



**Well-being and occupational safety & health (OSH) in central government
administrations: tackling psychosocial risks at work**

Seminar 2: "External violence in central government administrations"

Madrid – 24-25 November 2016

Draft Programme – 21 November

24 November – Day 1

09:00-09:30 Opening of the seminar:

Chair: EUPAE Spain

Welcome by the Spanish hosts: Javier Jiménez , General Secretary of FSC-CCOO and Ángeles Villaverde, International coordinator FESP UGT and Javier Pérez Medina, Director General of the Spanish Civil Service Administrations,

Aims of the project: *Nacer-Eddine Djider, DGAFP, EUPAE France & Nadja Salson, EPSU policy officer, TUNED Coordinator*

09:30-11:00 - PANEL

What is meant by violence in the workplace? What are its causes and consequences?

Types of violence at work (abusive language, threats, harassment, psychological and physical violence) evolution, causes and consequences, human and financial cost.

Speaker: Yves Grasset, sociologist and co-founder of the association « Violence Travail Environnement (Violence, Work and Environment)»

Discussion

Implementation of the EU legal framework and of the EU social partner's cross-sectoral Agreement on harassment and violence at work (see EC study 2016, <http://ec.europa.eu/social/main.jsp?catId=738&langId=en&pubId=7922&type=2&furtherPubs=no>)

Speaker: F. Jesús Álvarez Hidalgo, European Commission - DG Employment, Social Affairs and Inclusion

Discussion

The role of the social partners - Examples in the EU

Speakers: José María López, TUNED Spain, Roberta Fabrizi, Ministry of Labour and Social Policies – Directorate General for Labour Inspection, EUPAE Italy

Discussion

11:00-11:20 Coffee-break

Project and research results

Speaker: Lionel Fulton, Project Researcher, Labour Research Department, UK

With the support of the European Union

Discussion

13:00-14:30 - Lunch

14:30-17:00: Parallel Workshops

Introduction to the two workshops: EUPAE-Italy

2 theme-based workshops, 1 multilingual and 1 English, will be held in parallel that will feed into the step-by-step guide on the effective use of risk assessments, one of the key outcomes of the project. Participants will select one of the 2 proposed themes that closely relate to one another with some overlaps.

The following cross-cutting issues will guide the discussions in the 2 workshops:

- *Are opportunities, problems and solutions the same for all employees regardless of their status, gender, income and age?*
- *Health risk assessment at the workplace: How does it work, how effective is it as a prevention tool? What can be improved?*
- *Chain of responsibility to tackle and respond to psycho-social problems linked to third-party violence (management, occupational doctors, labour inspectors, trade unions...): How does it work, how effective is it, are there specificities in central government administrations?*
- *Role of social dialogue and enforcement of national and EU health and safety regulations: What are the challenges and scope for improvement?*

8'video from the Swedish Work Environment Institution

<https://www.av.se/en/health-and-safety/mental-ill-health-stress-threats-and-violence/>

Workshop 1 (Multilingual): How to prevent violence at work in Central Government Administrations?

Chaired by: Laurent Crusson, EUPAE-France

Reporting: TUNED

Introductory experience: Andrea Mazzeo et Debora Penco, Elidea Psicologi Associati which took part in the "Progetto formativo Valore PA" (Training for labour inspectors)

Workshop 2 (English only): What measures can be taken after violence at work has occurred?

Chaired by: TUNED Marco Ouwehand (FNV)

Reporting: Andrea Valenti EUPAE Italy

Introductory experience: Nadja Salson, TUNED coordinator, Follow-up to the multisectoral social partners' guidelines on third-party violence and harassment at work in local government, education, hospital, commerce and private security (2010)

20:00 - Dinner

25 November - Day 2

Chair: TUNED Netherlands, Marco Ouwehand (FNV)

09:00-09:45 Experiences from the Spanish National Institute for Health at Work (INSHT)

09:45-10:30 Reports of the workshops

Discussion

11:00-11:20 Coffee-break

11:20-12:30 Conclusions, proposals and outline of recommendations for the guide
TUNED / EUPAE France

12:30 Closing of the seminar
Héctor Casado López, Deputy Director General of Labor Relations,
Directorate-General of the Spanish Civil Service Administrations

13:00 Lunch