Managing psychosocial risks at work in the EU

Summer School Workshop on Psychosocial Risks
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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

EU Social Partners Agreements

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

➢ Different national approaches
How common are cases of work-related stress in your workplace? (%) (EU-OSHA, 2013)

Main causes: job reorganization and job insecurity, long hours and workload, harassment and violence, lack of support.

Eurobarometer (EC, 2014): 27% respondents suffered from stress, depression or anxiety caused by or worsened by work (last 12 months).
Psychosocial risks, stress and health

**Psychosocial risks**
- poor work design, organisation and management
- unfavourable social context of work

**Work-related Stress**
- demands at work are beyond worker’s capacity to cope with them

**Non work-related factors**
- major life events, serious illness, bereavement, etc.

**Negative outcomes**
- Emotional
- Cognitive
- Behavioural
- Physical and mental ill-health
Managing psychosocial risks: how to start

- Managing stress and psychosocial risks involves the same basic principles and processes as for other workplace hazards

1) Raising awareness
2) Assessing risks
3) Developing an action plan
4) Monitoring and evaluation

- Leadership and worker participation is crucial
- Holistic approach the most effective
## European Survey of Enterprises on New and Emerging Risks (ESENER)

<table>
<thead>
<tr>
<th>Geographical coverage</th>
<th>ESENER-1</th>
<th>ESENER-2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Countries</strong></td>
<td>Total of 31: EU-28 + Turkey, Norway, Switzerland</td>
<td>Total of 36: ESENER-1 + Albania, Iceland, Macedonia, Montenegro and Serbia</td>
</tr>
<tr>
<td><strong>Establishments surveyed</strong></td>
<td>30,000</td>
<td>49,000</td>
</tr>
<tr>
<td><strong>National versions of questionnaire</strong> - Adapted for language and national OSH terminology</td>
<td>41</td>
<td>47</td>
</tr>
<tr>
<td><strong>Proportion of workplaces covered</strong></td>
<td>ESENER-1</td>
<td>ESENER-2</td>
</tr>
<tr>
<td>Smallest business size</td>
<td>10 workers</td>
<td>5 workers</td>
</tr>
<tr>
<td>Sector</td>
<td>All, including public, except agriculture and fishing</td>
<td>All, including public and agriculture and fishing</td>
</tr>
</tbody>
</table>
ESENER-2 – Risk factors present in the establishment (% establishments, EU-28)

Having to deal with difficult customers, patients, pupils etc.
Tiring or painful positions, including sitting for long periods
Repetitive hand or arm movements
Risk of accidents with machines or hand tools
Lifting or moving people or heavy loads
Risk of accidents with vehicles in the course of work
Time pressure
Chemical or biological substances
Increased risk of slips, trips and falls
Heat, cold or draught
Loud noise
Long or irregular working hours
Poor communication or cooperation within the organisation
Job insecurity
Employees’ lack of influence on their work pace or work...
Discrimination, for example due to gender, age or ethnicity

Base: all establishments in the EU-28.

Note: psychosocial risk factors shaded in orange.

ESENER-2 - Psychosocial risk factors by establishment size (% establishments, EU-28)

- Difficult customers
- Time pressure
- Long or irregular working hours
- Poor communication or cooperation
- Job insecurity
- Employees’ lack of influence
- Discrimination

Bar chart showing the percentage of establishments experiencing various psychosocial risk factors, categorized by establishment size (5-9, 10-49, 50-249, 250+).
ESENER-2 – Having enough information on how to include psychosocial risks in risk assessment (% establishments)

EU-28: Yes 53%
ESENER-2 – Are ‘organisational aspects such as work schedules, breaks or work shifts’ and ‘supervisor-employee relationships’ routinely evaluated in the risk assessments? (% establishments)

Base: establishments that regularly carry out risks assessments
www.esener.eu
3. ESENER-2 - Use of a psychologist, in-house or contracted externally, by country (% establishments).

Base: all establishments. www.esener.eu
ESENER-2: Action plan to prevent work-related stress (% establishments)

Base: establishments in the EU-28 with 20 or more workers.


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ESENER-2: Procedures to deal with psychosocial risks

- Bullying or harassment
- Violence
- Stress
ESENER-2 - Action plan to prevent work-related stress and procedures in place to deal with bullying or harassment and cases of threats, abuse or assaults (% establishments, EU-28)

Human health and social work activities
Education
Real estate activities
Accommodation and food service activities
Financial and insurance activities
Arts, entertainment and recreation
Administrative and support service activities
EU-28
Electricity, gas, steam and air conditioning supply
Other service activities
Public administration and defence; compulsory social security
Transportation and storage
Water supply; sewerage, waste management and remediation activities
Professional, scientific and technical activities
Wholesale and retail trade; repair of motor vehicles, motorcycles
Information and communication
Mining and quarrying
Construction
Agriculture, forestry and fishing
Manufacturing

Violence       Bullying or harassment       Stress

www.esener.eu
ESENER-2 - Measures taken to prevent psychosocial risks during last 3 years (% establishments, EU-28)

- Reorganisation of work in order to reduce job demands and work pressure
- Confidential counselling for employees
- Set-up of a conflict resolution procedure
- Intervention if excessively long or irregular hours are worked
ESENER-2: Providing employees with training on psychosocial risks (% establishments)

EU-28: Yes 36%
Difficulties in addressing psychosocial risks, by establishment size (% establishments, EU-28)

Base: establishments in the EU-28 that report at least one psychosocial risk factor to be present in their establishments.
Healthy Workplaces Campaign 2014-15

www.healthy-workplaces.eu
(available in 25 languages)

- Campaign guide and leaflets
- Infographics, video, PPT
- Reports
- Figures (ESENER)
- E-guide for managing psychosocial risks and stress
- Napo film
Thank You!

EU-OSHA: www.osha.europa.eu
Healthy Workplaces Manage Stress: www.healthy-workplaces.eu
ESENER: www.esener.eu