

# Managing stress and psychosocial risks at European workplaces

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Social Partners Conference – HOSPEEM/EPSU/FIPSU

10. November 2015, Helsinki

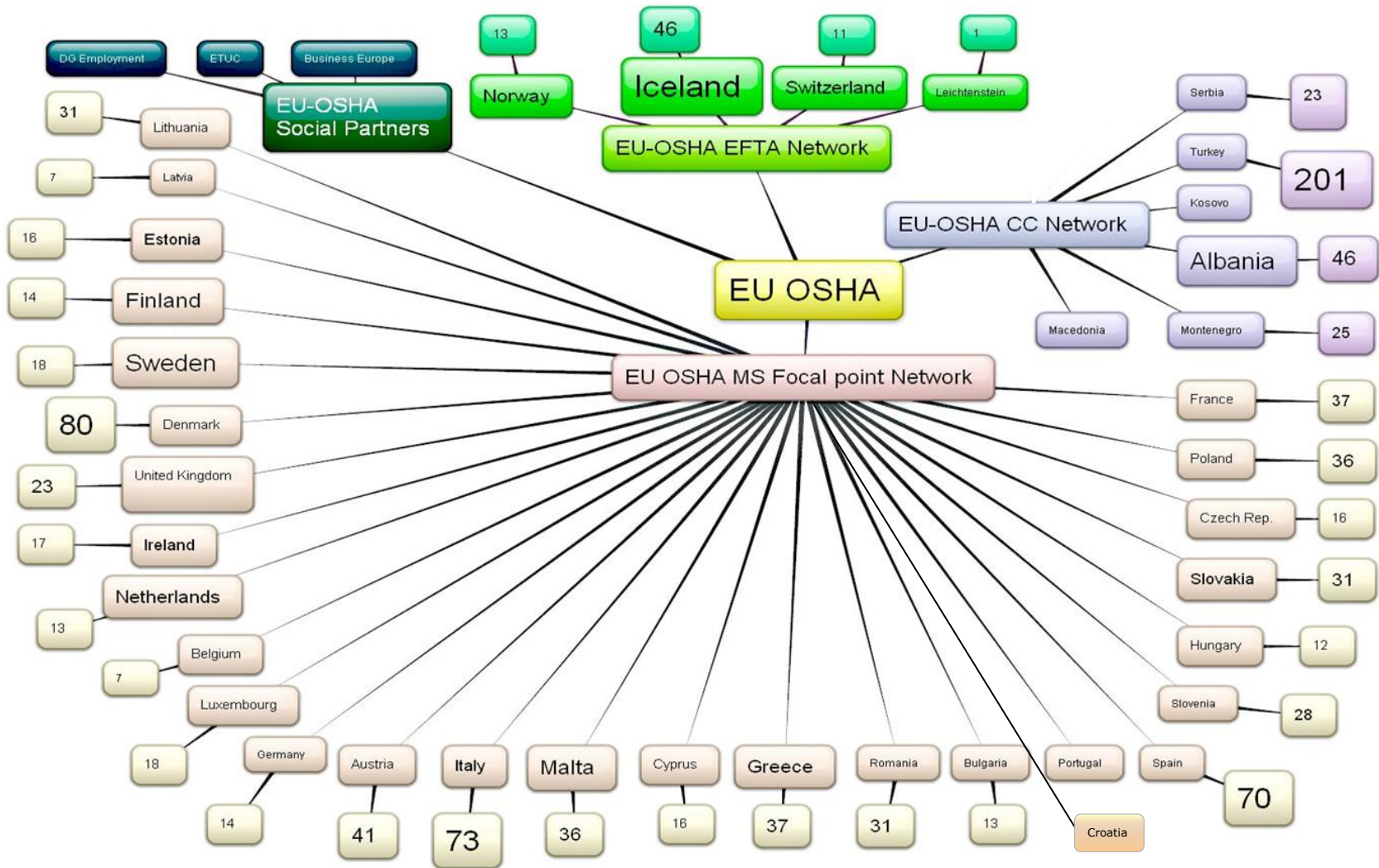


# 1. EU-OSHA



- Established in **1996** in **Bilbao**, Spain
- To help improve **working conditions** in the European Union by providing **technical, scientific and economic information** to people involved in **safety and health at work**.
- **An autonomous** legal entity set up by the legislator (European Parliament/Council)
- **Tripartite Board** bringing together:
  - governments, employers' and workers' organisations
  - the European Commission

# 1. EU-OSHA - our network



# 1. EU-OSHA – multi annual programme

## ▪ **Anticipating change**

- Foresight methodology
- Green jobs
- Research priorities

## ▪ **Facts and figures**

- Micro and small enterprises
- Older workers
- Enterprise Survey on New and Emerging Risks
- Workrelated Diseases
- Benefits of OSH

## ▪ **OSH tools**

- OIRA
- E-Tools

## ▪ **Raising awareness**

- Campaigning
- NAPO

## ▪ **Networking knowledge**

- OSHWiki

## ▪ **Networking & corporate communications**

- International networking

# Healthy Workplaces Manage Stress - key objectives

- **Raising awareness about the growing problem with stress and psychosocial risks**

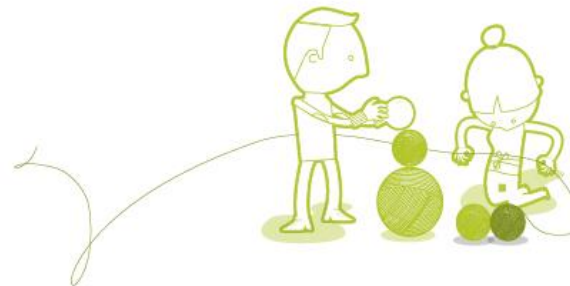
(increase of mental health problems in general, crisis, growing service sector, general 'acceleration' of the world...)

- **Focus on the positive effects of successful psychosocial risk management**

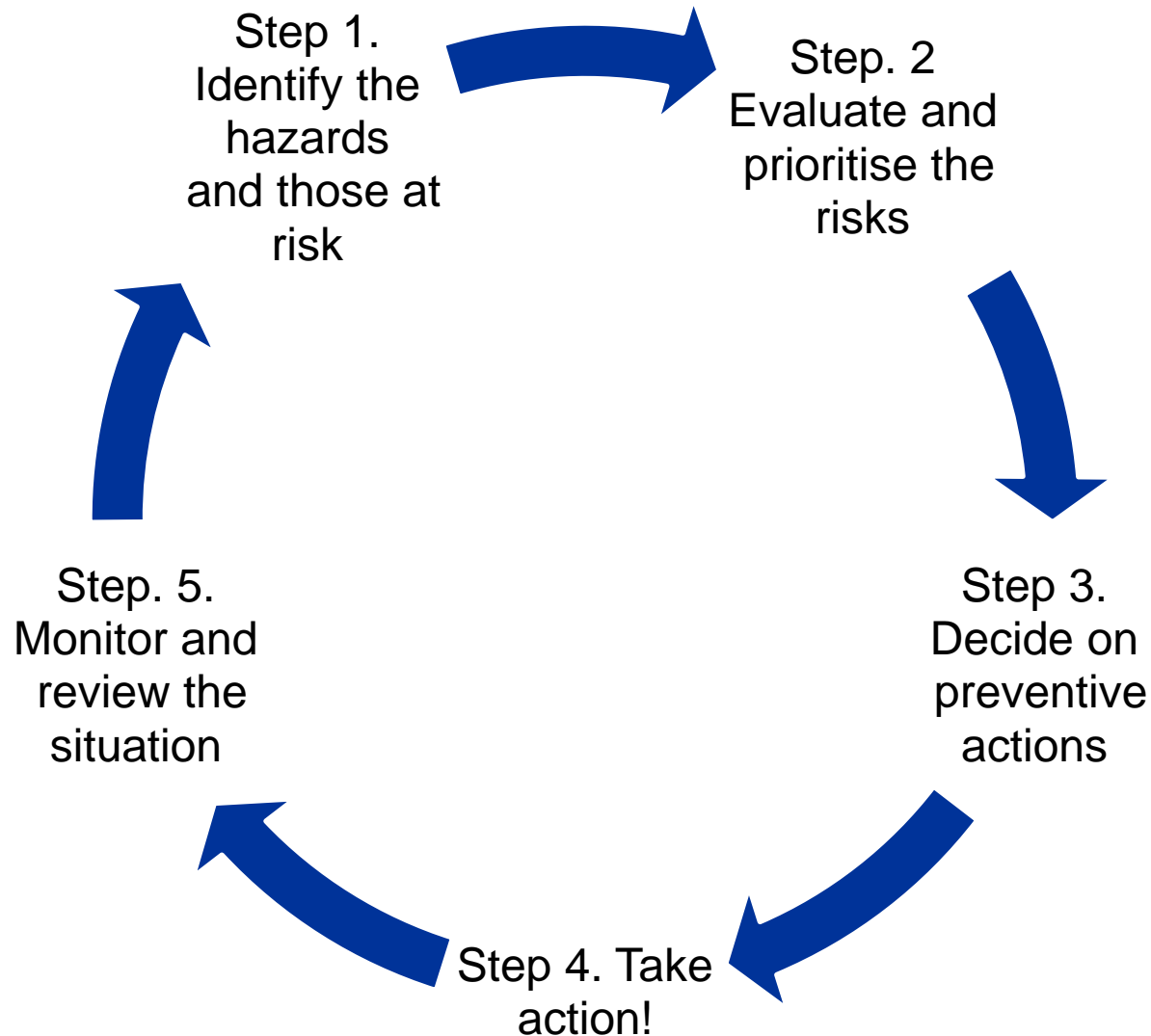
(better health, better productivity, the business case...)

- **Increasing the enterprises' practical knowledge on recognising and preventing psychosocial risks at work**

(providing and promoting the use of simple, practical tools and guidance)



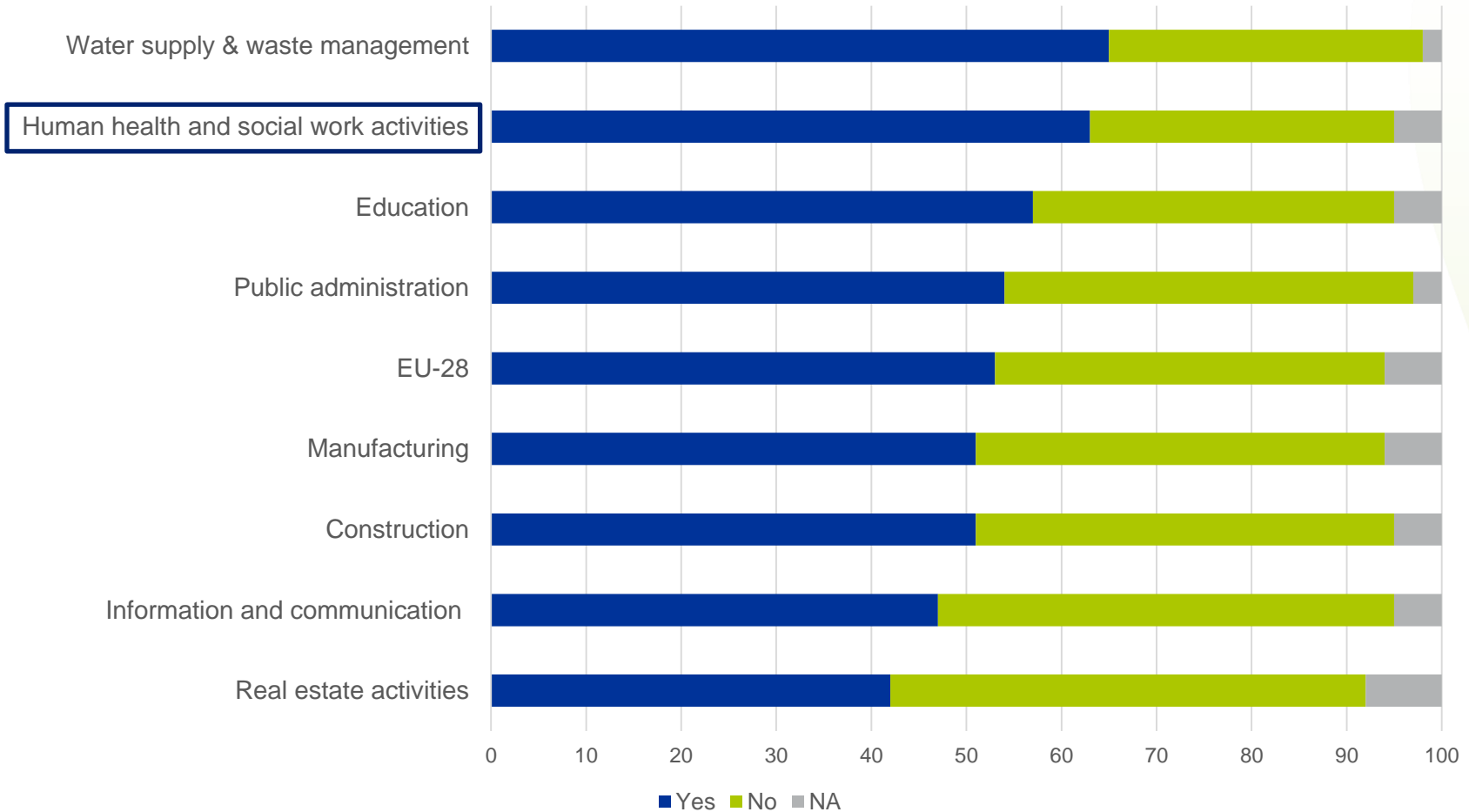
# A practical approach: 5 steps



# The hierarchy of prevention

- 1. Avoid & eliminate risks**
- 2. Reduce and minimise hazards AND separate from the workers**
  - **by technical measures**
  - **by organisational measures**
  - **by personal measures**
- 3. Individual measures, e.g. modifying behaviour**

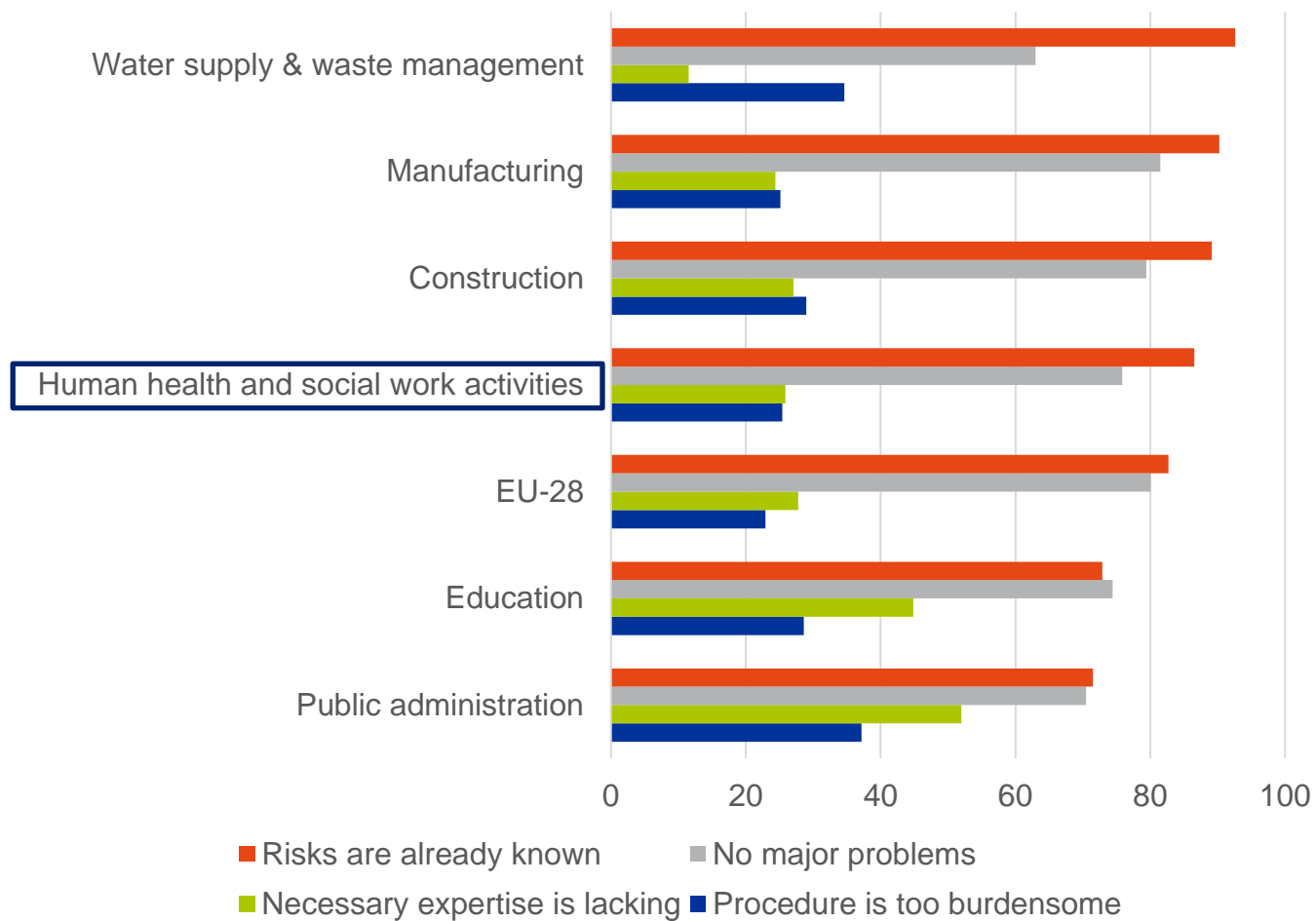
# ESENER survey: Enough information for assessing psychosocial risks





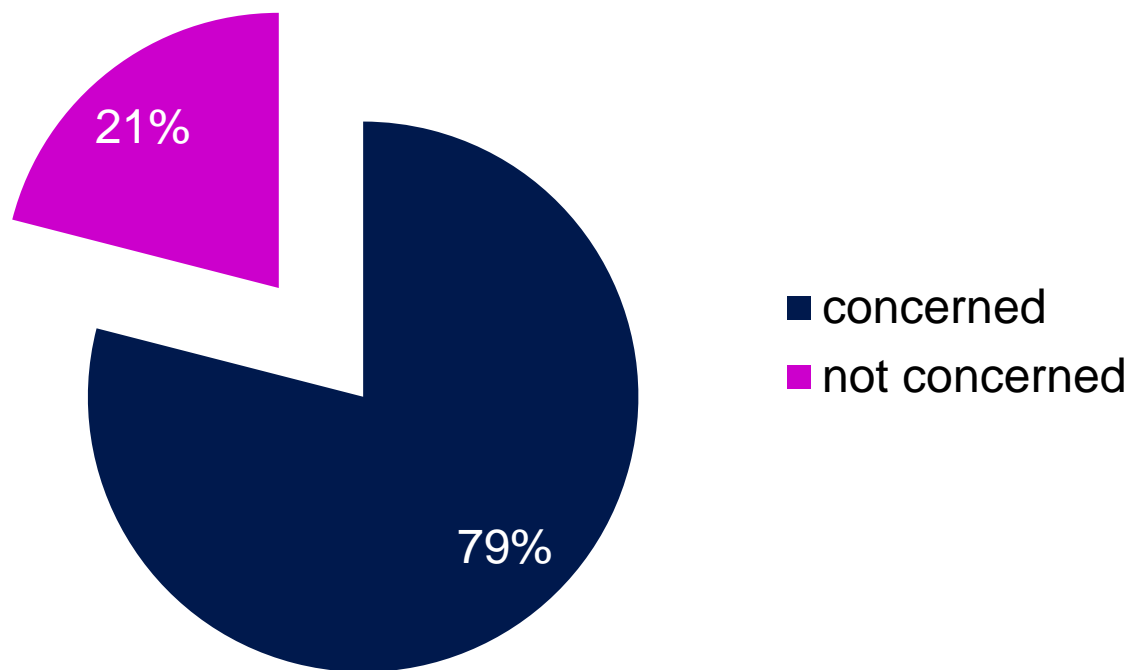
# ESENER survey:

## Reasons for not assessing psychosocial risks



# ESENER survey: Management of psychosocial risks

## Concern about work-related stress, as reported by managers



**Time pressure**

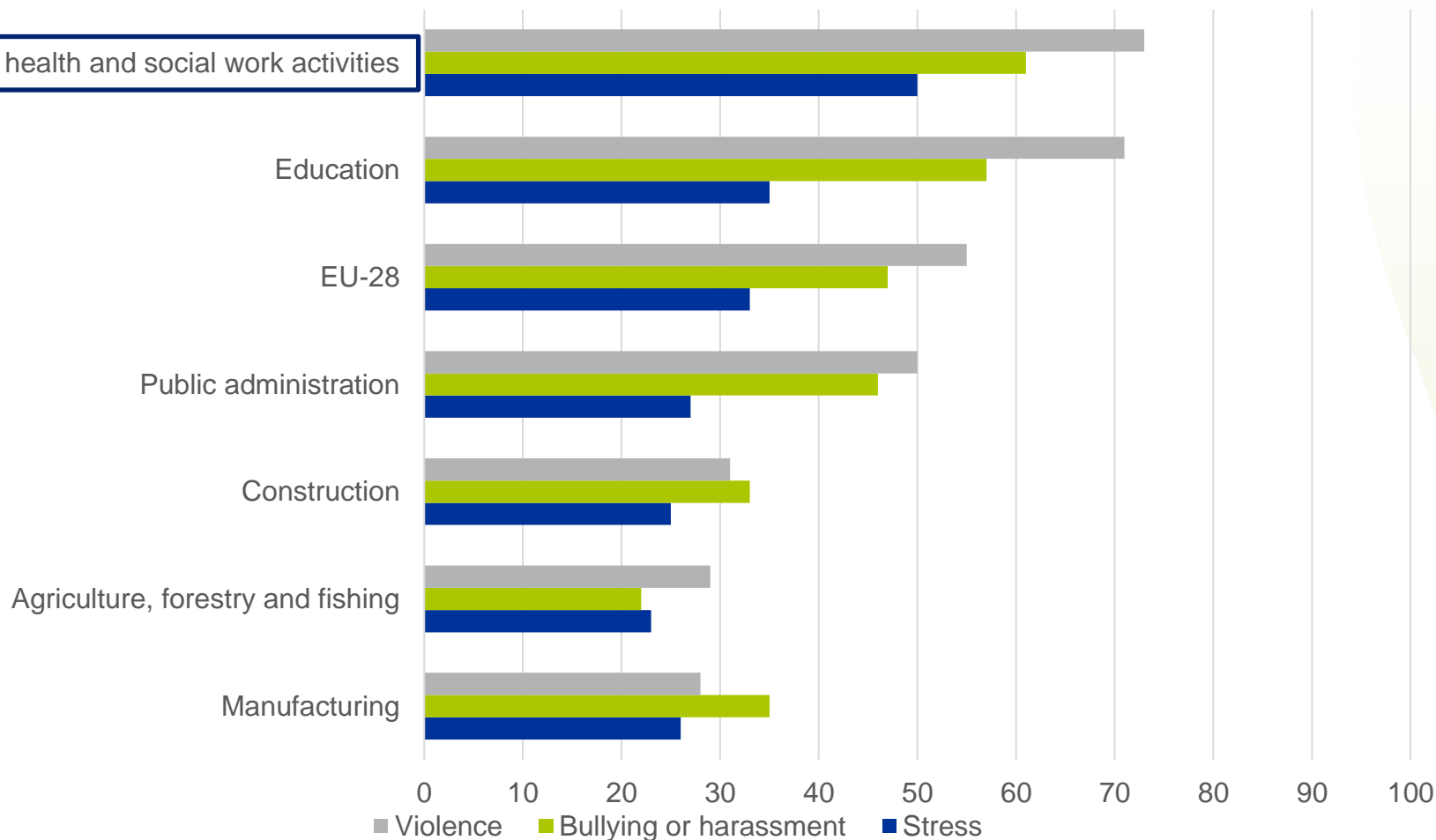


**Difficult customers**

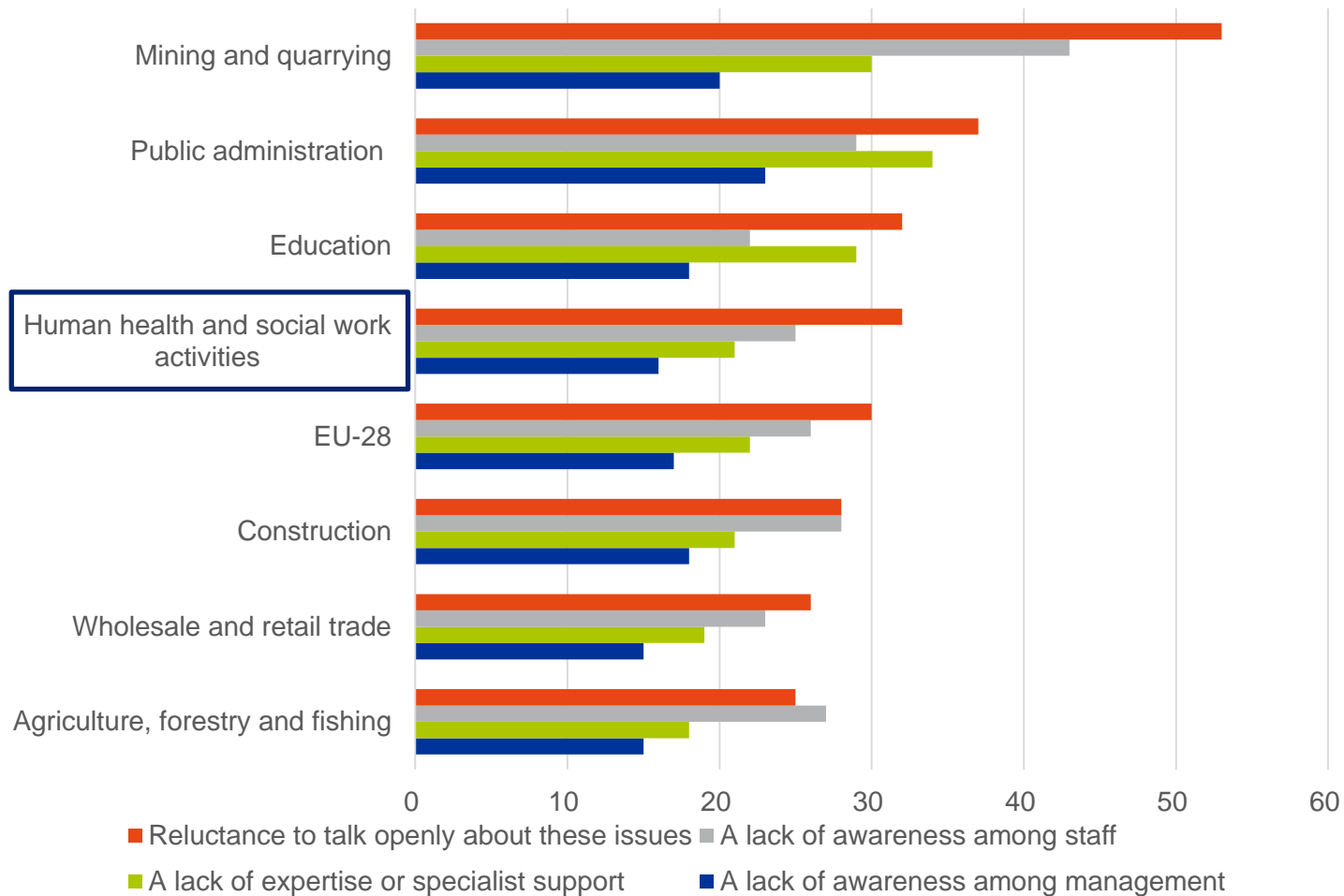
ESENER survey 2009 & 2014, EU-OSHA

# ESENER survey: Procedures in place to deal with...

Human health and social work activities



# ESENER survey: Difficulties in addressing psychosocial risks



# ESENER survey: Management of psychosocial risks

## Drivers

- **Good general OSH management and reported concern for work-related stress**
- **The main drivers reported by managers:**
  - Requests from employees
  - Desire to reduce absenteeism
  - Legal obligations



## Barriers

- **Lack of technical support and guidance and lack of expertise**
- **Lack of resources**
  - higher number of measures in place than those not reporting this barrier
- **Sensitivity of the issue**
  - more measures in place than those not reporting this barrier

### Conclusion:

**Reported barriers very much depend on the different stages of the companies implementing psychosocial risk management**

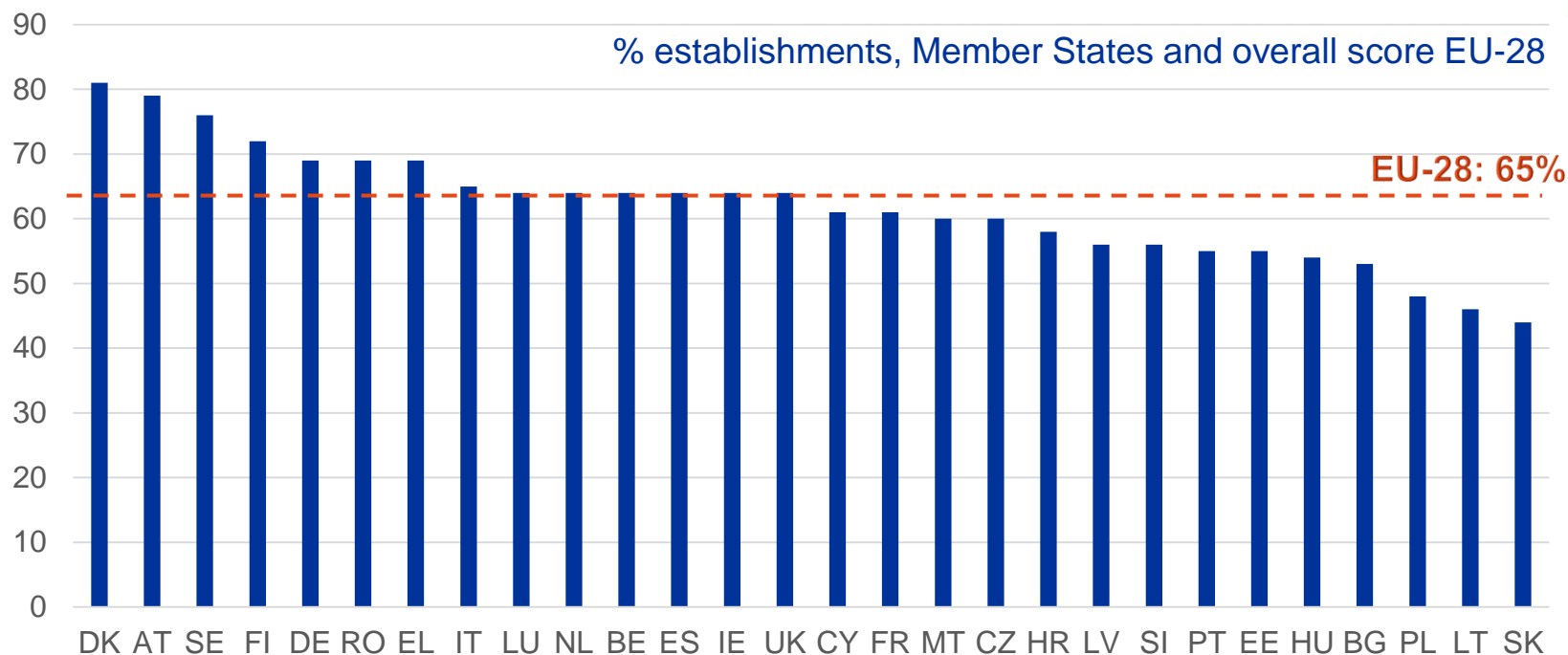
# ESENER survey: Management of psychosocial risks

## Worker participation

- **Workplaces that have formal worker representation are more likely:**
  - to report management commitment to safety and health
  - to have preventive measures in place for both general OSH and psychosocial risks
  - to involve employees (consultation and participation) in the process of OSH and psychosocial risk management
- **Workplaces that have formal worker representation and a high level of management commitment to OSH are more likely to report that their organisation's OSH and psychosocial risk management are effective**

# ESENER survey: Management of psychosocial risks

## Employee participation in setting up psychosocial measures





# EU Policy background

## The EU Framework Directive (89/391)

- Creates a legal obligation on employers to protect their workers by avoiding, evaluating and combatting risks to their safety and health
- This includes psychosocial risks in the workplace which can cause or contribute to stress or mental health problems
- Daughter directives...

## Health care specific:

- Directive 2010/32/EU, implementing the Framework Agreement on prevention from sharp injuries in the hospital and healthcare sector

## EU Social Partners Agreements

- Framework Agreement on Work-Related Stress (2004)
- Framework Agreement on Violence and Harassment at Work (2007)

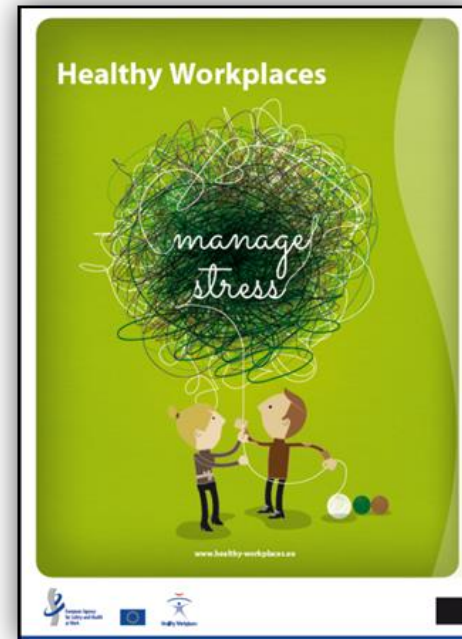
## European Pact for Mental Health and Well-being (2008)

- Encourages employers to implement measures to promote mental well-being at work

# Different Member State approaches: Legislation and labour inspection

- **Text very broad, no specific mentioning of psychosocial risks**
- **Mentioning the need to take psychosocial risks into account, but no specification**
- **Legal obligation to do a psychosocial risk assessment**
- **Possibility to include psychosocial expert/psychologist**
- **Definition of stress and psychosocial risks included in legislation**
- **Broader framework, approach supported by other actions**

# Thank You!



<https://osha.europa.eu>

<https://www.healthy-workplaces.eu/en>