



HOSPEEM, CEMR, EPSU, CoESS, Eurocommerce and UNI europa commitment on third-party violence at work

22 October, Brussels

1. HOSPEEM, CEMR, EPSU, CoESS, Eurocommerce and UNI europa take the issue of third-party violence in the workplace – from customers, clients, patients, citizens – very seriously. Although third-party violence takes on specific and different forms in each of our sectors, we are concerned about the growing number of incidents in most of the countries and sectors participating in this project. The impact of third-party violence and harassment on staff recruitment, well-being, retention, absence rates and productivity is significant. It is therefore clearly in our interest to devise policies to tackle this phenomenon.
2. The 2007 agreement on violence and harassment at work concluded by the ETUC, BusinessEurope UEAPME and CEEP makes a significant contribution to dealing with violence at work, but does not deal specifically with the problems caused by violence from third-parties. Furthermore, the cross-sectoral agreement leaves it open for members at national level to include third-party violence or not when implementing the agreement. The yearly joint tables on the implementation of the cross sectoral agreement show to date that third-party violence is not systematically addressed in the implementation of the agreement.
3. The research for the Conference highlights a number of good practices in tackling third-party violence and shows how these good practices can be transformed into general policy and practice. Many of these good practices have been mentioned in the Conference and they form the basis of the joint Conference summary report distributed to participants¹.
4. UNI Europa, Eurocommerce, CoESS, EPSU, CEMR and HOSPEEM commit to combine their efforts to translate these good practices into reality in all EU countries. Based on the Conference discussion, we will aim to develop a jointly agreed instrument that will set out the steps that need to be taken to prevent, identify, and manage problems of third-party violence.
5. Such an instrument would underpin approaches by employers and trade unions to tackling the problem and contain the main elements of the policy framework needed to tackle third-party violence, applicable to and taking into account the specificities of all sectors covered by the initiative. These are spelled out in detail in the joint summary report and include:

¹ RESPECT Project: Summary of findings of research on best practice approaches to tackle third party violence in the commerce, hospitals, local and regional government and private security sectors

- ✓ A clear definition of third-party violence
- ✓ Preventative measures including:
 - Managing expectations by providing clear information regarding the nature and level of service clients/customers/service users should expect
- ✓ Designing “safe workplaces” through risk assessment, including
 - The provision of “tools” aimed at safeguarding employees
 - Workplace design
 - Process design and work organisation
- ✓ Training and awareness raising
- ✓ Clear monitoring report and follow-up
- ✓ Provision of support to victims
- ✓ Procedures for policy evaluation and review

6. This multisectoral instrument would complement Articles 4 and 5 of the cross-sectoral agreement concluded by the ETUC, CEEP, BusinessEurope and UEAPME. Each sector would be responsible for implementing the tool in accordance with national practices and procedures within a common framework and timetable for reporting and evaluation. The instrument to be agreed should build where appropriate on the national implementation of the cross-sectoral agreement. This implementation will take into account the specific context and conditions of each of the sectors concerned, in particular the structural risks of third-party violence linked to the activities performed by some of the sectors involved in this initiative.