingly concerned about third-party violence. It does not only affect the welfare of workers, but furthermore, it has economic consequences through absence from work, morale and staff turnover.

The European social partners in regional and local government, social and health care, commerce, private security sector and education have in 2010 agreed on multi-sectoral guidelines regarding third-party violence and harassment (hereafter 'work-related violence and harassment'). The aim of the European guidelines is to make sure that each workplace has an action plan in case of customer violence and harassment.

The social partners behind this publication have wanted to increase awareness on work-related violence and harassment as well as on European guidelines, and thereby prevent and decrease work-related violence and harassment.

What is work-related violence and harassment?

Work-related violence and harassment stands for violence and harassment where

- the actor is a third-party in an employer-employee relationship, such as a customer, client, patient, service user, family member, student, parent/guardian
- the act is targeted at a employer/employee representative
- the act is related to the work or the professional status of an employee

Work-related violence and harassment does not stand for violence and harassment between colleagues in a workplace.

Work-related violence and harassment can occur in many ways. For example, it can be

- physical, physiological, verbal and/or sexual
- anything from behaviour that is experienced as insulting to serious threats and physical violence, robberies or other punishable acts
- a sporadic event or a more organised action either by a person or a group
- taking place at or outside of the workplace
- cyber bullying and/or cyber harassment

In what kind of work can work-related violence or harassment occur?

On the whole, work-related violence and harassment can occur in all kinds of professions. According to a report series (1/2010), the top three risk professions in terms of violence at work are nursing and health care, nursing care in the social sector and the security sector. Work-related violence and harassment may also occur in other service professions, i.e. the commerce sector, the restaurant and tourism industry and teaching.

However, certain professions and situations are subject to risk factors that can increase the possibility of work-related violence and harassment. Such factors include, i.e.

- working alone especially at night
- customers under the influence of alcohol
- management of drugs, cash and valuables
- handling and decision-making in terms of benefits paid to clients

The European social dialogue: multi-sectoral guidelines to tackle third-party violence and harassment related to work
<http://www.eurocommerce.be/content.aspx?PageId=42217>

For further information:

More information and guidelines can be found i.e. from the following sources:

Väkivalta pois palvelutyöstä. (Erasing violence from service sector work, available in Finnish only), The Centre for Occupational Safety, 2010
[http://www.tyoturva.fi/toimialat/kunta-ala_ja_seurakunnat/voimialan_julkaisu/vaki-valta_pois_palvelutyosta_\(28014\).643.shtml](http://www.tyoturva.fi/toimialat/kunta-ala_ja_seurakunnat/voimialan_julkaisu/vaki-valta_pois_palvelutyosta_(28014).643.shtml)

Väkivallan uhka työssä. (The threat of violence at work, available in Finnish only), Occupational Safety and Health Administration, Työsuojeluoppaita ja -ohjeita 46, 2010
http://tyosuojelujulkaisut.wshop.fi/documents/2010/09/750_46.pdf

Työväkivallan riskiammatit (Risk professions in violence at work, available in Finnish only), The Centre for Occupational Safety, Työturvallisuuskeskksen raporttisarja 11/2010
http://www.ttk.fi/files/15271/Tyovakivallan_riskiammatit_raportti_1_2010_TTK.pdf

Konfliktien kohtaaminen ja rauhoittaminen (Facing and calming conflicts, available in Finnish only), The Centre for Occupational Safety, Työturvallisuuskeskksen julkaisuja, 2008

[http://www.tyoturva.fi/julkaisut/konfliktien_kohtaaminen_ja_rauhotta-minen\(28024\).1284.shtml](http://www.tyoturva.fi/julkaisut/konfliktien_kohtaaminen_ja_rauhotta-minen(28024).1284.shtml)

KAURIS – karttoita uhkaavat työväkivalteriskit. (KAURIS – Mapping out threatening risks of violence at work, available in Finnish only), Finnish Institute of Occupational Health, Työturvayksiköns 2009

<https://verkkoakauppa.tti.fi/Default.aspx?tabid=20566&Type=productinfo&CatID=698&parentID=698&ItemID=641&Page=1&language=fi-FI>

Palvelutyöpiisteiden turvallisuussuunnitteluopas (Security planning guide for Service Desks, available in Finnish only), Ministry of the Interior, 4/1/2007

[http://www.intermin.fi/intermin/biblio.nsf/B388B82362DEED65CC225738600286DE0/\\$file/472007.pdf](http://www.intermin.fi/intermin/biblio.nsf/B388B82362DEED65CC225738600286DE0/$file/472007.pdf)

Vältä työväkivalta (Avoid work-related violence, available in Finnish only),

Finnish Institute of Occupational Health, 2007

<https://verkkoakauppa.tti.fi/Default.aspx?tabid=20566&Type=productinfo&CatID=08&parentID=08&ItemID=5248&Page=1&language=fi-FI>

Prevention and control of work-related violence in hospitals (Työväkivallan ennalta-
enkäisy ja hallinta sairaalassa, available in Finnish only), TTY 2012

http://dspace.cc.tut.fi/dpub/bitstream/handle/123456789/20862/wasara_tyovakivallan_ennaltaenkaisy_ja_hallinta_sairaalassa.pdf;sequence=1

Työväkivalta (Work-related violence, available in Finnish only) TTK
<http://www.ttk.fi/tyosuojelu/tyovakivalta/>

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