

# Violence at work

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# Agenda

- ◆ Some facts (reminder)
- ◆ Different expressions of violence
- ◆ European trends
- ◆ Priority
- ◆ The preventive approach
- ◆ Need of specific European tools


# Some facts

- ◆ Lot of problems
- ◆ Different kinds of violence at work
  - Origin (geography):
    - ◆ INTERNAL ~ inside the company
    - ◆ EXTERNAL ~ at its interface(s): customers, patients, call center
  - Use of violence: police, army...
  - Expression

# Expression of violence

- ◆ Physical
- ◆ Moral
  - Mobbing
  - Bullying
  - Discriminations: race, opinion (religion), gender
- ◆ Sexual

# Epidemiology of Violence



↑ Mobbing, bullying (moral harassment)

~ Sexual violence

↓ Physical violence

# What will be our priority (-ies) ?

- ◆ Do we adapt to epidemiology, are there other ideas or territorial differences...?
- ◆ Do we forget some consequences : i.e. post-traumatic stress → do we consider the victims ?

# But it's known that...


- ◆ The importance of violence (new risks) is recognized by the employers
- ◆ They have expressed the need to do something
- ◆ They will refuse legislative tools...

# Risk factors?

- ◆ HR management
  - Too... participative or authoritarian
    - Management through « terror »
- ◆ Organization: staffing, communication, changes
- ◆ Task (work content, exposure to third persons, handling money... )
- ◆ Environnement (isolation...)



# Violence ~ stress at work



◆ It seems that stressors or factors from the working environment leading to stress are SIMILAR to factors leading to violence at work

- Workload
- Participation of workers
- Clarity of role
- Changes

# Target

- ◆ Framework directive covers health & safety, it gives dynamic mechanisms for prevention and action
- ◆ Specific directives exist E.g. on equal treatment (racial, ethnic origin) & equal access (women, men)
- ◆ EC Treaty (art 13) enables the Council to take action to combat discrimination (sex, race, age, religion...)

***IS A SPECIFIC  
TOOL NEEDED?***

# Typology of that eventual tool

- ◆ Kind of instrument ?
- ◆ Base ?

Primary prevention ...

- Which are the risk factors to assess
- Which are the actions needed
  - On the risk factors
  - For the victims